



Preparing for a Planned Outage

If you've been notified that your home will be affected by a planned electric outage due to PG&E maintenance, here are some steps you can take to reduce the impact of the outage:

- **Keep important phone numbers** (e.g., hospital, fire department, police, friends and relatives) in a convenient location in case you need emergency or other assistance.
- **Have a back-up plan** to maintain life-support equipment if you have it.
- **Keep a cell phone** or hard-wired, single-line telephone on hand. Cordless phones do not work without electricity.
- **Keep a flashlight** with extra, fresh batteries in a convenient place. Avoid using candles because of the risk of fire. If you must use candles, please use extreme caution.
- **Turn off major appliances** such as air conditioners and washers/dryers prior to the outage. This will prevent them from coming on unexpectedly when power is restored.
- **Turn off heat-producing appliances** (e.g., ovens, stove tops and irons) prior to the outage. This will eliminate a fire hazard when power comes back on.
- **Reset clocks, thermostats and other programmed equipment** after power is restored.
- **Protect sensitive electronic equipment** such as televisions and computers with surge suppressors. Unplug this equipment if it was in use when the power went out.
- **Make sure you can manually** (without power) **open your automatic garage door** or gate or park your vehicle outside.
- **Make sure food stays cold** by keeping your refrigerator and freezer doors closed. You can keep the refrigerator cold by placing ice in plastic containers and keeping them inside. Also, a full freezer will remain colder longer.
- **Notify your alarm company** if you have an alarm system as equipment can be affected by power outages.
- **Keep on hand non-perishable food** that doesn't require cooking and make sure you have a manual can opener.
- **Inform PG&E if you have a generator**, and do not use it unless you are sure it was installed safely and correctly. An incorrectly installed generator can damage your property and endanger you and PG&E's line workers who may be working on nearby power lines. You'll find information on the safe installation of generators at pge.com/generator.



PG&E is here to help.

For assistance, please email our Planned Outage Coordinators at poc@pge.com.