

Niagara Peninsula Energy Inc.

outage PREPARATION

Checklist

Phone | 1-877-270-3938 Email | info@npei.ca Website | www.npei.ca Facebook | NPEIHydro Twitter | NPEIHydro



Despite our best efforts, power outages and electrical emergencies do occur without warning. We encourage you to plan ahead and be prepared.

Local emergency responders also recommend that residents prepare and plan to be self-sufficient for 72 hours in an emergency situation.

Keep our 1-877-270-3938 toll free number line handy to report power outages, downed powerlines and electrical emergencies.

BEFORE a power outage

HAVE AN EMERGENCY KIT ON HAND:



Cellphone or cordless phone



Battery operated flashlight



Candles, matches or lighter



Extra blanket, hats & gloves



First Aid Kit



Bottled water



Non-perishable foods like snacks or canned/dried goods



Manual can opener



Disposable tableware & cutlery

- Test your smoke alarms to make sure they work.
- Ensure there is always sufficient fuel in your vehicle to meet possible emergency travel needs.
- Install surge protection devices on sensitive equipment such as televisions, computers, mobile devices and microwaves to help protect them from surges when power is restored.
- If someone in your household uses life support equipment, it is important to make NPEI aware. You should also make arrangements for a back-up power supply or transportation to another facility in the event of a power outage.
- If you have a garage door opener, familiarize yourself with the manual operation of the unit so that in an emergency you can get out of the garage quickly and safely.
- If you are considering purchasing a standby portable generator, the Electrical Safety Authority, which regulates the safe use of electrical equipment in Ontario, cautions consumers contemplating the purchase of portable standby generators to do some homework first. Go to www.esasafe.com

Make sure your home has a **BATTERY OPERATED SMOKE ALARM** and **CARBON MONOXIDE DETECTOR** on every level.



NPEI strives to ensure that your power remains on at all times. Unfortunately, there are times when unexpected interferences may affect our power system. Be assured that our system operators and line crews will work diligently to restore your power as quickly as possible.

DURING a power outage

If your power goes out unexpectedly, check your circuit breakers or fuses. If a circuit has been tripped or a fuse blown, reset the breaker or replace the fuse to restore your power. If you still have no power, contact NPEI.



TURN OFF
the main
electrical switch



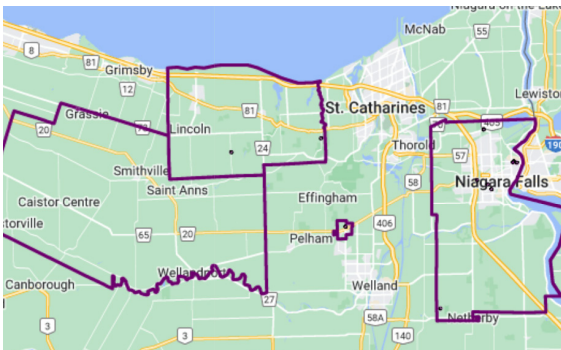
ENSURE ALL
stovetop elements are in
the off position



TURN OFF
or unplug equipment
to prevent damage
should there be a
power surge when
power is restored



KEEP AWAY
from downed powerlines.
If you see a downed
powerline, contact us
immediately.



NPEI OUTAGE MAP

If you are ever without power, be sure to check our Outage Map, which provides information on power outages occurring within our service territory. The Outage Map provides details on the outage including location and the number of customers affected.

The Outage Map can be found at www.npei.ca

AFTER a power outage

Plug in only the most essential appliances. Waiting 10-15 minutes before plugging in and turning on equipment, such as refrigerators and air conditioning units, gives the power system time to stabilize.



CHECK
to make sure the freezer and refrigerator are
working and what food can be refrozen.



RESTOCK
your emergency kit and return it to its
regular storage place.