



EMERGENCY  
PREPAREDNESS  
AND YOU

What would you do in case of an emergency? Do you know the basics of responding to an emergency at your home, at your child's school, at work or in your community?

Emergency preparedness is no longer the sole concern of residents in earthquake-prone portions of the country or those who live in "Tornado Alley." For Americans, preparedness must now account for man-made disasters as well as natural ones. Knowing what to do during an emergency is an important part of being prepared, and may make all the difference when seconds count.

As the nation's oldest multipurpose reclamation project, SRP was founded on the principles of resource stewardship and community partnerships. Part of our ongoing dialogue includes our continuing efforts regarding resource issues in the communities we serve. We offer these emergency preparedness tips as part of our commitment to our shareholders, customers and SRP neighborhoods.

## PREPARE A FAMILY EMERGENCY PLAN

Make a preparedness plan so family members know how to respond to various situations. Your family may not be together when disaster strikes, so ensure there's a plan how to contact one another.

Planning can be simpler than it sounds. It's a matter of using available resources, compiling a list or two, and putting certain items in the right places.

- ◆ First, meet with your family and discuss the need to prepare for a possible disaster.
- ◆ Be sure to explain the dangers of fire, severe weather and earthquakes to children. For the disasters most likely to happen, explain how to respond and what to do in each case.
- ◆ Plan to share responsibilities and to work together as a team.
- ◆ Ensure that everybody in your family knows each other's cell phone number.
- ◆ Designate two places to meet in case of an emergency. One should be a pre-arranged spot just outside of your home. The second should be a specific locale outside your neighborhood in case you can't return; ensure everybody knows exactly where it is.
- ◆ Discuss what to do in an evacuation. Plan how to take care of infants, disabled or elderly family members. Plan what to do with any pets.
- ◆ Ask an out-of-town relative or friend to be a family contact; after a disaster, it's often easier to call long-distance. Other family members should call this person to tell the individual where they are. Everyone must know your contact's phone number.
- ◆ Learn the emergency plan, including evacuation location, for your child's school.



# CREATE AN EMERGENCY KIT THAT CONTAINS BASIC ITEMS

SRP reminds you to include storm and outage preparations in your planning activities. Most people already have many of the items they need.

Ensure that you are prepared to meet the unique needs of infants, elderly and/or disabled family members. Also plan how to provide for any pets.

For a comprehensive list of recommended supplies and to download an emergency plan template, visit [www.ready.gov](http://www.ready.gov). Another information source is your local American Red Cross chapter.

When planning for an emergency, observe the following:

- ◆ Keep important telephone numbers (local fire department, paramedics, police, hospital, doctor, relatives, friends, SRP, etc.) by the telephone.
- ◆ Ensure you have at least one traditional/standard telephone or a cellular phone. Other wireless communication such as pagers or radios also may be helpful. Cordless phone systems, answering machines and other technology that depends upon electricity will not be available during an outage. Remember that some voice-mail systems and remote dial-up servers may not operate if there is a power outage where the servers and support equipment are located.
- ◆ Maintain a first-aid kit that includes your family's prescription medications. Make sure items in the first-aid kit are in usable condition.
- ◆ If you or a family member uses medication that needs refrigeration, most meds of this type can be kept in a closed refrigerator for several hours without spoilage. Check with your pharmacist for specifics.
- ◆ Keep a supply of special-needs items for infants, elderly and/or disabled family members.
- ◆ Place flashlights in handy locations, such as near telephones.
- ◆ Only use a flashlight or battery-operated lanterns for emergency lighting – Do not use candles!
- ◆ Turn off all electrical equipment to avoid a power surge when the outage is ended and electric service is restored.
- ◆ Do not run a generator inside a home or garage – gas fumes can be toxic or fatal.
- ◆ If you utilize a generator, ensure any equipment you use is connected directly to the generator. Do not attempt to connect a generator to the home's electrical system. Ensure the generator is safety-tested and meets industry standards with the Underwriter's Laboratories (UL) label.

- ◆ Keep a battery-operated radio or TV handy to access news reports.
- ◆ Ensure you have a supply of fresh batteries for all necessary equipment.
- ◆ Always back-up important computer-generated work and files.
- ◆ Keep a supply of bottled water – at least one gallon per person.
- ◆ Maintain a supply of food that won't spoil, and that doesn't need cooking to prepare. Stock a manual can opener.
- ◆ Ensure you have several coolers or ice chests to store ice if the outage is lengthy.
- ◆ Install surge protectors to safeguard valuable electronic equipment such as computers and home-entertainment systems.
- ◆ Know where to find each utility shut off – electricity, water and gas. Know how to turn off each. Have the proper tools to do so, and know where they are located.
- ◆ If you have an automatic garage door, check the instructions or with the manufacturer to learn how to open the door manually (without power).
- ◆ Consider keeping at least one car no less than half full with fuel to ensure that you will be able to make a vehicle trip, if necessary. Gas pumps are electrically operated and gas stations will shut down during an outage. (However, stockpiling gasoline is NOT recommended, as gasoline is a hazardous, combustible substance.)

