

Emergency Preparedness Planning Guide

At SMUD, we prepare all year to make sure you have safe and reliable electric service at your home or business.

Sometimes winter storms or other events can cause power outages. When they do, our crews work around the clock to restore power as quickly as possible. However, there may also be times when extensive damage results in power being out longer than we'd like.

Use this guide to help prepare for a power outage. You can use it to prepare for other emergencies, too.

The safety of our employees, customers and community is our top priority.

Create an emergency plan



Meet with your household to talk about emergencies like fire, flood, earthquake and severe weather and discuss what you would do in each case.



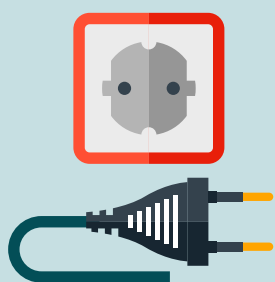
Locate the safe places in and outside of your home where family members should go in each type of emergency, and talk about escape routes and meeting places.



Talk about power outages and make sure everyone knows where to find the flashlights and other emergency supplies.



If you or someone in your household depends on electricity to power medical equipment, identify a location with emergency power.



Show family members how to turn off the power, water and gas if it becomes necessary. Make sure all the right tools are nearby.



Teach your children how and when to call 911.



Identify a contact person nearby and one out-of-state or out of the area that family members can call in case you're separated or cannot reach one another. Add the #'s in their cell phone contacts.



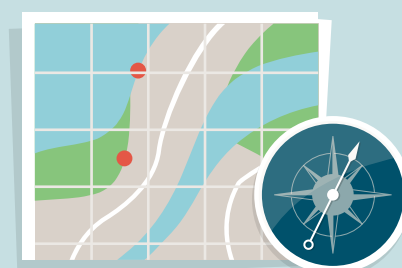
Have a list of kennels or friends who can care for your pet.



Keep important family documents in a waterproof, fireproof portable container.



Know your child's school emergency plan and evacuation/shelter-in-place procedures.



Determine evacuation routes out of the area from your home and identify transportation options. Keep your vehicle filled with at least half a tank of fuel in case you have to evacuate.



If you have to evacuate, take your emergency supply kit with you.

Emergency checklist



Here's a checklist to help you assemble your kit:

- ☐ Flashlight
- ☐ Battery-operated/solar powered radio, TV or wind up clock
- ☐ Extra batteries/portable cell phone charger and cable
- ☐ N95 respirator masks
- ☐ Water – 1 gallon per person, per day and store in sealed, unbreakable containers
- ☐ Non-perishable food like canned meats, fruit, vegetables, juice, peanut butter, crackers, dried fruits and nuts
- ☐ Hand operated can opener
- ☐ Blankets and sleeping bags
- ☐ First aid kit and prescription medications
- ☐ Extra clothing, shoes and rain gear
- ☐ Extra pair of eyeglasses
- ☐ Credit card and cash
- ☐ Important telephone numbers (family, physicians, neighbors and utilities)
- ☐ Whistle or other noisemaker
- ☐ Personal care items
- ☐ Infant or other special needs items
- ☐ Pet supplies
- ☐ Garbage bags with ties
- ☐ Work gloves, safety goggles and basic tools

Important SMUD numbers

Report an outage 1-888-456-SMUD (7683)
SMUD Customer Service
Residential customers 1-888-742-SMUD (7683)
Business customers 1-877-622-SMUD (7683)
TTY (deaf and hard of hearing) 916-732-6630
after business hours 916-732-5596

More information and updates

-  smud.org/Safety
-  E-mail us at customerservices@smud.org
-  facebook.com/mysmud
-  twitter.com/smudupdates

Resources

SMUD Outages

smud.org/Outages

Ready America from U.S. Dept of Homeland Security

ready.gov

American Red Cross

redcross.org

Federal Emergency Management Agency

fema.gov

California Governor's Office of Emergency Services

caloes.ca.gov

National Weather Service-Sacramento

weather.gov/sto

Sacramento County Emergency Management

sacounty.net/government/pages/EmergencyPreparedness.aspx

2-1-1 Sacramento

211sacramento.org