



## **Public Notice**

*December 14, 2011*

### **What to do during a power outage**

- Determine whether the power outage is affecting only your home or whether it includes your neighbours. If your neighbour still has power, check your circuit breaker panel or fuse box.
- If your circuit breaker panel or fuse box has not tripped off, call the Nelson Hydro Outage Phone Line at 1-877-324-9376 to report the outage.
- If you see a downed power line, please call immediately with the exact location. Keep back a minimum of 10 metres (33 feet) from the wires or anything in contact with the wires, and warn others of the danger. Always assume that the lines are energized.
- Turn off all lights in your home except one to signal you when the power has been restored and one outside to signal the line crew your power has been restored.
- Turn off appliances, except your fridge and freezer. Food in a refrigerator can stay safely cold for 4 to 6 hours. Items in the freezer can stay frozen for 2 to 4 days. Keeping the doors and lids closed will keep the food cold for a longer period of time.
- If you leave your home during the outage, please ensure your stove, and all other heat-producing appliances are unplugged. This minimizes the risk of fire when power is restored.
- Turn off or unplug sensitive electronic equipment including but not limited to televisions and computers to help prevent damage once when the power has been restored.
- Have flashlights, water, warm clothes and blankets on hand.
- DO NOT USE barbecues, portable generators, or propane/kerosene heaters indoors. They can produce deadly fumes and are only for outdoor use with proper ventilation.
- If using a portable generator, follow the manufacturer's instructions and never place a portable generator indoors or in a location outdoors where the exhaust can enter through doors or windows.
- If you light candles, use candleholders and NEVER leave burning candles unattended.
- Turn on only the most essential appliances first to give the electrical system a chance to stabilize. Wait 10 to 15 minutes before reconnecting other appliances. Power can be restored more easily by reducing the load on the electrical system.
- Check your fridge and freezer to ensure they are back on.
- Nelson Hydro recommends customers use a home surge protection device, sold at local hardware stores. Have a qualified electrician install the surge protection device near or within the building's main switch.

### **For more information, please contact:**

Nelson Hydro Administration at 250-352-8240