



Turn off electrical appliances except one light as this lowers the initial demand for electricity and makes it easier for SMUD crews to restore electric service. The light will signify when power has been restored. If your home is the only one on the street without power, the problem may be in your service panel or circuit breaker box. Check to see if the main circuit breaker has flipped to the "off" or "trip" position. If it has, and you are standing on dry ground and have dry hands, firmly push the switch to the "off" position and then to the "on" position. If after following these steps your power does not come on, please call SMUD toll free at 1-888-456-SMUD (7683).

Restoration of Power

During severe storms, SMUD crews work diligently to restore power outages based on the following priorities:

- 1) Public safety hazards (power lines down, poles down)
- 2) Hospital and critical flood and sewage control pumps
- 3) Areas with a large number of customers out of power
- 4) Scattered, smaller outages

The first SMUD employee to your area will be a troubleshooter who will identify the problems and, when possible, make minor repairs to restore electrical service. If the problem is a tree or branch tangled in a power line, a tree crew will respond to remove debris. If there is substantial equipment damage, such as downed power lines or utility poles, line workers or service crews will make the necessary repairs.

If Power Lines are Down ...

- ✓ Immediately call 911 or SMUD at 1-888-456-SMUD (7683).
- ✓ Assume the line is "energized" and stay away while warning others of danger.
- ✓ Do not remove fallen tree limbs or other debris from a power line. Tree limbs and other objects can conduct electricity that can shock anyone coming in contact with them.

Before a Storm Hits ...

Become familiar with your service panel location and how to operate the main circuit breaker.

Prepare a basic emergency kit and store it in an accessible place. This kit should contain:

- ✓ Manual can opener
- ✓ Bottled water
- ✓ Battery operated clock
- ✓ Extra batteries
- ✓ Flashlight

Have a battery-operated radio or television to get news reports with estimated times that electricity will be restored.

Protect your household appliances and sensitive electronics from damaging power surges caused by wind and lightning storms. Sign up for SMUD's Power Protection Service for guaranteed protection by calling 1-888-742-SMUD (7683).

If the Power Goes Out ...

First, check to see if the lights are out in neighboring homes. If they are, chances are that you are part of a larger power outage.

Notify SMUD by calling the 24-hour outage line at: 1-888-456-SMUD (7683)
Also, visit smud.org and click on "Outages" for the latest information

You will receive information about identified outages that have already been reported. If the outage in your area has not been reported, you may be asked to supply the following information:

- 1) Your address
- 2) Your phone number with area code
- 3) A brief description of the problem

Generator Safety

If you've decided to use a back-up generator, there are guidelines you must follow to make sure you use it safely. All generators must be connected in an approved manner. This protects your equipment and generator, and reduces the potential danger to SMUD employees who may be working to restore power.

What Not To Do: Do not allow generators to backfeed into the distribution system.

Backfeeding: The danger from backfeeding electricity arises because the transformers that convert high voltage electricity into lower voltages can work in reverse. If your generator is backfeeding 120 volts into SMUD's system, a nearby transformer could convert that to 12,000 volts, posing a serious risk to SMUD employees who may believe the distribution lines are de-energized.

Connecting: A generator can be used to serve critical loads in two ways. The critical load can be plugged into a generator with an approved extension cord, or the generator can be tied into the customer's electrical system with an automatic or manual transfer switch. The purpose of the transfer switch is to ensure the customer's load is disconnected from SMUD's distribution system before the generator is used to restore power. A transfer switch must be installed by a qualified electrician and approved by the City or County building inspectors. If a customer's generator is connected directly to SMUD's system and is operating when utility power is restored, the results could be catastrophic damage to equipment, generator, or internal wiring.

Other Generator Safety Tips:

- ✓ Never run a generator indoors, the exhaust fumes can be deadly.
- ✓ Be careful refueling your generator. Gasoline vapors are heavier than air and will quickly seek the nearest source of ignition resulting in an explosion and/or fire.
- ✓ Use only grounded extension cords that are properly rated for your load requirements.