

Hurricane Guide

Before the Storm

- **Make sure OUC has your correct phone number on file by visiting www.ouc.com or by calling 407.423.9018 in Orlando/Orange County or 407.957.7373 in St. Cloud/Osceola County before a storm strikes.**
- **Protect your windows with hurricane shutters or board up with plywood.**
- **Identify special medical needs (medicine that must be refrigerated, equipment that requires electricity, etc.).**
- **Clear your patio and yard of lawn furniture, toys, potted plants and other debris.**
- **Identify and locate the nearest shelters. The Office of Emergency Management will advise you on your nearest shelter in case of an evacuation.**

What Can I Do To Prepare *Now?*

- **Prepare a family plan, with meeting places, phone numbers and responsibilities.**
- **Have a traditional phone that does not need electricity to operate.**
- **Stock up on hurricane supplies such as:**
 - **Emergency food and water for 3 days**
 - **First aid kit and manual**
 - **Two-week supply of needed medicines**
 - **Coolers and ice**
 - **Non-electric can opener**
 - **Battery-operated radio**
 - **Flashlight and extra batteries**
 - **Shelf-stable foods, such as canned goods and powdered or boxed milk**





During the Storm

- Unless there is a life threatening emergency, wait until after the storm to contact OUC about your power outage. During the first 24-48 hours after a storm, OUC assesses damage to its system and throughout its entire service area.
- Go to a safe room with few or no windows at the center of the structure.
- Monitor the news on television or radio.
- Do not go outside or drive around to “sight-see.”

Tips on Water During Hurricanes

In recent years, OUC water customers have not experienced a storm-related loss of water pressure. Should there be water issues following a hurricane this year, please follow these guidelines:

- Have bottled water on hand to last several days — one gallon of water per person per day.
- If you are not sure your tap water is safe, boil the water vigorously for 1-3 minutes.
- If you can't boil water, add 16 drops of new, unscented liquid bleach per gallon of water, stir it well, and then let stand for 30 minutes before you use it. Using bleach *will not* kill parasitic organisms.
- You also can use water-purifying tablets from your local pharmacy or sporting goods store.

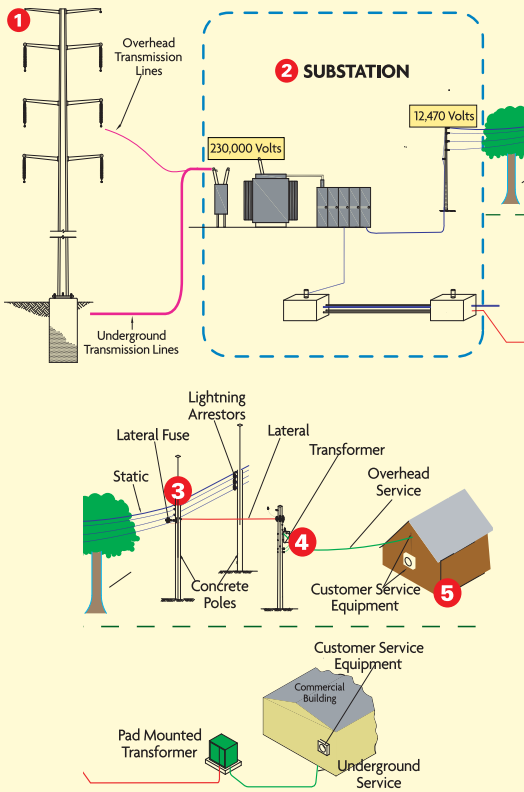




After the Storm

- **Make sure the main electrical switch to your home is off before entering.**
- **If you have power, please turn on a porch or outdoor light so OUC crews can quickly confirm that you have electrical service.**
- **Use battery-powered flashlights and lanterns, rather than candles, gas lanterns or torches.**
- **Listen to the radio or contact authorities to find out if sewage lines are intact before turning on the water or using the toilet.**
- **Avoid downed power lines and notify OUC as soon as possible that lines are down or damaged. Do not attempt to move or repair power lines.**
- **Do not drive through standing water if downed power lines are in the water. If a power line falls across your vehicle while driving, continue to drive away from the line. If the engine stalls, do not turn off the ignition. Stay in your car – unless it is on fire – and wait for emergency personnel. Do not allow anyone other than emergency personnel to approach the vehicle.**
- **Be aware of electrical safety at work to avoid injuries when power lines are reenergized and equipment is reactivated.**

Where Your Power Comes From



1

Electricity flows from a power plant through high-voltage transmission lines to reach OUC's service area.

2

At substations, transformers reduce voltage and re-route electricity to many main feeder lines (or circuits) that take power out into the community. Each feeder line is protected by its own circuit breaker.

3

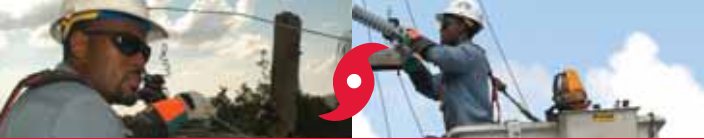
Lateral lines connected to main feeder lines route electricity through smaller areas like neighborhoods and subdivisions.

4

Nearing the end of the line, transformers on individual poles reduce voltage and distribute electricity to homes and businesses. Normally one transformer services about four homes.

5

The electric connection at your house is the last stop for electricity. Here individual service lines connect to your house.



How OUC Restores Power

If a hurricane causes large-scale power outages, OUC immediately launches an established restoration response plan. OUC will:

- First, evaluate the damage to our electric system.
- Begin restoring power to critical areas such as hospitals, police and fire stations, and other emergency facilities.
- Make repairs that will restore power to the largest number of customers in the quickest manner possible.
- Finally, repair damage that often affects only a few individual customers at each location.

Why Does My Neighbor Have Power But I Don't?

- You may be on a different feeder line or transformer than nearby neighbors.
- The service line to your home may have been damaged and need repairs before your home can be reconnected. OUC is responsible for repairing the service line and electric meter only.
- The weatherhead connection, where the electric lines meet the electric meter on your home, may have been damaged. The customer is responsible for having a licensed electrician repair the weatherhead and meter base before OUC can restore power.





Important Phone Numbers

Medical and Safety Emergencies, call 9-1-1

OUC—The *Reliable One*

Emergency Service Hotline: **407.823.9150**

City of Orlando

24-hour Information Line: **407.246.4268**

Wastewater: **407.246.2213** • Stormwater: **407.246.2370**

Orange County

Wastewater: **407.836.5515** • Stormwater: **407.836.7919**

St. Cloud/Osceola County

St. Cloud Public Information Line: **407.957.7161** *

Osceola County Public Information Line: **407.742.0000** *

** when activated*

Special Needs Registry

Persons with disabilities, medical or mobility problems should make sure they are registered with the Special Needs Program. The program provides transportation assistance and special medical shelters during disaster situations. To sign up, Orlando and Orange County residents should call **407.650.4047**. St. Cloud and Osceola residents should call **407.742.9000**.

Key Web Sites

OUC—The *Reliable One*
www.ouc.com

Osceola County
www.osceola.org

City of Orlando
www.cityoforlando.net

National Hurricane Center
www.nhc.noaa.gov

Orange County
www.orangecountyfl.net

**Federal Emergency
Management Agency**
www.fema.gov

City of St. Cloud
www.stcloud.org

American Red Cross
www.redcross.org



The Reliable One®

Orlando Utilities Commission
100 W. Anderson St.
Orlando, FL 32801
Tel: 407.423.9100 • www.ouc.com

Orlando Utilities Commission
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