



Outage tips



What to do if the power goes out

- If your neighborhood is without power, call our outage line at 1-888-456-SMUD (7683) or visit [smud.org/Outages](https://www.smud.org/Outages) or on the SMUD App.
- While waiting for electricity to be restored, turn off all electric appliances and switches, except the porch light or other light that SMUD crews can see from the street when power is back on. Having just one light on lowers the initial demand for electricity and makes it easier to restore electric service.
- Protect your household appliances and sensitive electronic devices by using plug-in surge protectors.
- Get the latest information about outages and estimated restoration times at [smud.org/Outages](https://www.smud.org/Outages) or on the SMUD App.



Restoring your electric service

These priorities are used to determine where crews will be sent:

1. Public safety hazards (power lines down, poles down)
2. Hospitals and critical flood control pumps
3. Areas with large numbers of customers out of power
4. Scattered, smaller outages



If neighborhood power is back on, but not at your house

- If power has been restored to your area, but your power has not come back on, the problem may be in the service panel at your home.
- First, make sure that you are not standing in water and that your hands are dry. Then check to see if the main circuit breaker switch has flipped to the "off" or "trip" position.
- If it has, firmly push the switch to the "off" position and then to the "on" position.
- If the power still does not come on, call our outage line at 1-888-456-SMUD (7683) to report the situation or visit [smud.org/Outages](https://www.smud.org/Outages) or on the SMUD App.



Stay away from downed power lines

If power lines are down, immediately call 911 or our outage line at 1-888-456-SMUD (7683).

Assume the power line is "energized" and stay away while warning others nearby of the danger.

If power lines have fallen on a motor vehicle, stay away. It has probably been electrified and deadly shock could happen if you touch the vehicle. Stay clear until you're sure the power is shut off.



Emergency Preparedness Planning Guide

Powering forward.
Together.



At SMUD, we prepare all year to make sure you have safe and reliable electric service at your home or business.

Sometimes winter storms or other events can cause power outages. When they do, our crews work around the clock to restore power as quickly as possible. However, there may also be times when extensive damage results in power being out longer than we'd like.

Use this guide to help prepare for a power outage. You can use it to prepare for other emergencies, too.

The safety of our employees, customers and community is our top priority.



Resources

SMUD Outages
[smud.org/Outages](https://www.smud.org/Outages)

Ready America from U.S. Dept of Homeland Security
[ready.gov](https://www.ready.gov)

American Red Cross
[redcross.org](https://www.redcross.org)

Federal Emergency Management Agency
[fema.gov](https://www.fema.gov)

California Governor's Office of Emergency Services
[caloes.ca.gov](https://www.caloes.ca.gov)

National Weather Service-Sacramento
[weather.gov/sto](https://www.weather.gov/sto)

Sacramento County Emergency Management
[saccounty.net/government/pages/EmergencyPreparedness.aspx](https://www.saccounty.net/government/pages/EmergencyPreparedness.aspx)



Assemble an emergency supply kit

Here's a checklist to help you assemble your kit:

- Flashlight
- Battery-operated/solar powered radio, TV or wind up clock
- Extra batteries/portable cell phone charger and cable
- N95 respirator masks
- Water – 1 gallon per person, per day and store in sealed, unbreakable containers
- Non-perishable food like canned meats, fruit, vegetables, juice, peanut butter, crackers, dried fruits and nuts
- Hand operated can opener
- Blankets and sleeping bags
- First aid kit and prescription medications
- Extra clothing, shoes and rain gear
- Extra pair of eyeglasses
- Credit card and cash
- Important telephone numbers (family, physicians, neighbors and utilities)
- Whistle or other noisemaker
- Personal care items
- Infant or other special needs items
- Pet supplies
- Garbage bags with ties
- Work gloves, safety goggles and basic tools



Create an emergency plan

1. Meet with your household to talk about emergencies like fire, flood, earthquake and severe weather and discuss what you would do in each case.
2. Locate the safe places in and outside of your home where family members should go in each type of emergency, and talk about escape routes and meeting places.
3. Talk about power outages and make sure everyone knows where to find the flashlights and other emergency supplies.
4. If you or someone in your household depends on electricity to power medical equipment, identify a location with emergency power.
5. Show family members how to turn off the power, water and gas if it becomes necessary. Make sure all the right tools are nearby.
6. Teach your children how and when to call 911.
7. Identify a contact person nearby and one out-of-state or out of the area that family members can call in case you're separated or cannot reach one another. Add the #'s in their cell phone contacts.
8. Have a list of kennels or friends who can care for your pet.
9. Keep important family documents in a waterproof, fireproof portable container.
10. Know your child's school emergency plan and evacuation/shelter-in-place procedures.
11. Determine evacuation routes out of the area from your home and identify transportation options. Keep your vehicle filled with at least half a tank of fuel in case you have to evacuate.
12. **If you have to evacuate, take your emergency supply kit with you.**

Important SMUD numbers

Report an outage 1-888-456-SMUD (7683)

SMUD Customer Service

Residential customers 1-888-742-SMUD (7683)

Business customers..... 1-877-622-SMUD (7683)

TTY (hearing impaired) 916-732-6630
after business hours 1-916-732-5596

More information and updates

 smud.org/Safety

 E-mail us at customerservices@smud.org

 facebook.com/mysmud

 twitter.com/smudupdates

Family contact information

Name: _____

Address: _____

Phone: _____

Cell phone: _____ (email) _____

Name: _____

Address: _____

Phone: _____

Cell phone: _____ (email) _____

Relative/friend contact information

Name: _____

Address: _____

Phone: _____

Cell phone: _____ (email) _____

Family work numbers

Mother: _____

Father: _____

Other: _____

Other: _____



My personal data

Name: _____

Address: _____

Home phone: _____

Critical medical information

Allergies

Current medications

Home insurance information

Name: _____

Phone: _____

Policy number: _____

Emergency meeting places for home

Home evacuation assembly point: _____

Near home: _____

Address: _____

Away from home: _____

Address: _____

My work emergency information

Supervisor name: _____

Phone: _____ After hours #: _____

Department emergency contact

Name: _____

Phone: _____ After hours #: _____

Work evacuation information

Primary assembly point: _____

Alternate assembly point: _____

My evacuation duties: _____

My shutdown procedures: _____

When evacuating, I need to bring with me: _____

Family doctor/other physicians

Name: _____

Phone: _____

After hours #: _____

Name: _____

Phone: _____

After hours #: _____

Utility company names/numbers

Electric: SMUD 1-888-742-SMUD (7683)

Gas: _____

Water: _____

Telephone: _____

Cable/Satellite: _____

School information

School Name: _____

Phone: _____

School Name: _____

Phone: _____