If you compile the items on this list, it's less likely you need to go out for supplies during an emergency or an outage – especially if it is during a storm.



# WHEN THE POWER GOES OFF

During an emergency or storm, there may be a power outage. The best way to be safe during an outage is to stay in or near your home. Stay calm and refer to your preparedness plan.

Turn on your battery-powered radio or TV for news updates. In metropolitan Phoenix, the three local primary Emergency Broadcast System (EBS) radio stations are KFYI AM 550, KTAR AM 620 and KJZZ FM 91.5. Most stations participate in the EBS, and should repeat messages originated on the three primary stations or by the National Weather Service.

Should there be an outage, observe the following:

- ◆ Check for “blown” fuses or make sure your circuit breakers are in the “on” position. Also check the main breaker; turn off and then turn on to reset the main breaker.
- ◆ Turn off your air conditioner or heating unit at the thermostat until power is restored. It will prevent circuits from overloading when power is restored.
- ◆ Turn off all appliances, machinery and equipment during an outage. This will prevent circuits from overloading when power is restored. It also will prevent injuries that could occur if machinery and equipment were to suddenly restart at work, in the shop or in your home workshop.
- ◆ If the outage is longer than an hour, check on your neighbors, especially elderly and/or disabled persons.
- ◆ Avoid opening the refrigerator or freezer. If an extended outage: FIRST, use perishable food and foods from the refrigerator. THEN, use the foods from the freezer. In a well-filled, well-insulated freezer, foods usually still will have ice crystals in their centers (meaning they are safe to eat) for at least three days. FINALLY, begin to use non-perishable foods and staples.
- ◆ Avoid opening entry doors, to keep cool air inside and warmer air outside, and vice versa during winter months.
- ◆ Confine or secure your pets.
- ◆ Leave one light on to indicate when the power has been restored.
- ◆ When power is restored, wait a few minutes before turning on lights and appliances – turn them on one at a time.
- ◆ If there are any downed power lines in the area, stay clear and call 911 to report locations. SRP, area police and/or the fire department will respond ASAP.

SRP customers may call us at (602) 236-8811 to report an outage 24 hours a day. If possible, tell us if others in your area are without power. Have your account number handy when you call. We will provide you with as much information as possible about the outage.

*(Note: If your neighbors have service and you don't, you might have an isolated electrical problem in your home or business. An SRP troubleshooter can help you identify the problem, but you will need a professional electrician to help you fix it.)*

# BE SAFE DURING A STORM

When a storm approaches, use common sense and wait in a safe place until the storm ends. Observe the following:

- ◆ Find shelter in a building or vehicle. Keep car windows closed; avoid convertibles or open-air vehicles.
- ◆ Telephone lines can conduct electricity. Avoid using a phone during a storm. Unplug appliances.
- ◆ Metal pipes also can conduct electricity – avoid taking a bath or shower, or using running water.
- ◆ Turn off the air conditioner and other major electric appliances, such as TVs and computers. Power surges can overload circuits and damage equipment.
- ◆ If the power still is on during a storm, you may keep your lights on. Using electric lighting in your home does NOT increase the likelihood of a lightning strike.
- ◆ Draw blinds and shades over windows. Should a window break because of objects being propelled by the wind, the shades and blinds will prevent flying glass shards within the home.
- ◆ A flood watch means a flood is possible in your area. Move valuables and furniture, if possible, to higher areas/floors of your home. Fill your vehicle's gas tank in case an evacuation notice is issued.
- ◆ A flood warning means flooding already is occurring or will happen. Listen to local radio and TV broadcasts for information and updates. If advised to evacuate, do so as soon as possible.



# IF YOU MUST DRIVE IN A STORM

Storms can create dangerous driving conditions. When in doubt, avoid driving during storms. If circumstances force you to drive, know how to handle the following situations:

- ◆ **High wind and visibility impairment** – If caught in a dust storm, drive off the payment as far as possible where safe to do so, stop, turn off lights and set the emergency brake. Take your foot off of the brake pedal to ensure tail lights are not illuminated and other drivers do not think you're still driving.

If you are driving in an area of high winds, reduce your speed and correct your steering, especially when moving from a protected area to an unprotected area, or when meeting large vehicles. Wind often is accompanied by heavy rain or winter precipitation. Stay alert for slippery areas.

Be aware of vehicles around you. High winds are more problematic for drivers of trucks, buses, recreational vehicles, campers, and drivers who are towing trailers.

