



YOUR GUIDE TO STORM SAFETY

BE READY FOR DANGEROUS WEATHER ANYTIME

508.824.5844

www.tmlp.com



QUICK STEPS

- Assemble Your Storm Kit
- Charge cell phones, computers and other devices & have car charger ready
- Turn refrigerator thermostat to colder
- Stock up on water and non-perishable food
- Watch / Listen for local information:
 - a. Taunton Community Cable Access Media (TMCAM) – Comcast Channel 15 and Verizon Channel 22
 - b. The Raynham Channel – Comcast Channel 98 and Verizon Channel 34
 - c. Berkley - Channel 9
 - d. Radio: WVBF 1530 AM & 99.7 FM
 - e. www.tmlp.com for service instructions

Know your electrician:

Know your plumber:

Plan for alternate shelter

Designated local area shelter location:

Hotel / family address away from home:

Medical assistance / hospital location:

Pet kennel / alternate shelter:



At the Taunton Municipal Lighting Plant we know that being prepared for a storm is half the battle. We are committed to providing reliable service in every kind of weather. That means being ready before weather threatens, responding quickly when a storm hits, and restoring power as safely and quickly as possible in the event of an outage.

Hurricanes and major blizzards are few and far between, but we face storm-related outages in every season, every year. High wind gusts exceeding 50 mph are classified by the National Weather Service as damaging winds that can cause significant damage to homes and trees. These wind gusts pose the most risk to small, dead, and weak trees that can fall on power and telecommunication lines, bringing them down, and creating the potential for outages.

Thinking ahead can give you peace of mind when weather turns threatening. We created this handbook to help you be prepared before, during, and after storms. Please keep it with other essential storm-related items in your home.



BEFORE A STORM

Assemble an emergency storm kit containing:

- Flashlights and fresh batteries
- Battery-powered radio or TV and extra batteries
- Land-line phone with cord (cordless phones require electricity)
- Battery-powered or windup alarm clock
- Supply of bottled water (one gallon per person per day)
- Non-perishable foods that require no heating like energy bars
- Blankets, bedding, or sleeping bags
- First aid kit and prescription medications
- Hand-operated can opener
- Special medical or infant supplies
- A variety of hand tools
- A cooler and extra ice for medications requiring refrigeration
- List of emergency phone numbers including insurance contacts

Preparing for storms is something we take seriously

How we prepare:

- Continually monitoring weather
- Scheduling additional TMLP staff and crews in case of an outage
- Working closely with local town officials and emergency responders
- Activating emergency procedures

Being prepared for storms is everyone's responsibility

- Develop and practice an emergency plan with everyone in your household
- Fill your bathtub with water if your water supply depends on electricity
- Check your medications to ensure you have at least an extra week's supply
- Make sure cell phones are charged
- Protect electronic equipment by unplugging when the storm is imminent
- Ensure your contact information is up to date with TMLP. Have your account number available and call Customer Service at 508.824.6976 to verify.
- If someone relies on oxygen and/or life support equipment, make sure you check and charge the back-up batteries and oxygen supplies before the storm. Identify an alternate location with power where they can go during an outage, if necessary, and if it is safe to do so. If oxygen supplies and battery backups reach a critically low level during an outage, call 911.
- Evacuate if your area is prone to serious damage

WHEN A STORM STRIKES

Here are some ways to stay safe when a storm hits:

- Locate your emergency storm kit
- Tune in to local news broadcasts
- Never go near downed wires and always stay clear of working crews
- Avoid wet and flooded areas as electricity and water are dangerous

If Power Goes Out:

- Keep freezer and refrigerator doors shut
- In summer, close shades or curtains to keep rooms cooler
- In winter, let the sun warm rooms during the day; at night close shades or curtains to keep warmth in and close off unneeded rooms
- Be safe around candles / open flames

Getting Information

There are several ways you can get information during a storm. But first, it's important that you notify us that your power is out.

Phone: Call 508.824.3111 to report your outage. Please request a call back so we can verify if individual or small groups of outages still exist. Be prepared to give us a contact number so that we may attempt to call you if necessary. You should also provide an alternate contact number such as a cell phone, a friend, or a relative in case you must evacuate later so we can get a message to you about your service.

Online: Go to www.tmlp.com or @thetmlp on Facebook

TV & Radio: Know your local cable access channels and listen to local radio station WVBF - 1530 AM.

Generator Safety:

If you are operating a generator, make sure that you follow all safety guidelines. To protect yourself, your neighbors, and our line personnel, please follow these precautions when using a backup generator.

DO:

- Before you use your generator, thoroughly read, understand, and follow all of the manufacturer's instructions.
- Generators should be connected to appliances with heavy-duty extension cords.

