

What **YOU** need to know about your **utilities** before, during and after a **HURRICANE**

For more detailed information,
visit Storm Central at www.gru.com

NUMBERS TO KNOW

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

Natural Gas Service Emergencies
(352) 334-2550

Water and Wastewater Service Emergencies
(352) 334-2711

GRU Customer Service
(352) 334-3434

Internet Help Desk for GATOR NETSM and GRU.Net
(352) 334-3000

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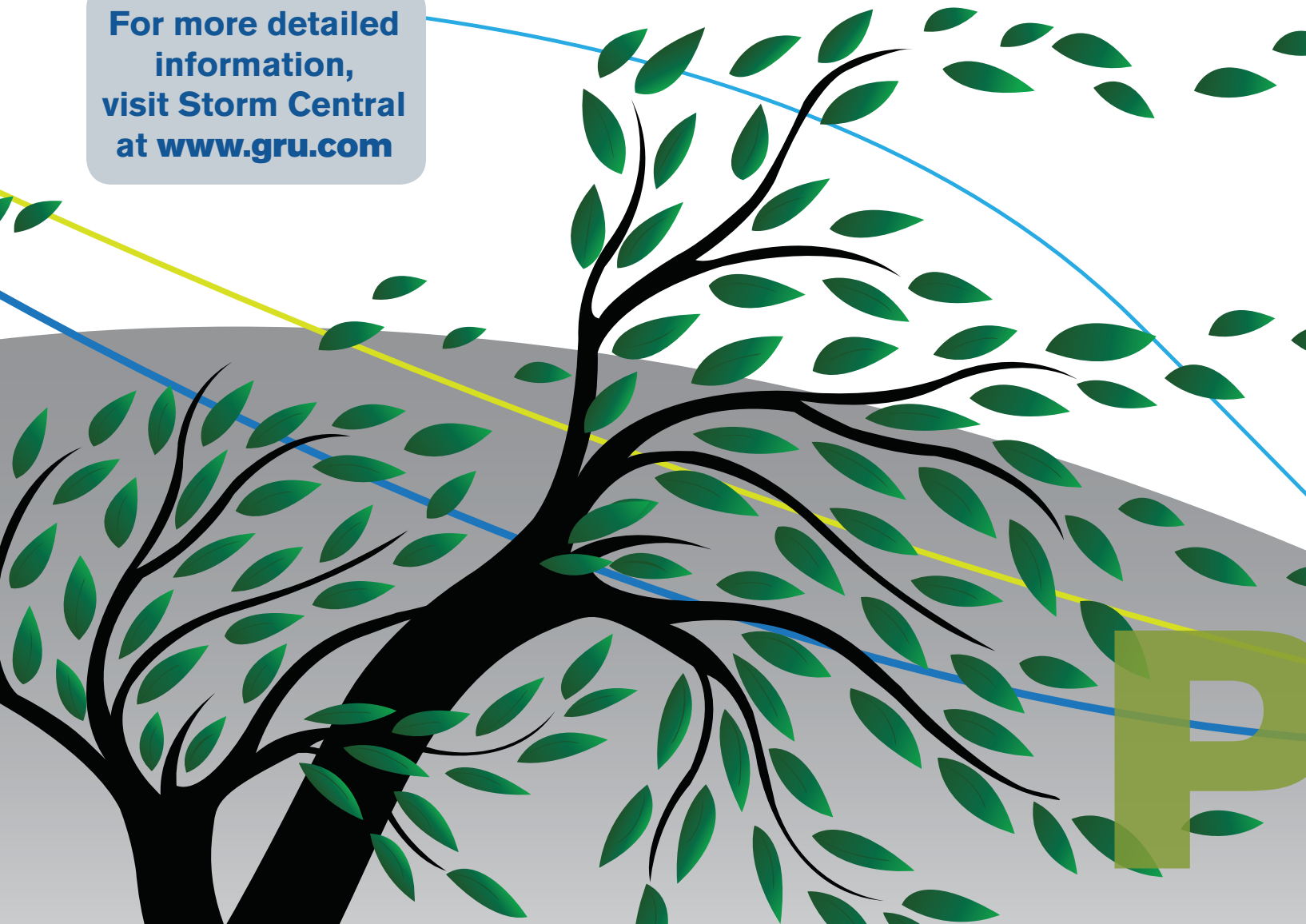
GRU works hard to provide you with reliable and safe services, and we are prepared to respond in the event our community experiences an active storm season. This guide includes utility-related information about preparing for an impending storm, as well as what to do during and after it has passed.