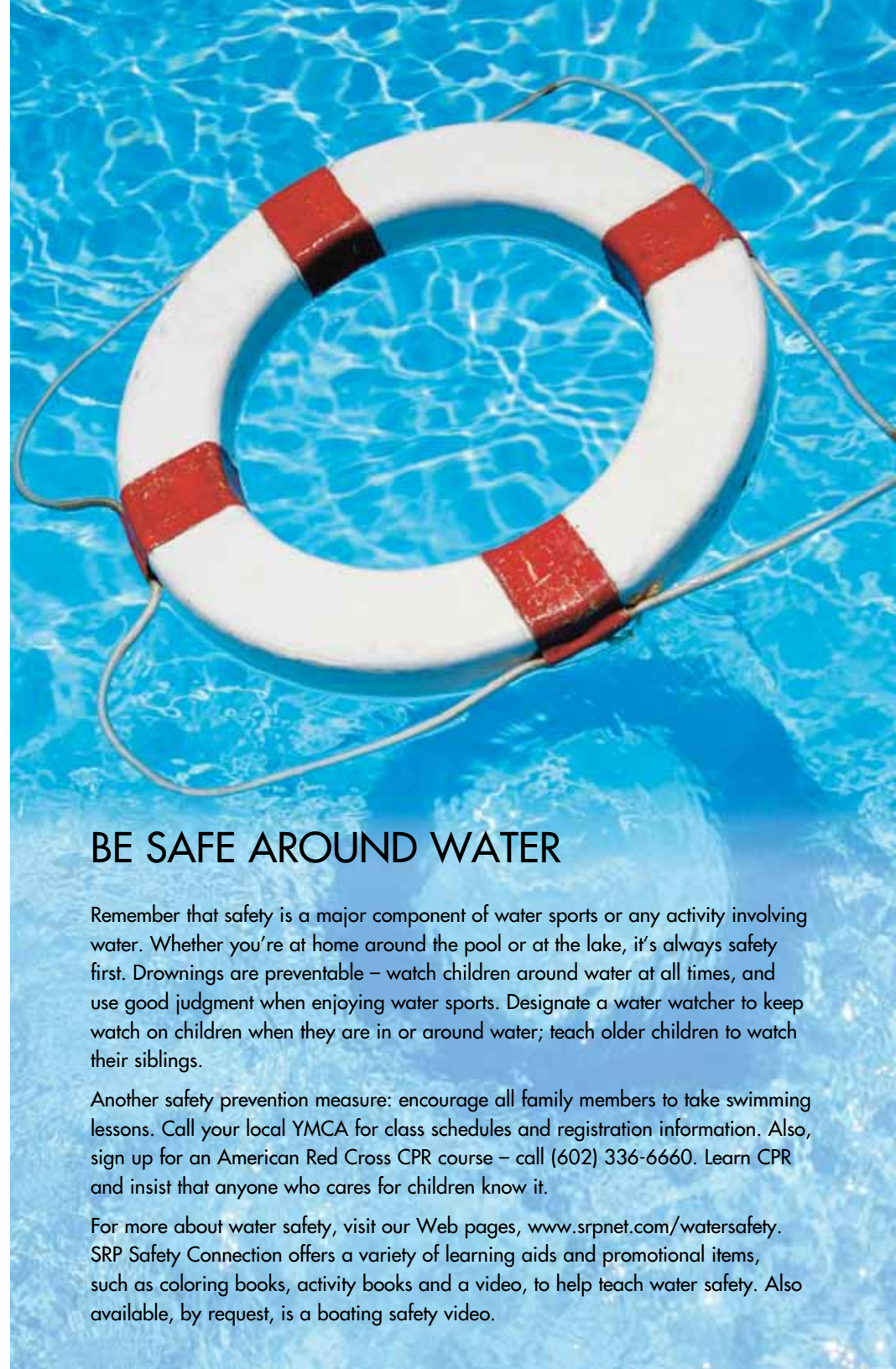
- ◆ **Flash flooding** – nearly half of flash-flood deaths are auto-related. Do not attempt to drive where there is rushing water – it's difficult to gauge water depth or strength of current.

Flash floods can develop rapidly and can sweep through with great force in low-lying areas and washes. Paved areas pose an even greater risk; concrete allows two to six times more water to run off than dirt or asphalt.

- ◆ **Power outage areas** – If you must drive through an outage area, be careful at all intersections. Treat intersections with inoperable traffic signals as a four-way stop, and proceed with extra care. (The basic rule is: If vehicles arrive at an intersection at the same time, the driver on the left must yield to the driver on the right. According to the Arizona Department of Public Safety, to play it safe, never insist on taking the right-of-way, even when it is legally yours.)

