

# Storm Preparation Guide



*Be safe and prepared this hurricane season.*

# Always be in the know!

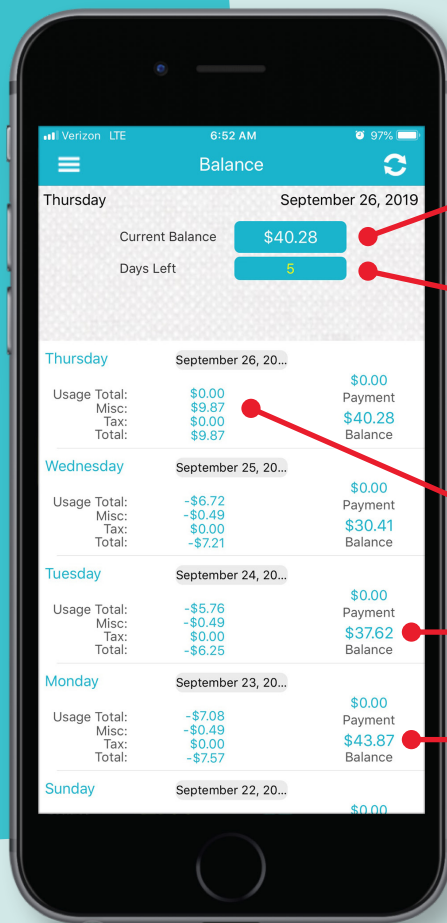
Monitor with MyUsage

MyUsage is a power awareness program which helps you save money and the environment by promoting energy conservation.



Download the MyUsage app or visit [MyUsage.com](http://MyUsage.com) to track your account balance, daily usage and payment history. You can even report a power outage!

View daily usage charges

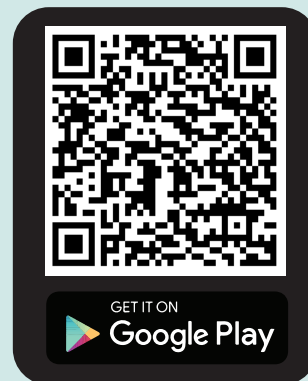
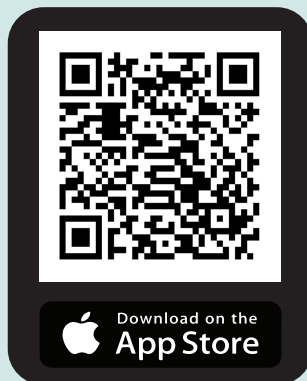


View current account balance

Days left until additional funds needed

Add funds any time

Track daily charges as they leave your account balance



Hurricane season is June 1 - Nov. 30

# There are real benefits to being prepared.

Being prepared for any type of weather event can reduce fear, anxiety and losses that accompany disasters. Within our 160 square mile service area, Ocala Electric Utility (OEU) maintains 1,227 miles of power lines and over 47,000 power poles. We have 20 substations to provide service to over 56,000 homes and businesses. A strong commitment from utility employees and our educated and well-prepared customers will ensure minimal impact and fast restoration after a disaster. Knowing what to do and when to do it will help us help you.

160

Square Mile Service Area

771.52

Miles of Overhead Lines

455.69

Miles of Underground Lines

47,774

Pole & Pad Structures

56,000+

Customers





# Severe Weather

Hurricane season begins June 1 and ends November 30. Hurricane awareness and preparation can reduce the damaging effects of a hurricane. Storm surge, heavy rainfall, inland flooding, high winds, tornadoes and rip currents are all types of hurricane hazards. Know your risks and what actions you should take.

It is essential that your family is ready before, during and after a storm. Storm conditions can vary based on the intensity, size and even the angle which the tropical cyclone approaches your area. Make sure you understand what the weather forecasters and other media outlets are telling you.

**Tropical depressions** are cyclones with winds of up to 38 mph. **Tropical storms** have wind speeds ranging from 39-73 mph, and **hurricanes** have wind speeds of 74 mph and greater. Typically, the upper right quadrant of the storm (the center wrapping around the eye) is the most intense portion of the storm. The greatest threats are damaging winds, storm surge and flooding. Here are some important terms you may hear:

- **Tropical storm watch:** Tropical storm conditions are possible in the area.
- **Hurricane watch:** Hurricane conditions are possible in the area. Watches are issued 48 hours in advance of the anticipated onset of tropical storm force winds.
- **Tropical storm warning:** Tropical storm conditions are expected in the area.
- **Hurricane warning:** Hurricane conditions are expected in the area. Warnings are issued 36 hours in advance of tropical storm force winds.
- **Extreme wind warning:** Extreme sustained winds of 115 mph or greater are expected to begin within an hour.
- **Eye:** Clear, sometimes well-defined center of the storm with calmer conditions.
- **Eye wall:** Surrounds the eye, contains some of the most severe weather of the storm with the highest wind speed and largest precipitation.
- **Rain bands:** Bands coming off the cyclone that produce severe weather conditions such as heavy rain, wind and tornadoes.
- **Storm surge:** An often underestimated and deadly result of ocean water swelling due to a landfalling storm that quickly floods coastal, and sometimes inland, areas.

