

Hurricane Preparedness Action List

- ◆ **If a hurricane is approaching your community, contact the news media** and tell them what you are doing to prepare. Discuss the FMEA Mutual Aid process, and tell them what you are doing to get your staff prepared.
 - Tell the media about priorities for restoring power: Hospitals and nursing homes, law enforcement, water & sewer lift stations, and schools.
 - During Hurricane Charley, the news media did not understand that municipal electric utilities were prepared – mostly because investor-owned utilities discussed their preparedness with the news media, and many of us didn't. Do that now.
- ◆ **Check your supplies.** Do you have extra materials? Get organized NOW to order more.
- ◆ **Cell phones won't work** early on, so get alternative communications, such as two-way radios.
- ◆ **Prepare NOW for crews to arrive**, and just in case:
 - Reserve hotel rooms (you can always cancel reservations). This is a holiday weekend and crews will need a place to stay.
 - Prepare to serve meals and snacks to all crews.
 - Arrange to launder crews' clothing daily.
- ◆ **Identify ONE PERSON as your Hurricane Coordinator**, and glue that person to a telephone that works. Give that person as much information as possible, and let that person provide up-to-date information to others.
 - FMEA will contact your Hurricane Coordinator twice each day to receive information on the number of customer outages. This is reported to the state Emergency Operations Center and Governor's office. This is critical information for the state – they must have this information.
- ◆ **Provide regular updates to your local elected officials at all levels.** Stay in regular contact with your city/utility's governing board, and other city elected officials, county elected officials, and state/federal representatives.
- ◆ **Communicate with your community.** The newspaper is a priority, since they can reach every customer. TV and radio may be lower priorities, since people without power may not have access to these broadcasts. Use staff from low-priority departments (in the recovery) to walk neighborhoods and pass out flyers with an update on your progress to the areas where there are outages. Share information and keep it flowing until every customer is restored.
- ◆ **Prepare for nasty customers.** Customers without power for 7-10 days will get ornery. Make sure the people you have answering telephones are cool under pressure, and can deal with upset customers.
- ◆ **If you are sending crews to an area struck by a hurricane**, contact your local news media and tell them what you are doing to assist others. Discuss the FMEA Mutual Aid process, and tell them what you are doing to get your crews prepared.

Take action and prepare NOW – You won't be criticized you for being prepared.