Consider any downed power line energized and dangerous. Never touch downed power lines or try to move them or anything on or near them. Stay at least 100 feet away from downed lines – electricity can travel through the ground. Making even the slightest contact with a downed power line can cause serious injury or death. Call SRP's 24-hour emergency number, (602) 236-8811, to report locations of damaged SRP facilities or downed power lines. Call 911 for all emergencies.

Should a power line fall on your car, stay inside the car until professional help arrives. Avoid contact with metal or conducting surfaces outside or inside the vehicle. If there is a fire in the car, jump from the vehicle, landing with both feet together. Avoid making contact with the vehicle and the ground at the same time. Hop away, keeping both feet together until you are at least 100 feet from the vehicle.



## BE SAFE AROUND WATER

Remember that safety is a major component of water sports or any activity involving water. Whether you're at home around the pool or at the lake, it's always safety first. Drownings are preventable – watch children around water at all times, and use good judgment when enjoying water sports. Designate a water watcher to keep watch on children when they are in or around water; teach older children to watch their siblings.

Another safety prevention measure: encourage all family members to take swimming lessons. Call your local YMCA for class schedules and registration information. Also, sign up for an American Red Cross CPR course – call (602) 336-6660. Learn CPR and insist that anyone who cares for children know it.

For more about water safety, visit our Web pages, [www.srpnet.com/watersafety](http://www.srpnet.com/watersafety). SRP Safety Connection offers a variety of learning aids and promotional items, such as coloring books, activity books and a video, to help teach water safety. Also available, by request, is a boating safety video.

## LEARN BASIC FIRST AID

Accidents and emergencies can happen with little or no warning. Would you be prepared to administer first aid if somebody needed immediate help?

Even with all the available technology, the best medical equipment on hand can be a properly trained person. Appropriate training plus timely, deliberate action can make a difference with the successful application of first-aid techniques. You can receive first-aid training through the American Red Cross, [www.redcross.org/services/hss/courses](http://www.redcross.org/services/hss/courses), as well as a number of other agencies. Even after initial instruction, it's a good practice to refresh your training periodically.

First-aid kits at home and at work should be readily available, and maintained and inspected periodically for expired and missing items. In all cases, store first-aid kits out of the reach of young children.



## HOW TO BEAT THE HEAT

If an emergency causes you to be outside in central Arizona's blazing hot summer conditions for several hours or more, remember that the sun can be neutralized with water, patience and a little protection.

In the desert Southwest, heat-related illness can happen quickly and with little warning. A person can suffer heat-related illness when an individual's body is unable to compensate and properly cool.

The body normally cools itself by perspiring; under some conditions, though, this isn't enough. In such cases, a person's body temperature rises rapidly. Very high body temperatures may damage the brain or other vital organs.

If outdoors in the heat, drink water at regular intervals throughout the day and pace yourself. Health experts advise those who are active in the heat to drink water every 15 or 20 minutes, if possible. Medical studies show that, by the time you feel thirsty, you could have a 2 percent body-weight water loss, and already be into the heat-impairment zone.

Avoid liquids that contain alcohol or large amounts of sugar – these may cause you to lose more body fluid. Avoid very cold drinks, which can cause stomach cramps.

Risk of heat stress depends on many things, including your physical condition, the weather conditions, clothing, activity level and any medications that you may be taking. To protect yourself from the heat, observe the following:

- ◆ Take breaks. Get into a shady area.
- ◆ Wear light-colored clothing; cotton is the most "breathable."
- ◆ If you are active outside, try do the heaviest work in the coolest hours of the day; work in the shade if possible. The highest risk for sunburn is between 10 a.m. and 2 p.m.
- ◆ Wear sunscreen to protect your skin and health. Make sure your sunscreen has an SPF of at least 15 and protects from both UVA and UVB rays (check the label for zinc oxide and/or titanium dioxide, which offer the highest protection). Reapply every two hours, or after being in water or after heavy perspiration.
- ◆ Certain medications can increase your risk of sunburn and heat stress. Be sure to read labels on possible drug interactions with heat and sun.
- ◆ If you are driving through a desert area, take a gallon of water per person. If your car breaks down, stay near the car – it is easier to find a car on the side of the road than a person wandering in desert flora.

# BE INVOLVED – PLAY A ROLE IN HOMETOWN SECURITY

Once you have taken the steps to prepare your family and home for emergencies, you may want to work with your community to enhance preparedness in your neighborhood.

You can become involved in hometown security by learning first aid and emergency skills, participating in Block Watch programs, and by volunteering to support local emergency responders, disaster relief and community safety organization. Learn more at [www.citizencorps.gov/](http://www.citizencorps.gov/).

SRP has been involved with the welfare of the communities we serve since 1903. As part of our concern, we have developed SRP Safety Connection – a collection of programs and information to help you and your family stay safe. For details, visit our Web pages, [www.srpnet.com/safety/safetyconnection.aspx](http://www.srpnet.com/safety/safetyconnection.aspx).

