

Where to call...

Power Outage Hotline (206) 684-7400

Life-Sustaining Equipment:

Customer Reporting (206) 684-3020

After-hours Electrical Emergencies
(206) 706-0051

Power Line Clearance/Tree Trimming
(206) 386-1663

Electrical Services/Temporary
Disconnects

North of Denny Way (206) 615-0600

South of Denny Way (206) 386-4200

Streetlight Problems (206) 684-7056

Customer Service (206) 684-3000

TTY Line for Hearing/Speech Impaired
(206) 233-7241

Out-of-Area Calls (800) 862-1181

Call-Before-You-Dig Utility Locator Service
(800) 424-5555

Residential Conservation Help Line
(206) 684-3800

For a copy of this brochure in an alternate
format, please call (206) 684-3000.

 Seattle City Light
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PO Box 34023
Seattle, WA 98124-4023

www.seattle.gov/light

Create a disaster plan

- Establish a meeting place outside your home and also one outside your neighborhood in case you can't return home. Know the address and phone number of the outside meeting place.
- Discuss what to do in an evacuation.
- Establish an out-of-state "family contact." Everyone must know your contact's phone number.
- Check on your neighbors, especially elderly or disabled persons.
- Keep a modest amount of cash on hand.

Address hazards in your home

- Post emergency phone numbers near your phone and teach children how and when to call 9-1-1.
- Assemble disaster supplies kit (3-7 day supply is recommended) including water and non-perishable foods (check expiration dates), a set of clothes with sturdy shoes, toiletries, matches, whistle, first-aid kit, prescription drugs as needed, shelter supplies like duct tape and plastic, entertainment items like a deck of cards.
- Keep small, portable supply kits at work and in your vehicles.
- Water is essential. Three gallons per person is the minimum you will need during the first 72 hours of a disaster. Rotate water about every six months.

- Fix potential home hazards, such as items that can fall or cause a fire.
- Know how to turn off water, gas and electricity at the main switches.
- Have fire extinguishers and know how to use and test them.
- Have smoke and carbon monoxide detectors installed near bedrooms on each level of your home. Test the batteries regularly.
- Find the safe spots within your home.
- Determine the best escape routes out of your home and conduct drills.

For additional information,
www.rpin.org/, www.redcross.org/,
and [www.seattle.gov/html/citizen/
preparedness.htm](http://www.seattle.gov/html/citizen/preparedness.htm)

Power Outage & Emergency Preparedness Tips



 Seattle City Light

If your power goes out

Seattle City Light is proud of its record for providing reliable electricity. Our crews work around the clock in difficult conditions to restore power as quickly as possible.

Many power outages are unplanned and beyond our control – causes include stormy weather, car and pole accidents, objects touching power lines, and unforeseen equipment failure.

Planned outages are scheduled so that crews can work safely to maintain or rebuild the electrical system. In these cases, we make every effort to give affected customers the courtesy of advance notice – in person or in writing.

If you experience an outage, please stay calm. The following tips can help you to better manage during those times.

To prepare

- Contact City Light at **(206) 684-3020** if you are on life-sustaining equipment. Be sure to notify us with updated contact information, and have emergency power backup in good working order.
- Have a power outage kit on hand that includes a flashlight with fresh batteries, lantern, matches, glow-in-the-dark stick lights, wind-up clock, portable radio, manual can opener and mylar blanket.
- Know how to manually override your electric garage door, security door or gates.
- In multifamily housing, know which exit door to use during an outage.

During a power outage

- If your power goes out, check your main switch or circuit panel to see if the problem is within your house. Know how to safely change a fuse or reset your circuit breaker.
- If you determine it is an outage, call the Power Outage Hotline at **(206) 684-7400** for a recording of all known outages. If your area is not mentioned, please report your outage. Leave your name, address, and telephone number and describe any unusual circumstances that could help us identify the problem. In the event of widespread outages, please be patient. High call volumes can cause delays in your call getting through.
- Have a telephone that plugs directly into a phone jack. Cordless phones will not work during a power outage.
- Unplug electrical appliances when the power goes out to prevent fires and equipment damage during prolonged outages. Leave one or two lights on to let you know when service is restored.
- Dress in layers to conserve body heat.
- Close doors, windows, curtains and unused fireplace dampers to retain heat.
- Use battery-powered flashlights for illumination. Avoid candles, oil lamps or anything with an open flame.
- Adequately vent fueled space heaters (e.g., kerosene, propane, and alcohol) to avoid fatal carbon monoxide gas buildup. Never use gas or charcoal grills designed for

outdoor use indoors or in an unventilated space.

- Use hot water sparingly. Most hot water tanks will retain heat for up to 24 hours.
- Keep the refrigerator and freezer closed as much as possible. A full refrigerator will maintain safe temperatures for up to six hours. Discard at-risk refrigerated foods that are warmer than 45 degrees. If in doubt throw it out.
- Some home alarm systems are set off by power outages. Make arrangements with your provider, if necessary.
- If used incorrectly, generators pose a significant hazard to both the user and crews attempting to restore power. Never plug them in to your home circuitry. Instead, plug appliances and fixtures directly into the outlets of the generator. Be sure to use generators in a well-ventilated area.
- When power is restored, turn on electrical appliances gradually. Sudden heavy electricity demand can damage the electrical system and extend the outage.

Remember

- Never touch or approach a downed wire - or anything in contact with one. Always assume the wire is live, even if severed. Stay 10 feet away; including anything you are carrying because electricity will travel through it. Call **(206) 706-0051** to report after-hours electrical emergencies.

- Keep trees in your yard trimmed so they cannot blow into power lines. If you see a problem with trees near power lines in other areas, please report this at **(206) 386-1663**.
- Schedule a temporary disconnect **at least one week in advance** if you are going to do yard work or home repairs within 10 feet of power lines.
- Never touch a person who is being shocked. If you can do it safely, unplug the appliance or turn off the power. Call **911** and begin CPR after the victim is cleared from contact.
- During storms, expect “bumps” (momentary outages caused by branches brushing against power lines) and outages. Unplug sensitive electronic equipment because damaging power surges or outages may occur during storms.

Be prepared for emergencies

Did you know that in a major disaster, you could be on your own for seven days or more? Here are some basic recommendations from the American Red Cross and other emergency organizations:

Find out what could happen to you in an emergency

- What warning signs should you look for and how should you respond? Listen to your battery-powered radio and follow the instructions of local emergency officials.
- What are the disaster plans at places where your family spends time, e.g., work, school, and daycare?