

A red flag with a black square in the center, flying on a black pole against a grey, cloudy sky.

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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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
reprepared