

WINTER STORM SAFETY TIPS

SAVE THIS!



**PROTECT
YOURSELF AND
YOUR FAMILY**

Storms and power outages can be dangerous. Follow these guidelines to keep yourselves safe:

Stay away from downed power lines and poles.

Watch out for nearby power lines when you use a ladder or work on your roof.

Stay inside your car if a power line falls across it when you're in it. Warn others away and wait for rescue personnel. If you must get out due to fire or other danger, hop with both feet together or jump out without touching the vehicle and the ground at the same time.

If you smell gas, do not turn any lights or appliances on or off. Do not look for a gas leak yourself. Leave the area and call 911 or report it immediately to City of Palo Alto Utilities at **(650) 329-2579**.



**MINIMIZE PROPERTY
DAMAGE FROM
INTERRUPTED POWER**

Do not connect an emergency or recreational vehicle generator to house wiring. Unless installed safely, you could damage property and endanger the lives of utility workers working to repair power lines.

Keep your refrigerator and freezer closed. Tightly sealed doors will normally keep food safe for several hours.

Install surge protectors for all sensitive electronic equipment.

Turn off all appliances to avoid damage from a power surge when power is restored.

Leave one light on to show when power is restored.



**COOPERATE
WITH UTILITY
CREWS**

To restore service during an outage as well as perform routine maintenance, utility crews need access to the power lines and poles on your property. We appreciate your cooperation!

IMPORTANT CONTACT INFORMATION

You can check power outage status, maps, ways you can prepare and stay safe by going to cityofpaloalto.org/outages

Log in to MyCPAU at cityofpaloalto.org/MyCPAU to update your account information or contact Utilities Customer Service at UtilitiesCustomerService@cityofpaloalto.org or **(650) 329-2161**

You can also call us at **(650) 496-6914** with the phone number associated with your utility account to report an outage or other electrical emergency

Follow us on X at [@PAUtilities](https://twitter.com/PAUtilities) for updates

cityofpaloalto.org/preparedness

Be aware that during an outage our crews work around the clock to restore service.



CITY OF
PALO ALTO
UTILITIES

Persons with disabilities who require materials in an appropriate alternative format, auxiliary aids, or modifications to policies or procedures to access City meetings, programs, or services should contact the City's ADA Coordinator George Hoyt at (650) 329-2550 or by emailing ADA@cityofpaloalto.org.
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