

Utilities

Disruption of Utility Services can range from an occasional inconvenience to a health-threatening emergency.



Or Not?

An Emergency Preparedness Program for the Philadelphia Region

Are you ready?

If you lose phone service:

Call your phone provider to report the outage.

You could lose phone service during a power outage if your phone requires an electrical outlet to work.

It is a good idea to have a standard cordless phone that does not rely on electricity, but just plugs into a phone jack.

Or, use your cell phone, or borrow one from a friend or neighbor if possible.

If you smell gas:

DO NOT smoke or light lighters or matches.

If the odor is very strong, do not use your phone or operate any light switches or electrical devices. Any spark could cause a fire.

Open windows.
Evacuate immediately.

Then, call: **9-1-1**.

If you have water problems:

Always have a three day supply of bottled water for each family member and pet in your house.

If you see water coming up from the ground or road, or suspect a water main break, call your local water company.

Be ready to provide the following information on the phone:

A description of the condition:

- What is being affected, such as your street or basement;
- The exact location of the problem; and
- Your name, address and telephone number.

If you have no or very low water pressure, call your local water company.

If there is a concern about drinking water quality, officials will tell you what actions to take.

**In Philadelphia, call the Water Department:
215-685-6300**

If there is a power outage:

Call your power provider immediately.

Disconnect or turn off all appliances that would go on automatically. If several appliances start up at once, they could overload the circuits.

To prevent food spoilage, keep refrigerator and freezer doors closed as much as possible.

- Stay indoors, if possible.
- Stay out of standing water.
- Stay away from downed power lines.
- Do not burn candles.
- Do not burn charcoal indoors.
- Do not use your kitchen gas range or stove for heat.
- Doing so may cause a fire or hazardous smoke.
- Do not use generators indoors. They can create a deadly carbon monoxide buildup.
- Keep a radio tuned to KYW 1060 AM for updates.

**PECO Customer Service:
1-800-494-4000
PECO Emergency Hotline:
1-800-841-4141**



Or Not?

What to have in your Head, Home and Hand

An Emergency Preparedness Program for the Philadelphia Region

What to have in your Head:

Talk with your family about how to handle emergencies. Be ready to **Shelter in Place** for at least 72 hours. Be ready to evacuate, if officials instruct you.

Decide on emergency meeting places – one close to your home and one outside your neighborhood.

Ask a friend or relative out of state to act as your family's emergency contact. If Philadelphia phone circuits are busy, long distance calls may be easier to make.

Plan for everyone – especially seniors, the disabled and non-English speakers.

Give everyone in your house a copy of your emergency plan and emergency contact information.

Twice a year check:

- Smoke alarm batteries
- Emergency plan and contact information
- Food and batteries in your emergency kits.

Sign Up for ReadyNotifyPA

to receive emergency text or email alerts.

Visit ReadyNotifyPA.org or text **PHILA** to **411911**

What to have in your Home:

Put together **Shelter in Place** kit with enough supplies for three days. Include:

- Three gallons of drinking water per person.
- Non-perishable foods
- Manual can opener and eating utensils
- Plastic sheeting to cover windows; scissors and duct tape
- First-aid kit
- Flashlight and batteries
- Radio and batteries
- A whistle to signal for help
- Iodine tablets or one quart of unscented bleach and an eyedropper (If directed disinfect water by adding eight drops of bleach per gallon of water.)
- Personal/child care items
- Non-electric phone

To Shelter in Place:

- Stay calm and go indoors
- Go to a room with few doors or windows, above street level, access to water and bathroom, a phone jack
- Close and lock all doors, windows and fireplace dampers
- Only seal doors and windows when told to
- Turn off all heating and cooling systems
- Listen to KYW 1060 AM
- Keep your pets with you
- Call 9-1-1 for an emergency

What to have in your Hand:

Prepare a **Go Bag** for your household. Include:

- Copies of important documents
- Extra set of keys
- Credit and ATM cards
- Cash in small bills
- Bottled water and non-perishable food
- Flashlight and batteries
- Radio and batteries
- Medication and copies of prescriptions
- First-aid kit
- Comfortable shoes, lightweight rain gear and a blanket
- Emergency contact and meeting place information
- Small regional map
- Personal/child care items

To Evacuate:

- Stay calm and follow official directions
- Secure your home
- Let friends and relatives know where you are going
- Wear sturdy shoes, long pants and a long sleeve shirt.
- DO NOT use elevators
- Listen to KYW 1060 AM
- Get to nearest shelter or safe place ASAP.

For more information on Emergency Preparedness, visit www.phila.gov/ready or call 1-877-READY-11.