

# EMERGENCY PLANNING GUIDE

Including tips to help you plan for  
a weather-related power outage



**⚡ THE POWER BEHIND INDIANAPOLIS. ⚡**



**261-8111**  
"Lights Out Day or Night"

## Is your family prepared for an emergency?

As the old saying goes – "Hope for the best, but prepare for the worst." This is never more true than when it comes to the health and safety of you and your family. While we all hope that it won't happen to us, the fact is, disaster can strike at any time. And a little time spent planning now could make all the difference in the world if an emergency should occur.

Every household should have a basic emergency plan in place. Regardless of the type of disaster, you can prepare yourself for any situation – tornado, fire, flood, outbreak of illness (i.e., pandemic flu), or any other situation that could put your family at risk.

With a few simple steps, you can prepare for the worst. Make lists of local emergency numbers. Assemble an emergency first aid kit. Discuss action plans with your family, especially children. And determine locations for meeting (both outside your home and outside your neighborhood) in case family members get split up during the disaster.

Hopefully, you'll never need to use your emergency plan. But if you do, there's another old saying you'll be glad you followed – "Better safe, than sorry."

For more information, and resources for emergency planning, please visit IPL's Web site at [IPLpower.com](http://IPLpower.com).

## Bright tips if you're ever in the dark

Before severe weather threatens, use these tips to help you plan for a possible power outage:

- Know where your fuse box or circuit breaker is located.
- Be sure to keep on hand a flashlight, portable radio and extra batteries. (Do not use candles to light or heat your home during a power outage.)

If the lights go out at your home, use these tips to help IPL restore your power as soon as possible:

- Carefully check the circuit breakers or fuses in your home.
- If this first step fails to restore power, check to see if your neighbors have electricity.
- Call IPL's Emergency "Lights Out Day or Night" number at 261-8111 to report the power outage.
- If the lines are busy – as they may be during a widespread outage – please continue calling until you reach us.
- Once you reach IPL's automated power outage reporting system, follow the instructions to report your outage. In the event an automated outage report cannot be completed, you will be directed to a customer service representative.
- If you have electrically powered medical equipment in your home, please tell the representative when you call. For Medical Alert Program customers, always have a back-up power supply in the event of an extended power outage.

After reporting the power outage, use these suggestions to help keep your family safe:

- Keep everyone away from downed power lines, including pets. Even if wires look harmless, they may be energized and potentially deadly. Never touch anything that is in contact with the wires, such as tree limbs or other objects.
- Check to see if elderly family members or neighbors need help. If there is a health problem or concern, seek medical attention immediately.
- Make sure your electric stove is off. If a burner is on and goes unnoticed after the power is restored, it could cause a fire.
- To conserve heat during an outage in cold weather, limit the number of times the outside door is opened.
- To preserve refrigerated food, limit the number of times the refrigerator door is opened. Food in a fully packed freezer will remain frozen for up to 48 hours if the door is kept closed.
- Do not connect a portable generator to your home's wiring system. Electricity feeding back into IPL lines from portable generators can damage the home's electrical appliances, cause fire or cause injury or death to IPL linemen. Portable generators are designed to provide limited electricity to operate small tools. They are not intended to be connected to your home's wiring system.

## After the storm

High winds, tree limbs and heavy ice can damage power lines and customer electrical equipment. Customers are responsible for repairs to the home's weatherhead, conduit, meter base or service line anchors. These repairs require the services of a licensed electrician. IPL is responsible for repairs to the electric meter and the service line that runs from the pole to your house.

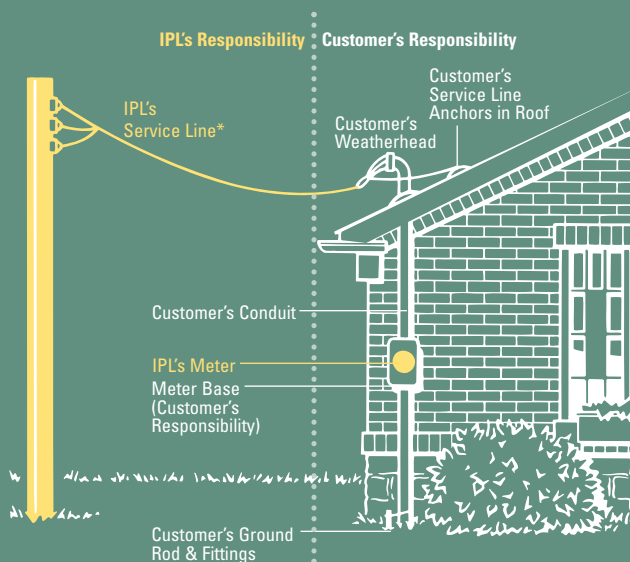
Use the diagram on the back page to help you identify the electrical equipment connected to your home. Then, use the following tips to find out what you can do if your outdoor electrical equipment is damaged:

- If the overhead electric service line to your home appears damaged or broken, call IPL immediately.

- Do not touch or try to move any power lines or wires connected to your electrical equipment.
- If the weatherhead, conduit, meter base or service line anchors appear damaged, you must call a licensed electrician to make the repairs.
- Do not try to make the electrical repairs yourself. Making repairs yourself could result in injury or death.
- If you need a new meter base, IPL will supply one to your licensed electrician free of charge.



## Electric equipment responsibility



\* In most cases, IPL is responsible for the underground wires that run to your meter base – if your service is supplied by underground power lines.



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