PREPARE FOR THE STORM

Knowing what to do in case your utilities are affected and making early preparations on a continual year-round basis can ensure that you and your family are well prepared long before a hurricane approaches.

- GRU regularly clears trees growing near high-voltage power lines—lines that are not directly connected to a home.
- Have a tree professional trim and maintain trees that may threaten your home's electric lines.
- Customers with medically essential electric service should make plans to evacuate prior to a hurricane or major storm. While GRU prioritizes service restoration for these customers during isolated electric outages, it is impossible to give individual priority during natural disasters and widespread outages. Please 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.

For more detailed information, visit Storm Central at www.gru.com



BEFORE THE STORM

- Monitor the news – GRU will provide important information related to your service.
- Follow us on Twitter @GRUStormCentral to receive updates on utility outages and important safety tips.
- Turn off or disconnect all outside electric appliances, such as pool pumps.
- Leave gas services on at the meter to maintain pressure in the gas piping.
- Store an adequate supply of drinking water and non-perishable food for your family.
- If you plan to evacuate, turn off the main switch in your circuit breaker panel. Don't remove your electric meter or turn off your gas meter.

DURING THE STORM

Wind, lightning, hail and flying debris can be very dangerous and cause damage to your utilities. If your utility equipment is damaged or service is interrupted, use the guidelines below for the best plans of action.

- Call us at **(352) 334-2871** if your power goes out. Do not hang up until you have provided all the requested information. An automated system will record your information and ensure a report is generated to have your service restored. GRU will dispatch repair crews to restore electricity to your house as soon as possible.
- If needed, GRU will announce boil water notices through all media outlets.
- Stay safe: If you smell natural gas (rotten egg smell), alert others and leave the area immediately. Do not use the phone until you are clear of the gas smell and safely away from the home. If possible, call **911** from outside. If you can't leave due to the severity of the storm, shut off the gas at the valve on the meter, ventilate the house (open windows and doors) and do not turn on or off lights or make a spark, such as lighting a match or using electronic appliances.

Portable Generator Safety

- 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. Hooking the generator to your household electric system is extremely dangerous to you, your neighbors, utility workers and the public, unless done properly and according to code by a qualified electrician.
- Place your generator outside of your house, away from the eaves, in a well-ventilated area to avoid carbon-monoxide poisoning.

Be
prepared

AFTER THE STORM

Many dangers remain after a hurricane passes through. The safety of our employees and customers is our highest priority as we work to restore power. We urge you to stay inside and report unsafe conditions, such as downed power lines, by calling **(352) 334-2871**.

- Stay away from all downed wires. Avoid all standing water. It may be contaminated or energized by a downed power line.
- If you have a gas emergency or gas service interruption, call **(352) 334-2550** immediately.
- If your power is off, place breaker panel switches for major appliances in the OFF position. Call **(352) 334-2871** to report that your power is off.
- 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.
- If needed, GRU will open public water stations and announce locations through local media.
- If you see a broken pipe with running water, avoid contact with the water and report it to GRU at **(352) 334-2711**.
- If your home has sustained structural damage, shut off your natural gas service at the meter.
- In the event that you had to turn off your gas meter due to an emergency, do not attempt to turn the gas meter on yourself. GRU will perform this service for you. Call **(352) 334-2550** for assistance.
- In the event that you have power but your GRUCom, GATOR NETSM or GRU.Net service is not working, call **(352) 334-3000** for assistance.

RESPONSIBILITY FOR DAMAGED UTILITIES

| GRU'S RESPONSIBILITY | | CUSTOMER'S RESPONSIBILITY |
|----------------------|--------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| ELECTRIC | Damage to GRU service conductors (residential) and electric meters | The meter box, including pipes and wires coming into and out of it, or the house |
| WATER | Everything from main service outlet up to the water meter | The pipe running from the water meter to the house |
| WASTEWATER | Damage to lines outside the property line | Repairs within the property line |
| NATURAL GAS | Damage to the gas service line, regulator, meter and meter outlet | All repairs beyond the meter outlet – this is where the customer's gas ties into GRU's meter |