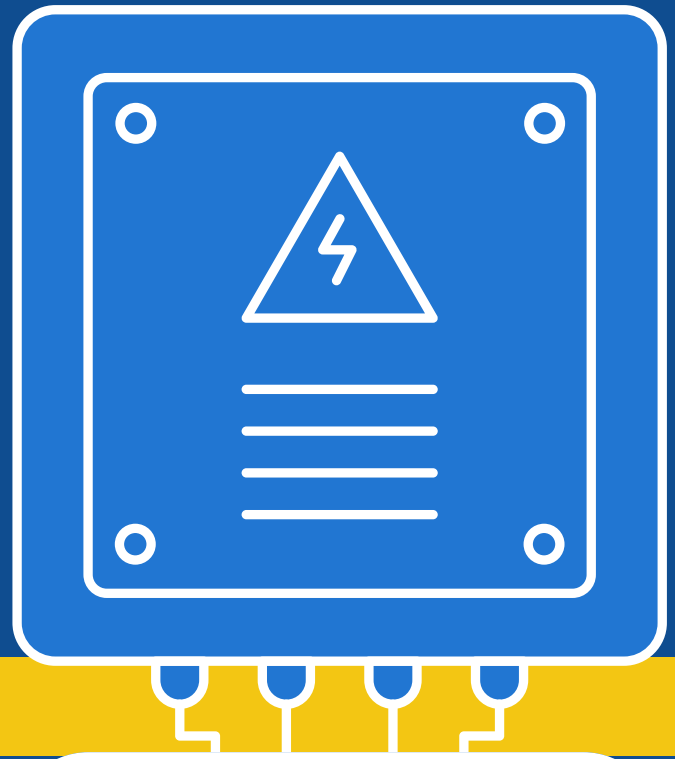


UTILITY INTERRUPTIONS

Key Messages for Response Partners

This document outlines key messages and response actions that community partners can and are encouraged to share with populations they serve before, during, and after an emergency happens.



Before an Event: Be Prepared

- Prepare a proper [shelter-in-place kit](#). Keep a flashlight with extra batteries on each floor of your home, or at least one flashlight per household member. Keep a battery-operated clock and radio with extra batteries, as well as portable chargers for cell phones. Keep a supply of bottled water and easy to prepare, non-perishable foods.
- Use surge protectors with appliances like microwaves, televisions, computers, etc. Plan to have an alternative power source like a generator. Be sure to follow the generator's instruction manual to avoid misuse.
- Check the labels on medications for instructions and consider any that need to be refrigerated. If you have any medical equipment that must be plugged into a wall, look at the manufacturer's instructions for alternative power options. Speak to a healthcare provider to address any questions.
- If you cannot find an alternative power source, reach out to a neighbor to plan ahead. Be sure to sign up for your power servicer's alert line ahead of an emergency. Be sure to also sign up for [ReadyPhiladelphia](#) to stay informed.

WHAT IS READYPHILADELPHIA?

- ReadyPhiladelphia is the City's emergency notification system.
- You can receive alerts via text, email or voicemail.
- You can receive alerts for up to 5 addresses - home, work, school, etc.



SIGN UP TODAY AT:

bit.ly/ReadyPhiladelphiaSignUp

or

Text READYPHILA to 888-777

SOCIAL MEDIA

 [@PhilaOEM](#)
[@PhiladelphiaGo](#)
 [@PHLPublicHealth](#)

For additional information:

<https://www.phila.gov/departments/oem/ready-or-not/how-to-get-ready/after-an-emergency/utility-interruption/>



Department of
Public Health

CITY OF PHILADELPHIA

UTILITY INTERRUPTIONS

During an Event: Be Aware

- Prevent power overloads or any potential fire hazards. Unplug appliances and keep one light switch on—if they all turn on at once when the power comes back, a circuit overload may occur. If you are using a generator, keep it outside in a well-ventilated area AWAY from windows.
- Keep the refrigerator and freezer doors closed. An unopened fridge will keep cold for four hours, and a full freezer will keep its temperature for about 48 hours. The more times you open the fridge or freezer, the quicker food will thaw out.
- If you have any medications that must be refrigerated and you are experiencing refrigeration issues, speak to a healthcare provider if you are experiencing refrigeration issues. If medication is left unrefrigerated for longer than the label directs that it can be, throw it out. A healthcare provider can assist with new prescription replacements.
- If it is hot outside, and you do not have power for AC, try to dress in lightweight/colored clothing. If it is cold outside, wear as many layers as you need to keep warm.
- Keep an emergency contact list for anyone who may be able to help during the outage. If you cannot find an alternate power source, reach out to a neighbor or friend. Check on your friends and neighbors who may need extra assistance. Support others in the community if you are safe and able to.



- Do not use candles as a source of light instead of flashlights.
- Do not use gas stoves as a source of heat.
- Do not open refrigerators or freezers if power is out.
- Do not use medication that has been unrefrigerated for longer than the label directs.

After an Event: Stay Safe

PECO emergency reporting:

1-800-841-4141

PECO customer service:

1-800-494-4000

PWD emergency reporting:

215-685-6300

PWD customer service:

215-685-6300

PGW emergency reporting:

215-235-1212

PGW customer service:

215-235-1000

- Check to make sure all appliances are working. Be sure to handle appliances carefully when testing to see if they are still working.
- Check food in your refrigerator and freezer. If you have any perishable foods that have been at a temperature above 40 degrees Fahrenheit for over two hours, it is no longer safe to eat. Learn how to [keep food safe after a disaster or emergency](#).
- Call your service provider daily to report the continuing outage, or any fallen powerlines in your neighborhood. Sign up for your power servicer's alert line for any support that they can provide.
- **Note:** PECO customers should not report electrical emergencies via email or online request.

For additional information:

<https://www.phila.gov/departments/oem/ready-or-not/how-to-get-ready/after-an-emergency/utility-interruption/>



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