



Power Outage Preparedness

A guide for the
Santa Clara community

SiliconValleyPower.com/SantaClaraReady



Powering The Center of What's Possible

POWER OUTAGES

**If the power goes out,
call 408-615-5640 to report the following:**

- Your address
- If and where power lines are down
- If neighbors have power
- If you notice flashes, noises or other possible sources of the problem

HAVE ONLINE ACCESS?

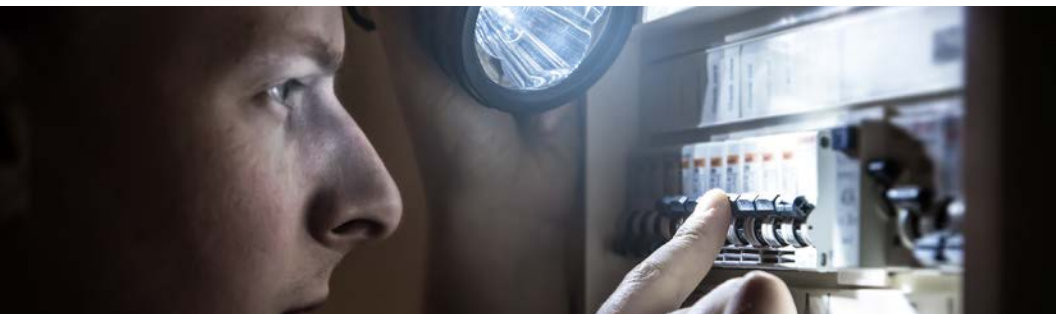
Check the status
of known outages at
siliconvalleypower.com/outages

FOLLOW US ON TWITTER

Get the latest
power outage information at
twitter.com/SantaClaraPower

Minimize property damage during outages

- **Do not connect portable generators** to house wiring as you could damage your property and endanger the lives of utility workers who are repairing power lines.
- **Keep your refrigerator and freezer closed**, which should usually keep food safe for several hours.
- **Turn off all electric appliances and switches**, except the porch light or other lights that utility crews can see from the street when power is back on.
- **Protect your household appliances and sensitive electronic devices** by using plug-in surge protectors.



ELECTRIC

Should you need to turn off the power, different homes have different control boxes

Determine which type your home has and follow the appropriate instructions below.



1. Circuit breaker: Turn off all power to the house by flipping the larger, main breaker switch to the off position first, then flip all the other breaker switches.



2. Fuse box: Pull the main fuse block all the way out and leave it out until power has been restored. Then unscrew the other fuses after power has been restored.



3. Lever switchbox: Move the handle to the off (down) position to shut off power to the home.

INDOOR SAFETY TIPS

- No cords under carpets or furniture.
- Don't add plugs with outlet extenders.
- Always unplug appliances while cleaning or repairing them.
- Keep electric cords away from water.
- Properly ground appliances with a three-prong plug.
- Cover unused outlet sockets to block out metal objects.
- Make sure light bulb wattages do not exceed wattage limits.
- Never place a halogen floor lamp near combustible materials.

OUTDOOR SAFETY TIPS

- Stay away from downed power lines. Call 9-1-1!
- If a power line hits your vehicle, stay inside and wait for rescue personnel.
- Never let anything you are holding touch a power line.
- Keep metal objects away from power lines. These items can cause outages or power surges which may harm your appliances.
- Call 8-1-1 before digging in your yard so all underground utilities can be marked.
- Never release helium balloons into the atmosphere, which could become tangled in power lines.

WATER

Call the City first!

If you need to shut off your water, call 408-615-2000 during business hours and 408-615-5640 after hours

To locate all water shutoff valves, check your:

- Pipe connecting to the home
- Outdoor water meter
- Water heater
- Indoor valves - usually located on pipes under sinks or toilets



Shutting off water at the pipe entering your home

Before attempting to fix a leak, you should always call the City first for help. If you can't wait, turn off the valve (knob or lever) on the water pipe leading into the pipe that enters your home. Turn clockwise until it is firmly closed. Some pipes also have a pressure control valve located nearby, but it has no knob and can be ignored.



