

WE ALL HAVE A ROLE WHEN A STORM HITS



CUSTOMERS



UI

- Fill up the gas tank in your car.
- Build your storm kit.



- Fill containers with drinking water (one gallon per person, per day) and keep a three-day supply of canned or dried food.
- Charge your mobile phone and digital devices so you can report outages or emergencies.

**BEFORE
THE STORM**

- Throughout the year we trim tree limbs and branches from power lines.
- We check our poles and replace when needed.
- We stock up on supplies and fuel all of our vehicles for restoration efforts.
- We monitor forecasts and pre-position our equipment and workers in advance of a storm.

- Keep sensitive electronic appliances such as computers, TVs, stereos and VCRs plugged into a surge protector, or unplug them.
- Keep refrigerator and freezer doors closed.
- Call UI at **800-722-5584 (800-7-CALL-UI)** to report outages or service emergencies.

**WHEN THE
LIGHTS GO OUT**



- Our employees all have storm roles and we train year-round.
- We monitor forecasts and weather conditions at our Storm Center before, during and after a weather event. We work in all weather conditions, as long as it is safe to do so.
- Our restoration priorities are to respond to immediate life threatening situations, restore the largest blocks of customers and state and municipal priorities.
- Our team of engineers begins a formal damage assessments.

- Stay a minimum of 20 feet away from **downed wires** and other electrical equipment. Always assume they are live and dangerous.



- Keep kids and pets indoors.

**AFTER
THE
STORM**

- First we address life-threatening situations, public health and safety as noted by local and state officials.
- Next our crews restore the largest number of customers out of power at once.
- Then we restore equipment and lines that serve groups of customers, such as streets and neighborhoods.
- Finally we restore service to individual homes and businesses.

WEATHERING THE STORM TOGETHER