

Storm Ready!

EMERGENCY RESOURCES

www.singingriver.com
www.fema.gov
www.msema.org
www.ready.gov

www.coastepa.com
www.nhc.noaa.gov
www.gomdot.com
www.weather.com/newscenter/stormwatch

OUR PLAN

Your local electric cooperatives believe in the power of preparation and have extensive storm plans that have guided the cooperatives through severe storms and major hurricanes. The five-stage plan organizes employee efforts before, during and after storms.

■ **PHASE ONE - Storm Enters the Gulf of Mexico:** The storm is monitored, and the plan goes into effect. The response team reviews their duties.

■ **PHASE TWO - Storm Warning:** A Storm Operations Center is established. The CEO/General Manager directs the response team.

■ **PHASE THREE - During the Storm:** Operations personnel are dismissed when winds reach 35 mph and employees seek shelter.

■ **PHASE FOUR - After the Storm: (Restoration)** Personnel organize service restoration. Damage assessment crews are sent out. Additional crews' assistance is called in if necessary.

■ **PHASE FIVE - After Restoration: (Recovery)** After all power is restored, normal operations resume. Any temporary repairs are corrected.

GENERATOR SAFETY

If you plan to use a generator following a storm, always think safety first.

- **Never** connect a generator to your home's wiring. This can energize power lines, endangering our workers and even you! It is best to connect generators by using a transfer switch, or connect appliances directly to the generator.
- Operate your generator outdoors, **NOT** in a garage, storage room or near your open window. Always read the instructions first.
- **Be sure** the generator you have selected has ample capacity to supply the lighting, appliances and equipment you plan to connect.
- **Do not** operate your generator while standing in wet conditions.
- **Do not** attempt to fill your generator's fuel tank while it is operating.
- **Do not** tamper with engine's speed adjustment. This could cause a fire.
- **Have** a charged fire extinguisher nearby as a precaution.

 **Singing River**
Electric Cooperative
A Touchstone Energy® Cooperative

 **Coast Electric**
POWER ASSOCIATION
A Touchstone Energy® Cooperative

OUTAGE REPORTING

■ COAST ELECTRIC

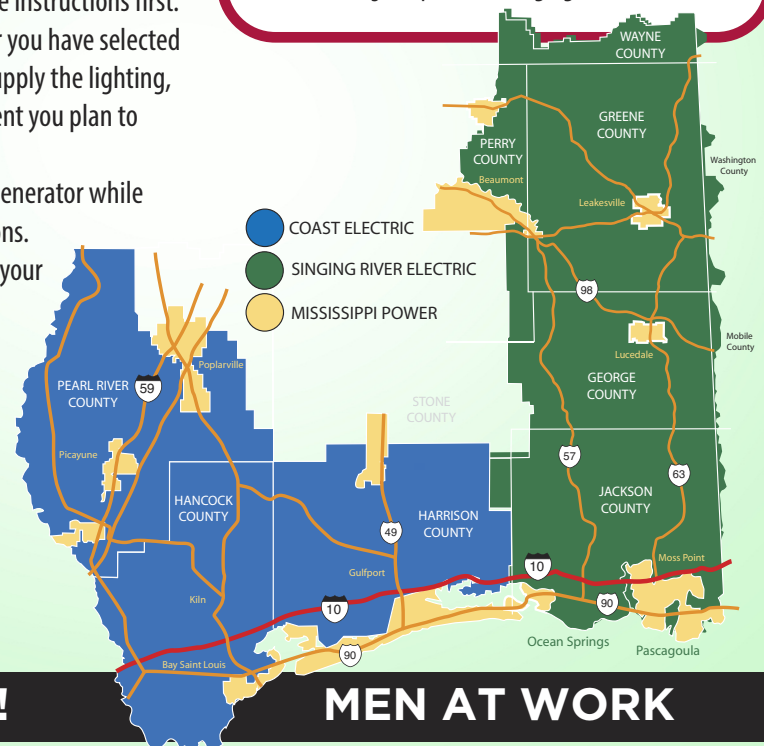
24-Hour Outage Call Number: **877-769-2372**

- Download the CE on the Go app for instant outage reporting
- View an outage map at www.coastepa.com

■ SINGING RIVER ELECTRIC

24-Hour Outage Call Numbers: **601-947-4211, 228-497-1313, 601-989-2345**

- Download the SmartHub app for instant outage reporting
- View an outage map at www.singingriver.com



THINK SAFETY FIRST!

MEN AT WORK

■ Members with Special Needs

Your electric service provider cannot guarantee uninterrupted electric service. Members who use medical equipment or have special needs that require electric service should make plans to be in a location that can provide uninterrupted service. Contact the Emergency Management Agency in your area for assistance.

■ After the Storm

- Treat all downed lines as energized. Beware of downed lines hidden by debris.
- Report all downed lines immediately by calling your local electric cooperative. If there is immediate danger, call 911.
- Prevent generator back feed. Plug any appliances or equipment directly into the generator. Keep the machine in an open area to reduce carbon monoxide emissions.
- Avoid areas where line crews are working.
- Do not stop crews to report an outage. Instead, call your cooperative's outage reporting number or use the mobile app.

■ When is an Electrician Needed?

Damage to a home's electrical system must be repaired before your co-op can restore power. Damage should be repaired by a licensed electrician and inspected by local officials. If water enters the walls or ceilings, turn off circuit breakers or remove fuses and do not use electrical outlets.

A professional electrician must assess the damage and make necessary 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 professional electrician and inspected by local government authorities before power can be reconnected.

Staying Connected:



www.coastepa.com

Mobile App: CE on the Go

www.facebook.com/coastelectric

www.twitter.com/coastelectric

@CoastElectric on Instagram



www.singingriver.com

Mobile App: SmartHub

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www.twitter.com/SRECooperative

@singingriverelectric on Instagram



When Will My Power Be Restored?

These are the steps we need to take as we work our way to your home.

2 Substation

This is where your local electric cooperative receives electricity and becomes responsible for restoring power.

1 Transmission Lines

These high-voltage lines carry electricity from the generating plant to the substation.

3 Facilities that Benefit Everyone

Next, we repair main lines from the substation that serve hospitals, police stations and services we all rely on.

4 Homes and Businesses

Now, we repair power lines that serve multiple homes and businesses.

5 Individual Members

Finally, if any members are still without power, we visit each one individually. These repairs take the most time.

Why do my neighbors have power, but I don't?
Even people who live on the same street can be served by different power lines. Don't worry. Our crews are on their way.

Why does it seem like my home is the last to come on?
It all depends on where you live. To restore power for the most members in the shortest time, we have to follow the steps above. But now that you know more about these steps, you'll have a better idea of what to expect next time the lights go out.