

Prepare for outages that can affect home medical equipment.

A possible power outage due to a bad storm or other adverse event could create a medical emergency for anyone who depends on life-support equipment at home. That's why it is important for people with unique medical needs (and their caregivers) to plan ahead in case power restoration takes longer than usual.

Power-Outage Safety Planning

- Be prepared to seek medical assistance for any health-related emergency.
- Ask your physician about alternative measures to take if your power is interrupted.
- Pre-arrange to stay with friends or relatives should it become necessary.
- Research if a home generator is appropriate for your situation. Visit a hardware store or talk to a licensed electrician about options.
- Be aware that many natural gas furnaces and water heaters require electricity to operate. Contact a licensed electrician in advance who can make modifications for powering them during an outage.
- Keep emergency supplies on hand, including:
 - ✓ Flashlights with fresh batteries
 - ✓ Extension cord
 - ✓ Portable, battery-powered radio
 - ✓ Wind-up or battery-powered clock
 - ✓ Non-cordless phone to plug in during outages, or a cell phone with battery back-up
 - ✓ Water and nonperishable food
 - ✓ Emergency medicine backup



What to do while we restore power:

- Turn off all appliances you think were on before the interruption.
- Unplug your electronic equipment, including computers.
- Leave on a light or radio to alert you when electricity is restored.
- Never wire an emergency generator into your home electrical system without a transfer switch. Back-feeding into power lines could injure or kill a lineman working to restore power.
- Run your generator outside, away from the house and garage, so poisonous carbon monoxide fumes don't enter your home.
- Only use your generator to run specific appliances.
- Lower the thermostat to an absolute minimum on all of your electric heat sources. Once power returns, wait a half hour before resetting your thermostat to normal. If your furnace doesn't turn on, call your heating/ventilation/air conditioning dealer.
- Make sure you have a smoke/fire and CO detector.
- Leave a front porch light on for our crews so they can tell their power has been restored.

Whatever the cause of a power outage, we understand the inconvenience and hardship that loss of power presents, and greatly appreciate your patience as we work to restore service as quickly and safely as possible.

REPORT AN OUTAGE

To report an outage, call: **1-800-227-9187**. You can also report outages and find outage updates online at: www.myavista.com.

EMERGENCY CONTACT NUMBERS

YOUR MEDICAL SUPPLY COMPANY

