



# Power Outage Quick Reference Guide

## Report a Power Outage

Call KUB's automated outage reporting line at 1-800-250-8068 or call KUB directly at 865-524-2911. (*Don't call 911. That line is reserved only for police, fire, and medical emergencies.*)

If calling 524-2911 from a touchtone phone, key 2-2 when the recording starts to make an automated report. You may also hold to speak to the next available KUB representative.

Make sure KUB has your correct home or cell phone number so you can use the automated system. Update your number on [www.kub.org](http://www.kub.org) or the back of your KUB bill.

Have this information handy when you call KUB:

- The name and number on your account
- The phone number on your account
- Your street address.

## Safety Alerts

- Stay away from downed power lines. Make sure that no one, especially children, goes near them. Even lines that look harmless can be very dangerous. Just note the location and call KUB immediately at 524-2911.
- Use portable generators properly.
  - Locate the generator in a well-ventilated area, preferably outside your home. Gasoline-powered generators can produce deadly carbon monoxide. Plug appliances directly into the generator. Use extension cords if necessary, but do not exceed the recommended wattage noted on the generator.
  - *Never connect the generator to your home's main wiring circuit.* Disconnect your home from the power system before hooking up a generator. If you don't, electricity may flow backwards into the power lines, endangering neighbors and the linemen who are working to restore power. If in doubt, contact a licensed electrician or KUB.

## When the Power Goes Out

- Wait a few minutes to see if power comes back on. (Outages from switching or normal maintenance may last only minutes.)
- Look to see if your neighbors' lights are off. If not, the problem might be confined to your home.
- Check your home's fuses and breakers. If they are okay and your phone is working, call KUB. Remember: Cordless phones will not work if the power is off.
- Call KUB at one of the numbers listed above under Report a Power Outage.
- Turn off major appliances that were on at the time of the outage, especially heat pumps, air-conditioners, and electric heating. This will prevent an overload on the system when the power comes back on. Leave a light on so you'll know when service is restored.
- Use your emergency kit. The kit should include a battery-powered radio, flashlight, batteries, candles, matches, a can opener, a fire extinguisher, water, and nonperishable food.
- Turn on your battery-operated portable radio and listen for information about weather conditions or an update from KUB. If possible, call your neighbors and find out if they have information about the emergency.

## When Power Is Restored

- Turn appliances back on a few at a time. If everybody switched on their air conditioners or heating systems at once, the power lines could be overloaded, causing another outage.
- Follow these electric heat pump tips if your power was off over three hours in the winter: Set your system on heat or auto at 60 degrees. Raise your thermostat in two degree increments to your usual setting. That keeps emergency heat from coming on and helps prevent any potential damage to your unit.

## Tips for Winter Outages

Hold on to the heat you have. There is residual heat in your home, your body is a natural source of heat, and the sun is a solar heater.

**Sunlight:** Use the warming rays of the sun to keep you comfortable. Open draperies to get the warmth into your home. You'll be surprised how quickly you heat up.

**Clothes:** Put on several thin layers instead of one or two big bulky garments. Thermal underwear is good. Don't forget to wear a hat; as much as 80 percent of a person's body heat is lost by not wearing a hat.

**Stay Close:** When it is extremely cold, the whole family (pets, too) should group in one room where all drafts have been sealed to benefit from the combined body heat.

**Warm Room:** Choose a small, well-insulated room with few windows as your emergency living quarters. Block this room off and put cardboard and blankets over the windows at night to minimize heat loss. Remember, it is essential to have adequate ventilation if heaters are being used.

**Eat Something:** The body burns food to produce calories, which keeps you warm. Open food that needs no cooking. Make sure everyone eats something.

**Bedtime:** Layer blankets or quilts over you. Wear plenty of clothes plus a hat. Sleep with two or three people together under the blankets or in zipped-together sleeping bags to share body heat.