DON'T:

- Never install a generator in the basement, attached garage, or any closed area. The exhaust gases from the generator contain carbon monoxide, an invisible, odorless, poisonous gas.
- Never connect a generator directly to your home's power supply. This could increase the voltage or cause a surge to the outside power lines and potentially injure or electrocute TMLP crews working to restore the power. This could also create a dangerous surge in your home.
- Do not operate a generator near a natural gas or propane appliance; their pilot flames could ignite gasoline fumes.
- Do not store gasoline near an operating generator which could ignite gasoline fumes as well.

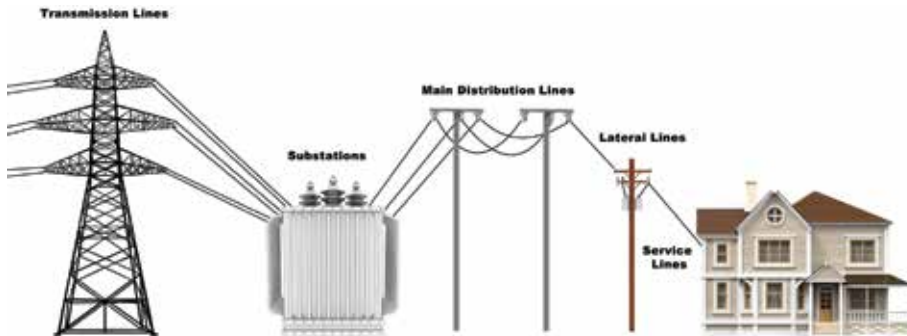
THE RECOVERY PROCESS

We understand that it's important for our customers to know when their power will be restored. As soon as the storm begins we are continually assessing damage to help provide customers with the latest restoration information.

Our Power Restoration Process

When power goes out, our recovery work begins as soon as conditions allow. Here is the order that we approach systems to help ensure quick and safe restoration of power:

- 1.) Downed live wires or other emergencies
- 2.) Transmission lines that link us to generators that provide power to all of our customers
- 3.) Substation equipment that affects widespread areas
- 4.) Main distribution lines serving large numbers of customers
- 5.) Lateral lines serving neighborhoods
- 6.) Service lines to individual homes and businesses

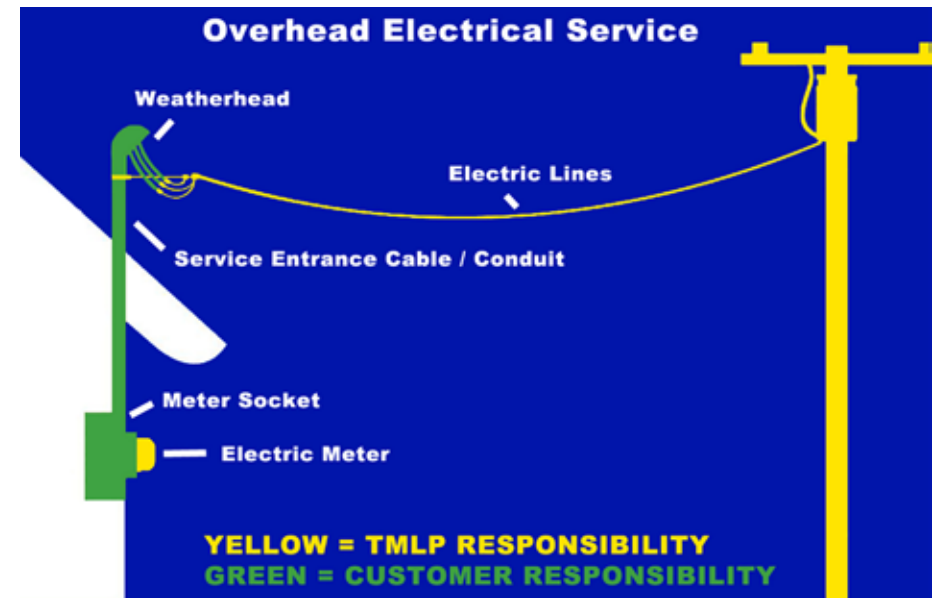


Widespread damage could mean days without power. Know your potential outage duration and make plans for alternate shelter.

KNOW YOUR RESPONSIBILITIES

As the property owner, you also own the electric service cable from the point where it attaches to your house (at the weatherhead) to our meter and from our meter into your home or business. You are also responsible for maintaining the meter socket. Damage to any part of this structure must be repaired by your electrician before we can reconnect or re-energize our cable at the pole.

Any damage to electrical wiring and breaker / fuse panels inside the building is the responsibility of the owner to repair or isolate BEFORE we re-energize the service line.



IF our service line from the pole to your weatherhead has been disconnected from the pole or from your weatherhead due to falling trees or branches, you may also have damage to the weatherhead and entrance cable. Be prepared to have your electrician ready for repairs.

