



POWER OUTAGE SAFETY TIPS

During a Power Interruption

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.
- To report a power interruption, contact NYSEG at 1.800.572.1131 or RG&E at 1.800.743.1701. Anyone who has access to a working computer or mobile device during a power interruption can also report the interruption online at nyseg.com or rge.com.
- Listen to a battery-powered radio for weather and power restoration updates.
- Turn off major appliances (electric water heaters, refrigerators and freezers) and sensitive electronic equipment (TVs, VCRs, DVD players, computers, audio equipment) to prevent overloading and possible damage when power is restored. Turning off this equipment may mean unplugging it, turning off a circuit breaker or removing a fuse for the circuit that provides power to this equipment. Leave one light switch "on" to know when power has been restored.
- Don't use a natural gas or propane range to heat your home.
- Never use outdoor grills or stoves inside.
- If using a portable generator, do not utilize it inside the structure.
- Keep refrigerators and freezers closed as much as possible. Most food will last 24 hours if you minimize the opening of refrigerator and freezer doors.

Using a Generator at Home

The primary hazards to avoid when using a generator are carbon monoxide (CO) poisoning from the toxic engine exhaust, electric shock or electrocution, and fire. ***See next section below for information about carbon monoxide poisoning.*** For safe generator use, follow the directions supplied with the generator and the tips below:

- To avoid electrocution, keep the generator dry and do not use in rain or wet conditions. Operate it on a dry surface under an open canopy-like structure, such as under a tarp held up on poles. Do not touch the generator with wet hands.
- Be sure to turn the generator off and let it cool down before refueling. Gasoline spilled on hot engine parts could ignite.
- Store fuel for the generator in an approved safety can. Use the type of fuel recommended in the instructions or on the label on the generator.

- Local laws may restrict the amount of fuel you may store, or the storage location. Ask your local fire department.
- Store the fuel outside of living areas in a locked shed or other protected area. To guard against accidental fire, do not store it near a fuel-burning appliance, such as a natural gas water heater in a garage.
- Plug appliances directly into the generator, or use a heavy duty, outdoor-rated extension cord that is rated (in watts or amps) at least equal to the sum of the connected appliance loads.
- Check that the entire cord is free of cuts or tears and that the plug has all three prongs, especially a grounding pin.
- Never try to power the house wiring by plugging the generator into a wall outlet. Known as "backfeeding," this practice puts utility workers, your neighbors and your household at risk of electrocution.
- Remember, even a properly connected portable generator can become overloaded, resulting in overheating or generator failure. Be sure to read the instructions.
- If necessary, stagger the operating times for various equipment to prevent overloads.

Prevent Carbon Monoxide (CO) Poisoning

- Never use a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal-burning devices inside a home, garage, basement, crawlspace or any partially enclosed area.
- Keep these devices outdoors, away from doors, windows and vents that could allow carbon monoxide to come indoors.
- Opening doors and windows or using fans will not prevent CO buildup in the home. Although CO can't be seen or smelled, it can rapidly lead to full incapacitation and death. Even if you cannot smell exhaust fumes, you may still be exposed to CO. If you start to feel sick, dizzy, or weak while using a generator, get to fresh air RIGHT AWAY - DO NOT DELAY.
- Install CO alarms in central locations on every level of your home and outside sleeping areas to provide early warning of accumulating carbon monoxide.
- Test the batteries frequently and replace when needed.
- If the carbon monoxide alarm sounds, move quickly to a fresh air location outdoors or by an open window or door.
- Call for help from the fresh air location and remain there until emergency personnel arrive to assist you.