**Heaters and Generators:** You should learn how to operate your heater or generator safely before an emergency occurs. And always keep a fire extinguisher handy. Follow manufacturer's directions exactly to avoid hazards related to these heat sources. Generators should be installed and inspected by licensed electricians. Improperly installed generators can be a safety hazard to utility workers as well as to homeowners. (*See the Safety Alert section on the front page for more information.*)

**Fireplaces:** Never use a fireplace without a screen. Be sure your chimney is free of the flammable creosote that builds up from wood smoke, handle ashes carefully, and never allow children to play unattended near the fireplace or any other heating source.

**Wood/Coal Stoves:** Stoves are more efficient than fireplaces, but they must be properly installed and connected to a suitable chimney or flue. Check local building and fire regulations for installation requirements.

**Fuel-Burning Heaters:** Use only as directed and only in areas with proper ventilation. Fuel-burning heaters produce carbon monoxide. Suffocation can occur when fuel-burning heaters are used improperly or in poorly ventilated areas.

**Water Pipes:** Frozen pipes can cut off the water supply or even burst, causing damage to your home. Let faucets drip to prevent freezing. If pipes freeze, shut off your main water supply and open faucets completely.

**Water Source:** You need water for washing, cooking, and drinking. Fill plastic jugs, pots, bathtubs, and sinks in case the water supply is cut off. Remember that water for drinking is most important, so eliminate other uses if necessary.

**Sanitation:** Flush as little as possible. If the water supply fails, you can flush by pouring stored water into the bowl or use a portable camper's toilet.

**Refrigerator:** Keep it and the freezer closed as much as possible. If thawing begins, put in dry or wet ice if you can get it. In very cold weather, put food outside in a shaded spot away from animals. A picnic cooler is handy to store ice and food for a short period of time.

**Cooking:** You can cook in a fireplace, over a barbecue grill, or on a camping stove. Remember: Use grills and stoves outdoors to avoid the danger of toxic fumes and the possibility of fire.

## Tips for Summer Outages

There are many common sense methods of staying cool during power outages during the summer heat.

**Dress Cool:** Wear lightweight, loose-fitting cotton clothing; if you're in the sun, wear light-colored clothing and a protective hat.

**Draperies:** Keep them closed on the sunny side of the house during the day.

**Windows:** Open them at night or on mild days for natural ventilation.

**Baths:** Take them frequently with tepid water to lower body temperature.

**Fluids:** Drink small amounts of water and fruit juices often.

**Chores:** Keep strenuous activity to a minimum. If a job doesn't have to be done, don't do it. If you must, do strenuous activity during the cooler parts of the day.

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## Safety for the Elderly

Emergencies, such as power outages, can be particularly difficult for older people. Often their eyesight and coordination are impaired, making them susceptible to falls and other injuries. They are also unable to withstand extremes of heat or cold as well as younger people. For those reasons, it is important to check often on older friends, neighbors, and relatives during any emergency.

### Hypothermia

This condition occurs when exposure to cold causes a person's body to lose heat faster than it can be replaced. The result is a dangerous drop in internal body temperature.

- **Symptoms.** The first signs of hypothermia include shivering, slurred speech, confusion, weakness, fatigue, drowsiness, and shallow breathing. In severe cases, the person may lose consciousness, and death can result.
- **First Aid.** If you suspect hypothermia, call a doctor or ambulance immediately because prompt medical care is essential. Until help arrives, cover the victim with warm blankets. Do not rub or massage the skin; handle the victim as gently and as little as possible.

### Hyperthermia

This condition occurs when the body becomes overheated. Prolonged exposure to extremely hot weather or high temperatures can result in heat exhaustion, heat cramps, and sunstroke. The danger is particularly great when the humidity is high, and the temperature exceeds 90 degrees.

- **Symptoms.** The first signs of hyperthermia include high body temperature and flushed skin; weakness, heavy perspiration and nausea; dizziness, fatigue, and faintness; sharp pains in the arms and stomach area; headache, rapid pulse, and loss of consciousness.
- **First Aid.** Don't attempt it. If one or more symptoms of hyperthermia are present, don't delay. Seek medical attention immediately!