IF our service line has pulled your weatherhead and entrance cable from the house, **BE AWARE** it may still be energized but will need repair. Call TMLP and we will de-energize the service line at the pole so that your electrician can make repairs and have the work inspected by the town wiring inspector before we re-energize.

IF the wiring inspection is delayed due to widespread storm damage, we can make temporary repairs to restore power. It will still be YOUR responsibility to have the final town wiring inspection to approve the work before we make the connections permanent.

ANSWERS TO COMMON QUESTIONS

When will I know how long I might be without power?

First, we need to fully assess the damage to 100 square miles of service area. It is impossible to accurately predict restorations of specific circuits serving particular residences because of the many challenges and hazards that may be hidden within tree-damaged areas. We attempt to give updates of our efforts as often as possible so that residents can gauge our progress. We will always communicate as much information as we possibly can on our website, in the media, and with individual calls to customers.

Why did my power come back on, then go off again a few minutes later?

Sometimes after a line is repaired in one location, other damage causes the line to go out again. At other times, it may be necessary to turn off your power once more to safely repair other problems. In any case, our crews work to restore your power again as soon as safely possible. If your power comes back on, then goes off again, please let us know by calling our outage line, **508.824.3111**

What should I do about the wire laying in my driveway/street?

Consider all downed lines energized and call TMLP. Once public safety is assured, the line crew will come to fix the problem. This may take some time. If you are concerned that the wire is endangering your safety, call us.



Why is my neighbor's electricity on and mine is not?

It's possible for neighbors to be served by different circuits. Circuits don't necessarily align with streets, neighborhoods, or community boundaries. There may be damage on the service line between your home and the rest of your neighborhood and even damage to your own service cable. Call us to let us know you are still without power.

Why haven't I seen any TMLP trucks?

Our restoration efforts can involve damage reports from locations throughout 100 square miles. You may see trucks and crews we have brought in from other towns to help. Most probably, the cause of your power outage could be a distance away from you and that's where we are. Even if you don't see a TMLP truck on your street, we will be out there working to get power restored to every customer who has been affected.

Why do your trucks and people keep going by but nothing is happening?

Crews may come and then leave your area before power is restored for several reasons:

- Crews may be repairing several locations on other roads before power can be restored on the full section serving you.
- Crews may begin work along your road but need to complete the work on other roads before lines can be energized.



AFTER A STORM



When your service is restored, there are a few steps you should take and call us if:

- Something is obviously wrong with your power, call us right away. This could be a sign of damage to your service cable and we will need to work with your electrician to make final repairs.
- You got back from alternative shelter to find your neighbor's power is on but yours isn't. Call us to let us know and we'll check your service cable.
- You return and smell gas, leave immediately and call 911 from another location.
- Your basement is flooded and your appliances are damaged, call us immediately. We will disconnect service until repairs are made and property has been inspected and approved to re-energize.
- Dangling tree limbs are threatening our service lines in the streets. **DO NOT** attempt to remove these limbs! We will be cleaning up for weeks and months after service is restored. Please let us know when you spot a potential problem.
- Discard perishable food left in an unpowered refrigerator for longer than 24 hours.
- Take stock of your Storm Kit and replenish supplies.
- Assess your storm strategy - what would you do differently next time?

TIPS TO STAY CONNECTED ONLINE WITHOUT POWER

Have a plan for how you'll get online if the power goes out and stays out for a while:

Tether to your cell phone.

You can use your smart phone as a hotspot. Just connect your computer to your phone's Internet connection over cellular as if your phone were a modem. Some carriers include tethering as part of their plans and others charge an extra monthly fee. Check your plan.

Use a hotspot device.

If you must be able to get online and stay online for hours, consider getting a WiFi hotspot device (also called a MiFi). It's basically a wireless router with a data plan. All of the major carriers offer them; data plan rates vary.

Get a UPS backup battery.

UPS - or Uninterruptible Power Supply - batteries provide surge protection and also emergency power to your devices for a short time. The idea is to provide enough juice to allow you to save and close out of your devices so you don't lose data during an outage. The battery plugs into the wall so it stays charged and you plug your devices into the battery just like you do with a surge protector.

Consider a generator.

If you're in an area that has a lot of outages or you want to run equipment in addition to online devices, like your refrigerator or AC, you can get a generator that runs on fuel (gasoline, natural gas, or propane). Portable generators like the ones used on construction sites have outlets that you plug things into, while whole-house generators are installed by electricians and can take over automatically in case of an outage.

And don't forget to...

- Keep your devices plugged in when you can so they're charged up and ready to go
- Keep some charged portable battery chargers around for phones
- Use the charger in your car if your device runs out of juice



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TO REPORT POWER OUTAGES AND DOWNED WIRES:

CALL 508.824.3111

CUSTOMER SERVICE:

CALL 508.824.6976

POLICE, FIRE, AND ALL EMERGENCIES:

CALL 911



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