

We power your life,
and **safety** is our
first concern.

*Electricity is a necessary part of
our lives and using it safely is
vitaly important.*

*This brochure provides you with a
quick checklist to help you prepare
for a storm and stay safe during
and after.*

To report an outage, please call:

In CT: **800-286-2000**

In Eastern MA: **800-592-2000**

In Western MA: **877-659-6326**

In NH: **800-662-7764**

Or via your handheld device at
Eversource.com.

EVERSOURCE



Your Storm Safety Checklist

BEFORE THE STORM
Steps to Prepare

DURING THE STORM
Reporting an Outage

AFTER THE STORM
Staying Safe

EVERSOURCE

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.
- 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](https://www.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](https://www.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 away 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 in through windows or doorways.
- Have a licensed electrical contractor install a transfer switch on your generator to prevent voltage back feed.
- Never try to power your house with a portable generator plugged into a household outlet.

AFTER THE STORM

Staying Safe

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 at least 10 feet away from downed wires and never drive over a downed wire. 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.