

**FOR IMMEDIATE RELEASE**

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**EMPIRE DISTRICT PREPARES FOR WINTER STORM,  
ENCOURAGES CUSTOMERS TO HAVE EMERGENCY PLAN IN PLACE**

JOPLIN, MO – January 11, 2017 – Empire District is preparing for the possibility of a significant winter storm event later this week. Personnel are assessing trucks and equipment, fuel and material supplies, and communication channels and technology to ensure all systems are ready to respond if outages occur.

Empire urges customers to also be prepared before extreme weather conditions arrive. Outages can occur at any time. Have an emergency plan in place and additional supplies on hand.

- If a family member is medically dependent upon electricity or is elderly, make sure to have a plan in place to maintain their health and safety if the power goes out.
- Always have on hand a first-aid kit and essential medications, a battery-powered radio, a flashlight and extra batteries, canned food and a can opener, and bottled water (at least one gallon per person per day).
- Have mobile communication devices fully charged.
- Keep refrigerator and freezer doors closed as much as possible.
- Listen for updated weather and outage information from a weather radio or local radio stations.
- Avoid driving when road conditions are dangerous. During extreme weather, vehicle accidents can cause power outages and create hazards for motorists and others.

If customers experience an outage, they should call 800-206-2300. When calling, the report can be logged more quickly by using the automated reporting system. Have your 11-digit location number, found on the back of your bill, or the phone number or social security number associated with the account ready. Outages may also be reported by logging into your MyAccount on the Empire website.

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In the event of widespread or extended outages, updates will be issued to local news sources, on our website, and via our Facebook page. For additional planning and safety information, visit our Outage page at [www.empiredistrict.com/outages](http://www.empiredistrict.com/outages).

Based in Joplin, Missouri, The Empire District Electric Company is a subsidiary of Liberty Utilities Company. Empire District is a regulated utility providing electric, natural gas (through its wholly owned subsidiary The Empire District Gas Company), and water service, with approximately 218,000 customers in Missouri, Kansas, Oklahoma and Arkansas. A subsidiary of the company provides fiber optic services. For more information regarding Empire, visit [www.empiredistrict.com](http://www.empiredistrict.com). For more information about Liberty Utilities, visit [www.libertyutilities.com](http://www.libertyutilities.com).

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