BEFORE THE STORM
Steps to Prepare

With the first signs of an approaching storm any time of year, make sure you have what you need to weather the storm.

☐ Build an Emergency Kit with the essentials for your family.
☐ Stock up on non-perishable canned goods and pet food.
☐ Ensure you have adequate medical supplies and prescriptions, along with extra cash or traveler’s checks.
☐ Test smoke and carbon monoxide detectors for proper operation and battery life.
☐ Turn the temperature setting on your refrigerator and freezer to the coldest setting.
☐ Fill large containers with water for drinking.
☐ Fill the bathtub with water to flush toilets.
☐ Have access to flashlights, extra batteries, candles and matches.
☐ Have a battery-powered radio available and your mobile phone fully charged.
☐ Be sure there’s a first aid kit in the house.
☐ Fill your car with gasoline.
☐ Be prepared to cook outside with charcoal or propane grills.
☐ Ensure the properly installed generator transfer switch works and have extra gasoline stored safely outside.
☐ Be attentive to severe weather warnings.
☐ Place a list of emergency numbers near a phone.
☐ Invest in an Uninterruptible Power Supply.

If you rely on electricity for a home medical device:
☐ Organize the supplies so you can continue to use your device.
☐ Know where to go or what to do during a power outage.

DURING THE STORM
Reporting an Outage

Power outages do happen and when they do, Eversource works diligently to safely and quickly restore your power.

☐ Report a power outage quickly online at Eversource.com or call Eversource 24/7:
  • In CT: 800-286-2000
  • In Eastern MA: 800-592-2000
  • In Western MA: 877-659-6326
  • In NH: 800-662-7764
☐ Sign up at Eversource.com to receive outage and restoration updates via text, email or phone.
☐ Unplug your sensitive equipment if you don’t have surge protectors.
☐ Leave your home if authorities order an evacuation.
☐ Stay as far away as possible from any downed wires outside your home.

Generators

☐ Never install a generator inside—even if windows are wide open. Generator exhaust contains carbon monoxide that can kill within minutes.
☐ Locate your generator well away from your home, making sure exhaust cannot enter through windows or doorways.
☐ Have a licensed electrical contractor install a transfer switch on your generator to prevent voltage backfeed.
☐ Never try to power your house with a portable generator plugged into a household outlet.

AFTER THE STORM
Look Out for Safety Hazards

Even after a storm has passed, it is important to remain alert to potential hazards that could have resulted from an outage or storm.

☐ Stay as far away as possible from downed wires and never drive over a power line. Assume all downed wires are “live” and dangerous.
☐ Call 911 immediately to report downed wires to local fire and police.
☐ Never touch anything that may be in contact with a downed wire, including trees, fences, guardrails or puddles of water.
☐ If all of your neighbors have their power back on, but yours is still out, report your outage again by calling Eversource:
  • In CT: 800-286-2000
  • In Eastern MA: 800-592-2000
  • In Western MA: 877-659-6326
  • In NH: 800-662-7764
☐ Check your appliances for damage. Plug in and turn them on one at a time to avoid a power surge.
☐ After a prolonged outage, check food in your refrigerator or freezer carefully for freshness.
☐ Do not enter damaged buildings. In the event of a gas leak, even the tiniest spark from a phone, flashlight, electrical appliance or a match could ignite the gas.

Emergency Shelter

If you or your family need heat, air conditioning, power and a more comfortable place to wait out a power outage, call your local fire or police department or local Red Cross chapter to locate an emergency shelter.

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