During a watch, prepare your home and evacuation plan in case a warning is issued. During a warning, carefully follow the directions of officials and immediately leave the area if they advise it. In the event of an extreme wind warning/advisory, immediately take shelter in the interior portion of a well-built structure.

# The Power “Grid” Explained

The electrical system is a complex network of interconnected conductors. Neighborhood conductors feed from distribution substations located relatively close to their respective customers. These distribution stations are fed from sub-transmission substations, which are in turn fed from transmission lines that interconnect throughout the state.

Protective devices installed on the system cannot prevent the initial fault (problem) from occurring. However, they are intended to help minimize the amount of damage experienced during the faulted condition and to minimize the number of customers affected.



Distribution feeder circuits have a breaker in the substation that will respond when a fault occurs. Depending on the settings and the type of fault, this breaker may open and close several times to allow the condition to clear itself before opening and remaining open. This is the blinking of the lights we occasionally experience. If the fault fails to clear and the breaker remains open, this outage will tend to affect 1,000 to 3,000 customers.

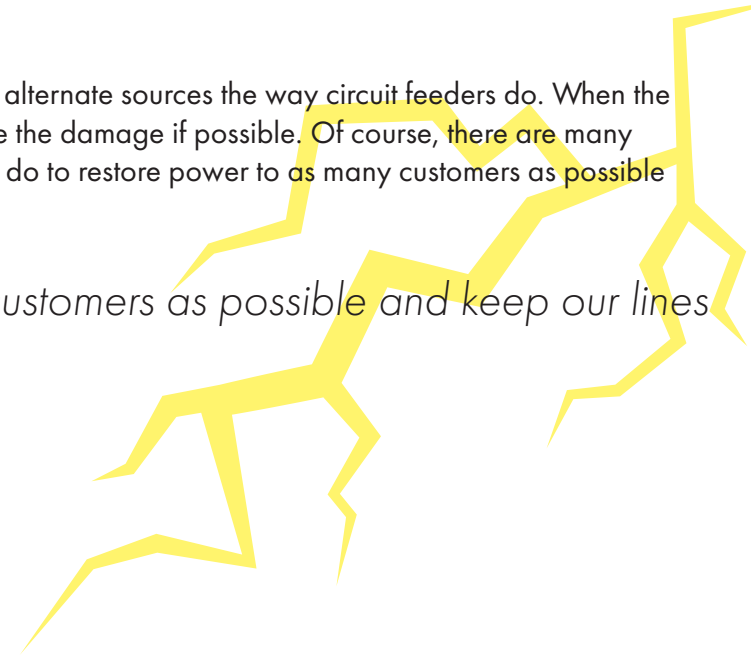
Laterals (lines that are fed from the distribution feeder circuit) have protective devices of their own. If a fault occurs on the lateral, its protective device will open. Under that circumstance, the distribution feeder circuit will remain functional while the lateral and its downstream customers will be off. These types of outages can affect several hundred customers.

It is not uncommon to have laterals and sub laterals feeding throughout a neighborhood. Each sub lateral has its own protective device to minimize the number of customers affected by a single incident.

**When a circuit outage occurs:** A crew is dispatched to ride the circuit to ascertain the cause. Once the cause has been identified the crew leader determines if the damage can be cleared in a relatively quick manner or if the damage needs to be isolated from the system. For instance, a tree limb (not a tree) can usually be cleared from the line in a matter of minutes and the entire circuit restored to normal at one time, but a broken conductor or pole will take more than a few minutes to repair. The crew will isolate the damaged area by opening switches on either side of the damage site. Once the damage site is isolated, power is redirected to the unaffected areas from other sources. This redirecting of the system will allow crews to restore power to a large percentage of the customers on that circuit. At this point our crews can safely make repairs to the damaged area.

**When a lateral goes out:** Lateral lines are not intended to have alternate sources the way circuit feeders do. When the crew determines the cause of the outage they will attempt to isolate the damage if possible. Of course, there are many variables involved in what can happen and how much a crew can do to restore power to as many customers as possible while they are making repairs to the damaged section.

