

# Safety & Security Services

## Tips for Winter Storms and Power Outages

*During a winter storm, it is likely that power will go out for some period of time. You should have a flashlight with fresh batteries and dry wood on hand. You should also have a telephone that does not rely on electric power. Anytime power will be out for longer than a day, we will keep either or both the Del Mar House and Ohlson Ranch House open, depending on the location of the outage.*

Here are some tips from the PG&E webpage\*:

### Preparing for Power Outages

- Have battery-operated flashlights and radios with fresh batteries ready. Listen for updates on storm conditions and power outages.
- If you have a telephone system that requires electricity to work (such as a cordless phone or answering machine), plan for alternate communication: have a standard telephone handset, cellular telephone or pager ready as a backup.
- Freeze plastic containers filled with water to make blocks of ice that can be placed in your refrigerator/freezer during an outage to prevent foods from spoiling.
- Keep a bag of ice cubes in your freezer. When you return, if the ice cubes have melted and refrozen into a block of ice, then you know that power had been out long enough to melt the cubes. If the ice is still in cubes, then you will know that they stayed frozen.

### During an Outage

- Treat all downed power lines as if they are "live" or energized. Keep yourself and others away from them. Call 911, and then notify PG&E at 1 (800) 743-5002.
- Use battery-operated flashlights, not candles. Avoid the risk of fire by not using candles. If you must use candles, keep them away from drapes, lampshades and small children. Do not leave candles unattended.
- Customers with generators should make sure they are properly installed by a licensed electrician. Improperly installed generators pose a significant danger to PG&E crews.
- Unplug or turn off all electric appliances to avoid overloading circuits and fire hazards when power is restored. Simply leave a single lamp on to alert you when power returns. Turn your appliances back on one at a time when conditions return to normal.

### Report a Power Outage: 1 (800) 743-5002

- Before calling PG&E about a power outage, check to see if other neighbors are affected. This would confirm if an outage has occurred in just your residence or within the neighborhood area.
- If only your residence is without power, check circuit breakers and/or fuse boxes to see if the problem is limited to the home electric system.
- After performing the steps above, single or neighborhood outages can be reported to PG&E's 24-Hour Emergency and Customer Service Line: 1 (800) 743-5002.
- Once your outage has been reported, you can call PG&E's Outage Information Line at 1 (800) 743-5002 to get a status report on your outage and the anticipated time your power will be turned back on.
- If you lose power overnight, you can call PG&E to request a wake-up call. They'll be happy to give you a wake-up call, as well as up-to-date information on your outage and time of restoration.
- PG&E's phone lines may become very busy during major storms, so please be patient if you are trying to reach them.

### References for Road Conditions

- Sonoma County Road Conditions: <http://roadconditions.sonoma-county.org>
- California Department of Transportation Road Conditions: <http://www.dot.ca.gov/cgi-bin/roads.cgi>  
1-800-427-7623
- Mendocino County Department of Transportation: <https://www.mendocinocounty.org/government/transportation/road-closures>
- California Highway Patrol Incident Information: <http://cad.chp.ca.gov>