

Ways to stay safe and informed



KEEP CONTACT INFORMATION UP TO DATE

Visit [PacificPower.net](https://www.pacificpower.net) to make sure your contact information is current and accurate, so we can keep you updated in the event of a power outage.

INFORM US OF MEDICAL NEEDS

If you or someone in your home has medical needs requiring electricity, call us at **1-888-221-7070** to let us know.

SIGN UP FOR TEXT ALERTS

In your account settings, you can choose to receive alerts by text, email or phone in the event of an outage.

USE OUR MOBILE APP

Track outages, update contact info and do more with our free Pacific Power app.

TEXT OR CALL US

Text **OUT** to **722797** to report your outage or **STAT** to check status. You can also report outages or check status by calling **1-877-508-5088**.



KEEP YOUR DISTANCE

You can't tell if a power line is energized just by looking at it. **NEVER** touch or go near downed power lines.



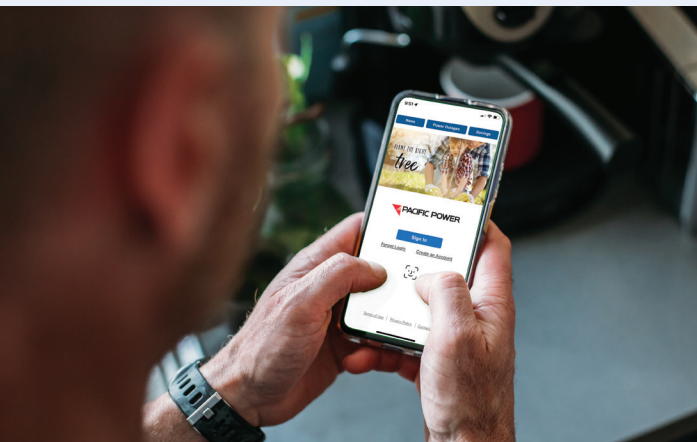
How to prepare for power outages



How can we help?

For assistance with your planning, please visit [PacificPower.net/Prepare](https://www.pacificpower.net/Prepare) or call us at **1-888-221-7070**.

Si necesita hablar con un representante que habla español, llame al **1-888-225-2611**.





As part of our commitment to delivering safe, affordable, reliable power to you, we're improving and strengthening our system year-round. However, power outages may still occur in your area. Whether they're caused by storms, accidents or as a necessary safety measure, we understand how these outages can impact you, and we will always work to restore power quickly and safely.

Here's what you can do now to make sure you're prepared in case of an outage.

Create an emergency supply kit

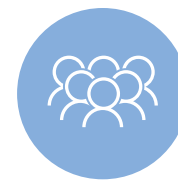


Take some time to gather essential supplies for yourself and your family. Your individual emergency kit items should be stored in airtight plastic bags, and all items should go in one or two easy-to-carry containers such as plastic bins or a duffel bag. Be sure to restock your kit as needed.

RECOMMENDED ITEMS FOR A BASIC EMERGENCY SUPPLY KIT

- Two- to three-week supply of shelf-stable food for all people and pets in your home
- One gallon of water per person/pet per day
- Flashlights and extra batteries
- Battery-powered radio and extra batteries
- Solar phone chargers
- Blankets and/or sleeping bags
- One change of clothes and shoes per person
- Wrench or pliers to turn off utilities
- Manual can opener
- Toiletries
- First-aid kit
- Prescription medications and any necessary medical equipment
- Dust masks
- Cash
- Family contact sheet (see next section)
- Copies of important documents

Make an evacuation plan & contact sheet



It's crucial to plan ahead and come up with an evacuation plan for you and your family.

- Identify **at least** two evacuation routes from both your home and work.
- Designate an emergency meeting location for your family.

Keep a list of family contact information in your emergency supply kit, and make sure everyone in your family has a copy.

Additional steps to take



UNPLUG APPLIANCES

- Protect electronics like TVs and computers with surge protectors, unplug them when the power goes out.
- Learn how to override your garage door opener.

INVEST IN A BACKUP POWER SOURCE

A portable generator or backup battery can help provide electricity to the appliances, devices and systems that you need most in an emergency. It is essential to learn how to safely operate these devices prior to an emergency. Generators also require proper storage, access to fuel and regular safety checks. Visit [PacificPower.net/BackupPower](https://www.pacificpower.net/BackupPower) for additional information about backup power options, their safe operation and rebates available in certain states.