

### **Texting Templates (Plain Text Version): Utility Interruptions**

This document outlines essential messages community leaders can share with their networks before, during or after a public health emergency. It is designed for partners to quickly copy and paste messaging into text threads or to quickly translate. Thank you for helping to keep your community safer!

#### **Pre-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.

**(54 words)**

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.

**(31 words)**

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.

**(46 words)**

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.

**(42 words)**

#### **During 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.

**(49 words)**

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.

**(43 words)**

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.

**(53 words)**

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.

**(34 words)**

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.

**(54 words)**

**Post-Event: STAY SAFE**

Check to make sure all appliances are working. Handle appliances carefully when testing to see if they are still working.

**(20 words)**

Check all 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, they are no longer safe to eat. Learn how to [keep food safe after a disaster or emergency](#).

**(46 words)**

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.

**(32 words)**

Emergency reporting for PECO, Philadelphia Water Dept (PWD), and Philadelphia Gas Works (PGW):

- PECO (**Emergency**): 1-800-841-4141
- PECO (Regular Customer Service): 1-800-494-4000
- \*Note: PECO customers should not report electrical emergencies via email or online request
- PWD (**Emergency**): (215) 685-6300
- PWD (Regular Customer Service): (215) 685-6300
- PGW (**Emergency**): (215) 235-1212
- PGW (Regular Customer Service): (215) 235-1000

**(54 words)**