In an emergency when you need to stop a leak between the meter and your home, follow these steps:

- 1.** Go to the City water meter box near the sidewalk.
- 2.** Remove the cover with a thin tool, such as a screwdriver.
- 3.** Use a small wrench to turn the valve in a clockwise motion until it stops. Do not force.
- 4.** If the meter box is dislocated, reset to avoid a tripping hazard.

Turning off indoor water fixtures

To stop water leaking from a specific fixture, you should turn off the water shutoff valve at the source. Close the valve by turning it clockwise.



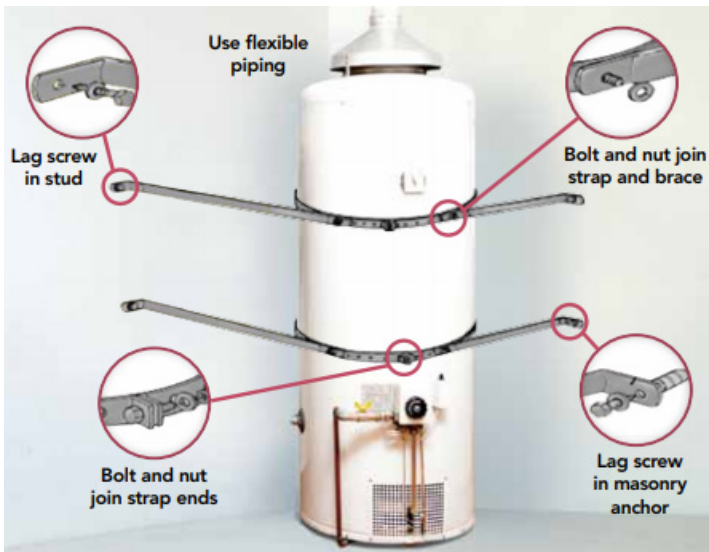
Leaky water heater

Turn the water supply off by twisting the handle on the water supply shutoff valve clockwise until it stops. This valve is typically located on top of the water heater, on the right side cold line. Doing this will prevent or reduce water damage.



Water heater earthquake safety

The water heater must be strapped to the wall by at least two straps. Use lag screws into solid wood, not sheet rock.



For more information on earthquake water heater safety, please visit earthquakecountry.org/step1/waterheater/

SEWER

To report a backup or overflow,
call 408-615-2000 during business hours and
408-615-5640 after hours

Avoid sewer emergencies

- Properly maintain your sewer lines to prevent overflow in your bathroom or yard.
- Know where your sewer lines and clean-outs are located. Don't plant trees and shrubs with invasive root systems near them.
- Keep clean-out accessible for emergency maintenance.
- Never put cooking grease or other fats down the drain.
- Never put solid materials (e.g. diapers, rags or wipes) down the toilet or drains.
- Consider purchasing a portable camping toilet to use during extended periods without available water supply or broken sewer mains.

If your sewer backs up

Utility crews will come out, at no cost, to verify whether the blockage is on your portion or the City's portion of the sewer line. If it is on your portion, we can confirm that it is safe for you or your plumber to clear the line.

Household hazardous materials

Your family's safety depends on properly storing and disposing of hazardous waste (paint, oil, cleaners, etc.) in your home and garage. For detailed information on easy, effective ways to deal with these materials, **visit Santa Clara County's Household Hazardous Waste Program at hhw.org or call 408-299-7300.**



SOLAR

In the event of a fire or other emergency, solar panels can create additional hazards, particularly if the system is mounted on a roof.

For the general public

- Call 9-1-1 and notify the operator that you have solar panels
- If it is safe to do so, disable the system by opening the AC disconnect, typically found next to your utility electric service meter
- Wait for first responders - remind them that you have solar panels



Be aware of possible hazards

- Shock from contacting exposed wiring
- Toxic smoke from burning solar equipment
- Trip and fall from walking on roofs equipped with solar systems
- Falling objects, wiring or panels from roof
- Keep a safe distance - at least 10 feet from all electrical solar equipment and connections



If the sun is shining, the panels still generate power and can cause an electric shock! They most likely will NOT work during a power outage unless you have a special inverter or battery storage system.



