WEATHERING THE STORM

Tips to get you through a power outage
COPING WITH AN OUTAGE

These important tips will help you deal with outages safely and effectively.

• You help speed the restoration process when you call **800.477.4747** to report your outage. Your phone call is the best way for us to know you are without power and to determine the full extent of the damage in your neighborhood. We encourage you to use our automated phone system. It feeds information directly into our outage reporting system, allowing our crews to react faster.

• If you leave your home during the outage, make sure all heat-producing appliances (such as stoves and irons) are unplugged. This reduces the danger of fire if power is restored while you are away.

• Preserve perishable foods longer by keeping refrigerator and freezer doors closed as much as possible.

• Use dry ice to help keep refrigerators and freezers cold. Protect your hands – wear gloves when handling dry ice. Don’t place dry ice directly on your food – it causes freezer burn.

• Turn off lights and unplug appliances and sensitive electronic devices, like computers and televisions, to prevent damage when power is restored. Leave one light switched on so you know when your service has returned.

• Appliances with surge protection may trip automatically when the power goes out. If the appliance doesn’t turn on when power is restored, you may need to reset a circuit breaker, replace a fuse, or press a reset button.
OUR COMMITMENT TO YOU

At DTE Energy, our goal is to provide safe, reliable electric service for each of our customers. When power outages do occur, we restore your service as quickly and safely as possible.
PORTABLE GENERATORS

You can use a generator to run lights, refrigerators, sump pumps, your furnace blower or other essential items until your power is back on. Remember to follow these safety tips:

• Stand in a dry place and have dry hands when operating a generator.
• Carefully follow all manufacturers’ instructions for installation and operation.
• Disconnect house circuits from DTE lines. Protect line crews working to restore your service. Pull or switch to “off” all main fuses or circuit breakers to avoid the back feed of electricity into power lines.
• Always operate generators outdoors to avoid the buildup of deadly carbon monoxide fumes.
GET A JUMP ON NASTY WEATHER

A little advance planned can help you cope with severe weather and power outages more easily. Start by developing shelter plans for severe storms and tornado conditions. Then...

- Keep flashlights, extra batteries, a first aid kit, a battery-operated radio, a manual can opener and nonperishable food on hand and easy to get to.

- Store containers of fresh water for drinking, cooking and washing.

- Remember that cordless phones and garage door openers don't work without electricity. Keep a corded phone as a backup and learn how to open your garage door manually.

- If you depend on electrically-powered medical equipment, ask your physicians about emergency battery back-up systems.

- Protect sensitive electronic equipment, such as computers, televisions and other devices, with surge suppressors.

- Make sure you know how to safely reset your circuit breaker or change fuses. Keep extra fuses on hand.
DOWNED WIRES ARE DANGEROUS

When high winds or severe weather hits, power lines can come down. Remember to treat all downed wires as live and dangerous. Even if no arcing or sparking is visible, the wire can still be live and very hazardous. Keep these safety tips in mind:

• Observe downed wires from a safe distance. Stay at least 20 feet away. Never touch a downed power line or anything it may be touching.

• Don’t go near a metal fence that may be in contact with a downed wire. If a power line has come down on a metal fence, even a connecting fence several yards away can be energized.

• Never move downed wires blocking vehicle access and don’t drive across downed wires.

• Before removing tree debris, carefully check the debris and surrounding ground for downed wires. Look overhead for dangling or low power lines. Report downed wires or other dangerous conditions to us immediately at 800.477.4747.

• Don’t step into a flooded area if water is in contact with electrical outlets, appliances, lamps or power cords. Not even rubber boots can guarantee protection from severe shock in this situation.

• If electrical appliances have gotten wet, wait until they are completely dry before operating them. It’s a good idea to have an electrician check for damage before you attempt to use the appliances.
WE’RE WORKING FOR YOU

Our storm response plan focuses on responding quickly and efficiently to emergency situations.

We constantly monitor weather conditions. When severe weather threatens, we begin mobilizing early on. By the time severe storms reach our area, our emergency team is already at work implementing our storm response plan.

As soon as weather conditions permit us to safely begin restoration work, such as when the storm subsides, our crews assess the extent of damage and begin restoration.

Our power lines and equipment are built to meet rigid state and national safety standards and our service reliability record is high.

In a major storm, our top priority is restoring power to hospitals, police and fire stations, communication facilities (radio and television stations), and sanitary pumping facilities. We then focus on restoring power to the remaining households and businesses, starting with electrical circuits where the largest numbers of customers are without power.