



Storm Safety Tips

At Singing River Electric, the safety of our members and employees is a priority. Be prepared prior to a storm, and be aware of potential electrical hazards at all times. Below are electric safety tips to keep you and your family safe during a storm.

Before storm season

- Update your contact information with Singing River Electric by emailing us at contactus@singingriver.com, calling any Singing River Electric office, logging in to the SmartHub app, or noting change or additional information on back of bill when you send your electricity payment.
- Before storm season begins, have your trees properly trimmed to minimize potential damage. Make sure debris is cleared prior to a hurricane warning announcement when trash pickup is suspended.
- Watch for power lines. Do not attempt to trim any vegetation growing on or near any overhead power lines. Only specially trained line-clearing professionals should work around power lines. Call any Singing River Electric office and report all unsafe conditions.

Preparing for an approaching storm

- If someone in your home is dependent on electric-powered, life-sustaining medical equipment, make arrangements to relocate them when a storm warning is issued.
- Look up and note the location of power lines before you climb any ladders. Make sure ladders are far enough away so that you and your tools don't come within 10 feet of power lines.
- Before lowering a TV antenna or satellite dish, make sure to avoid power lines. Also, turn off and unplug the TV.
- Turn off all swimming pool pumps and filters.
- Turn your refrigerator and freezer to their coldest settings and try to keep doors closed as much as possible to keep food fresh in the event of a power outage.
- Turn off and unplug any unnecessary electrical equipment.
- Charge electronic equipment like cell phones before the storm.
- Turn your air conditioner setting down to cool your home and keep doors closed as much as possible prior to storm landfall.
- Be prepared to shut off or disconnect any appliances that will turn on automatically when power is restored like air conditioners, refrigerators, etc. When the power comes back on, this will help prevent your circuits from being overloaded.

After a storm

- Treat all downed power lines as if they are energized and stay away.
- Call 911 or any Singing River Electric office to report downed power lines that present a clear and imminent danger.
- Do not venture out in the dark. You may not see a downed power line.
- Be cautious clearing debris because tree limbs and debris can conceal downed power lines.
- If water damages your home, turn off circuit breakers and do not use electrical outlets. Damage to your home's electrical system must be repaired before Singing River Electric crews can restore power. A qualified or licensed electrician should make repairs. Your home may need to pass local inspections prior to restoration of service.
- If there is damage to your meter box or the pole on top of your meter box, you must first have a qualified electrician make repairs before electric service can be restored.
- If a temporary residence is established and electricity is needed to make repairs to a home or property, a temporary service pole must be installed by a qualified electrician and inspected by local government authorities before power can be reconnected.
- Keep clear of utility work areas. This will speed power restoration for that area. Also, drive cautiously and follow road signs in the area where a Singing River Electric crew is working.