GAS

Recognize the signs of a gas leak

**Smell, see or hear gas? Leave your home immediately!
Then call 9-1-1 from your cell phone or neighbor's phone.**



SMELL

A distinctive, strong odor similar to rotten eggs



SIGHT

A white cloud, mist, fog, bubbles in standing water, blowing dust or vegetation that appears to be dead or dying for no reason



SOUND

A roaring, hissing or whistling sound

Turning off your gas meter

You should only turn off the gas meter yourself under emergency conditions.

In an emergency:

- Know where your main gas service shutoff valve is located
- Keep an adjustable pipe or crescent-type wrench available to turn off the gas in case of an emergency
- Know how to shut off the gas at the gas service shutoff valve
- Leave it off until service can be restored safely by PG&E or another qualified professional

Never turn off the gas meter yourself unless it's an emergency. All other times, if you smell gas, leave the area immediately and call 9-1-1.

CREATE AN EMERGENCY PLAN

Meet with your household to talk about emergencies like fire, flood, earthquake and severe weather and discuss what you would do in each case.

Locate the safe places in and outside of your home where family members should go in each type of emergency and talk about escape routes and meeting places.

Talk about power outages and make sure everyone knows where to find flashlights and other emergency supplies.

If you or someone in your household depends on electricity to power medical equipment, **identify a location with emergency power.**

Show family members how to turn off the power, water or gas if it becomes necessary. Make sure all of the right tools are nearby.

Learn how to manually open your garage door.

Teach your children how and when to call 9-1-1.

Identify a contact person nearby and one out-of-state or out of the area that family members can call in case you're separated or cannot reach one another. Add the phone numbers to their cell phone contacts.

Have a list of kennels or friends who can care for your pet.

Keep important family documents safe in a waterproof, fireproof portable container.

Know your child's school emergency plan and evacuation/shelter-in-place procedures.

Determine evacuation routes out of the area from your home and identify transportation options. Keep your vehicle filled with at least a half a tank of fuel in case you have to evacuate.

If you have to evacuate, take your emergency supply kit with you.

IMPORTANT NUMBERS & WEBSITES

Utilities

Power outages / electrical emergencies: 24-Hour Hotline	408-615-5640
Water and Sewer: Weekdays.....	408-615-2000
Water and Sewer:	
After Hours, 5:00 p.m. – 8:00 a.m. and weekends.....	408-615-5640
Customer Service (billing inquires, start/stop service).....	408-615-2300
Street light outages	408-615-5600
Call before you dig.....	8-1-1
Traffic signal outages / problems: Weekdays	408-615-3000
Traffic signal outages / problems:	
After Hours, 5:00 p.m. – 8:00 a.m. and weekends	408-615-5140
Gas: PG&E	800-743-5000

Other emergency numbers

Emergency regular phone.....	9-1-1
Non-9-1-1 / Emergency Public Safety.....	408-615-4700
Poison Control	800-222-1222

STAY CONNECTED

FACEBOOK

@SiliconValleyPower
@CityofSantaClara
@SantaClaraPD
@SantaClaraFD

TWITTER

@SantaClaraCity
@SantaClaraPower
@SantaClaraPD
@SantaClaraFD

NEXTDOOR

Sign up at Nextdoor.com

RADIO STATIONS

- KCBS (740 AM)
- KSJO (92.3 FM)

WEBSITES

- siliconvalleypower.com
- siliconvalleypower/outages
- santaclaraca.gov
- santaclarafreewifi.com

SANTA CLARA CITY TELEVISION

Watch on Comcast cable channel 15 and AT&T channel 99

MYSANTA CLARA APP

Download the MySantaClara app from the Apple Store or Google Play. For more information, go to santaclaraca.gov/residents/mysantaclaraca



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