



# STORM CENTRAL GUIDE

## IMPORTANT INFORMATION ABOUT YOUR UTILITIES BEFORE, DURING AND AFTER A SEVERE STORM

**STORM SEASON IS JUNE 1 TO NOVEMBER 30.**

### BEFORE THE STORM

#### PREPARE

- Maintain trees that may threaten your home's electric lines.
- Make plans to evacuate before a major storm if you need medically essential electric service.
- Contact Alachua County Emergency Management at **(352) 264-6500** for special needs evacuation information. Special needs forms must be filed prior to an approaching storm.
- If a state-wide evacuation occurs, make sure to fill your gas tank.

#### IMMEDIATELY BEFORE

- Turn off or disconnect all outside electric appliances.
- Leave gas service turned on at the meter.

- Store an adequate supply of drinking water and non-perishable food for your family. Refill water containers with GRU water!
- If evacuating, turn off main breaker in circuit breaker panel. Don't remove your electric meter or turn off your gas meter.
- Pets may not be allowed in public shelters, so bring them to an evacuation shelter designated for animals.

#### PORTABLE GENERATOR SAFETY

- Place your generator outside of your house, away from the eaves, in a well-ventilated area to avoid carbon monoxide poisoning.
- Before using a portable electric generator, read the operating



instructions carefully.

- Appliances should be plugged directly into a generator, using properly rated/sized extension cords if necessary.
- **Review generator safety.** Hooking up the generator directly to your household electric system is extremely dangerous.

#### MEES PROGRAM

- If you are enrolled in the MEES program, go to a shelter as soon as possible.

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## RESTORATION PRIORITIES

GRU works hard to provide you with reliable and safe services, and we are prepared to respond in the event our community experiences an active storm season.

After a storm, GRU's first priorities for service restoration include hospitals, law enforcement, power plants, water plants, wastewater plants, lift stations and fire stations. Our crews then work to fix problems that will benefit the most people in the shortest amount of time. When necessary, GRU will announce boil water notices and/or public water stations through all media outlets.



For real-time storm updates follow us on Twitter [@GRUStormCentral](https://twitter.com/GRUStormCentral)

## NUMBERS TO KNOW

**Power Outages, Emergencies  
and Downed Power Lines**  
(352) 334-2871

**Natural Gas Service  
Emergencies**  
(352) 334-2550 or 911

**Water and Wastewater  
Service Emergencies**  
(352) 334-2711

**GRU Customer Service**  
(352) 334-3434

**Internet Help Desk for  
GATOR NET and GRU.net**  
(352) 334-3000

**In case of an emergency,  
call 911**

For more details, visit [gru.com/StormCentral](https://gru.com/StormCentral)





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### DURING THE STORM



If your electric, water or natural gas equipment is damaged or experiences interrupted service, use the guidelines below for the best plans of action.

- If your power goes out, call us at **(352) 334-2871**. Do not hang up until you have provided all the requested information.
- If you smell natural gas (rotten egg smell), alert others, leave the area immediately and call **911** from outside.
- If you see a major water leak, call Water and Wastewater Service Emergencies at **(352) 334-2711**.
- To reduce wastewater overflow, reduce water usage during/after storm.
- Visit GRU's Storm Central for up-to-date power outage maps.

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### AFTER THE STORM



Report unsafe conditions, such as downed power lines, by calling **(352) 334-2871**.

- Stay away from all downed wires and avoid all standing water as it may be contaminated or energized by a downed power line.
- Refer to the "Numbers to Know" section for all important numbers. Immediately report any power outages, downed wires or major water leaks.
- If you smell a gas leak, immediately call 911.
- If you are powering your home with a generator make sure it is not connected to your electric system. It could energize GRU lines.

## HURRICANE SUPPLY CHECKLIST



We advise our customers to prepare for being without electricity for at least two weeks.

#### Essentials

- ☐ Battery-operated radio or television
- ☐ Flashlight
- ☐ Extra batteries
- ☐ Lighters/matches

#### Water

- ☐ Water for cooking and sanitation (7 gallons of water per person is recommended)

#### Food

- ☐ Ice chest and bags of ice for food storage
- ☐ Two-week supply of non-perishable food that requires no refrigeration or preparation and little or no water

#### First Aid Kit

- ☐ Non-prescription medications, such as aspirin
- ☐ Essential prescription medications
- ☐ Band-Aids, moist towelettes and antibacterial medications
- ☐ Insect repellent

#### Important Papers

- ☐ Map/directions to shelter locations
- ☐ Emergency telephone numbers
- ☐ Identification, such as passports, drivers licenses and Social Security cards
- ☐ Family records, such as birth, death and marriage certificates
- ☐ Insurance policies, contracts, deeds and wills
- ☐ Inventory of valuable household items, including photos and purchase receipts
- ☐ Medical immunization records

- ☐ Pet vaccination records
- ☐ Family photos

#### Additional Supplies and Tools

- ☐ Baby food, diapers and formula
- ☐ Pet food and leash
- ☐ Pet medications
- ☐ Cleaning and sanitation supplies, such as broom, mop, napkins, rags, plastic trash bags
- ☐ Disposable eating utensils
- ☐ Can opener
- ☐ Fire extinguisher
- ☐ Waterproof tarp (to cover roof or windows if damaged)
- ☐ Sleeping bags
- ☐ Toiletries
- ☐ Camera to document any damaged property