When Storms Strike

To help safeguard your family and home, as well as minimize the inconvenience of a power outage, we encourage you to be prepared. Use the following tips to develop your own emergency action plan.
Ways to Report an Outage

1. **The O&R website**
   oru.com/reportoutage

2. **The O&R Mobile App**
   Compatible with iOS® and Android™ devices.

3. **Texting**
   Text “OUT” to 69678 (myORU) and follow the prompts.

4. **Customer Assistance**
   1-877-434-4100
   Program the number into your phone so you’ll always have it handy. If you get our automated phone system, don’t hang up. Follow the voice prompts and our system will process your report just as quickly and efficiently as speaking to one of our Customer Service Representatives.

Don’t See Our Crew in Your Neighborhood?

It may mean we’re working to restore service in other ways. Often, we reroute power around damaged areas to bring back service to large numbers of customers before we begin repair work. In addition, your power may be interrupted because of damage to lines and equipment located miles from your home.

If you lose power, please don’t assume your neighbor has reported it. Contact us.
Plan Ahead

- Fully charge your cell phone. Cordless and digital phones may not work during an outage.
- Fill flashlights with fresh batteries and have a battery-powered radio.
- Have drinking water, blankets, first aid kit, and non-perishable food on hand.
- If you have a well pump, fill your bathtub with water for washing and flushing toilets.
- Secure outdoor furniture and objects. Heavy winds could toss them and cause damage or injury.
- Have an evacuation plan and go over it with members of your family.
- Know how to contact your emergency management office for information on local shelters and emergency exit routes.
- Tell us ahead of time if someone in your family uses electrically-operated life support equipment. For more details, go to oru.com/lse or call 1-877-434-4100.

Stay Informed

- Listen to local news and weather channels.
- If you have access to the web, go to oru.com
- Our online Outage Map at oru.com gives you an overall geographical view of which communities are affected by outages and provides estimated restoration times.
- Follow @ORUCOnnect on social media for storm advisories and updates.
Take Precautions

- Storms can topple trees and bring limbs down on power lines. **If you see a downed power line, assume it’s live and dangerous.** Don’t approach it, drive over it, or touch anything that might be in contact with it. Also, don’t drive under a low hanging wire. **Call us immediately, toll-free, at 1-877-434-4100.**

- Turn off light switches and unplug appliances if the power goes out. Leave only a single lamp or radio turned on so you’ll know when power is restored. Reconnect appliances one at a time.

- Avoid using candles to reduce the risk of fire.

- Learn to manually open and close your garage door, security door or gate.

- Install surge protectors to help protect sensitive appliances and equipment such as computers and flat screen TVs. Also, consider using battery backup systems to protect against loss of computer data.

- If you have a sump pump, consider having a back-up power source.

- If you’re using a portable generator, only plug individual appliances into it. Have a qualified technician install a manual transfer switch to your generator. This protects our workers from backfeed and prevents damage to your generator.

- Prevent carbon monoxide poisoning. Only operate a generator outdoors where there’s sufficient ventilation.

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Si desea recibir una copia de esta guía en español, llámenos al teléfono gratuito 1-877-434-4100 de lunes a viernes, de 8 a.m. a 7 p.m.