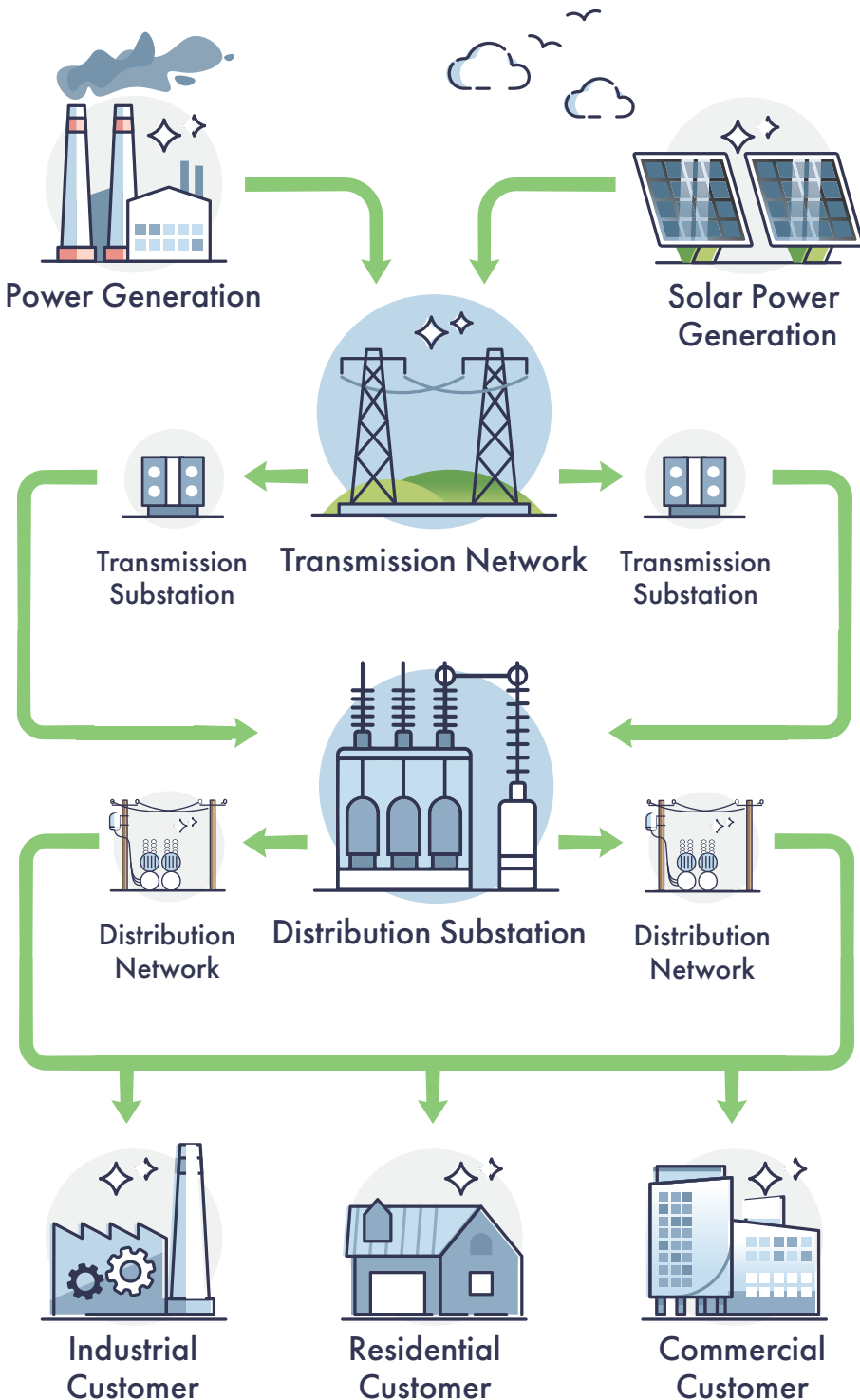
*— It is our goal to restore power to as many customers as possible and keep our lines safe for our crews to work.*



# Power Distribution

Where does power come from?

OEU purchases power from the Florida Municipal Power Agency (FMPA) and delivers it to commercial and residential customers using the distribution network:



1. Electricity is generated at a **power plant**, or other source such as solar, and travels through transmission lines.
2. Power travels at 230,000 - 500,000 volts (230/500kV) through the **transmission network**. A volt is measured as a unit of electrical force.
3. **Transmission substations** decrease voltage from 230kV to 69kV.
4. Subtransmission lines transmit power to the **distribution substation**, where the voltage is decreased from 69kV to 12.47kV.
5. The **distribution network** distributes power to customers.
6. Transformers on power poles decrease voltage to 120/208/240kV for customer usage. Homes use 120 volts for most electrical needs and 240 volts for larger energy users like the oven, water heater, dryer and others.

# Critical Generator Safety

A generator may be able to save food in your refrigerator or freezer during a prolonged outage, let you keep your home office running or power other essential equipment. However, generators can be expensive, noisy and potentially pose serious safety hazards to you and to others. Please follow all safety instructions provided by the manufacturer.

The law requires customers with a permanently installed or portable generator to not connect another power source, such as Ocala Electric Utility power lines. If you own and operate a generator, you are responsible for making sure that electricity from your unit cannot “back feed,” or flow into power lines. For the sake of safety, be sure to use your generator correctly.

**Permanent Standby Generators:** When a generator is permanently connected to a customer’s electric system, it energizes the building’s wiring. This type of installation requires a device that prevents the generator from being connected to power lines. For this type of equipment, please follow these safety tips:

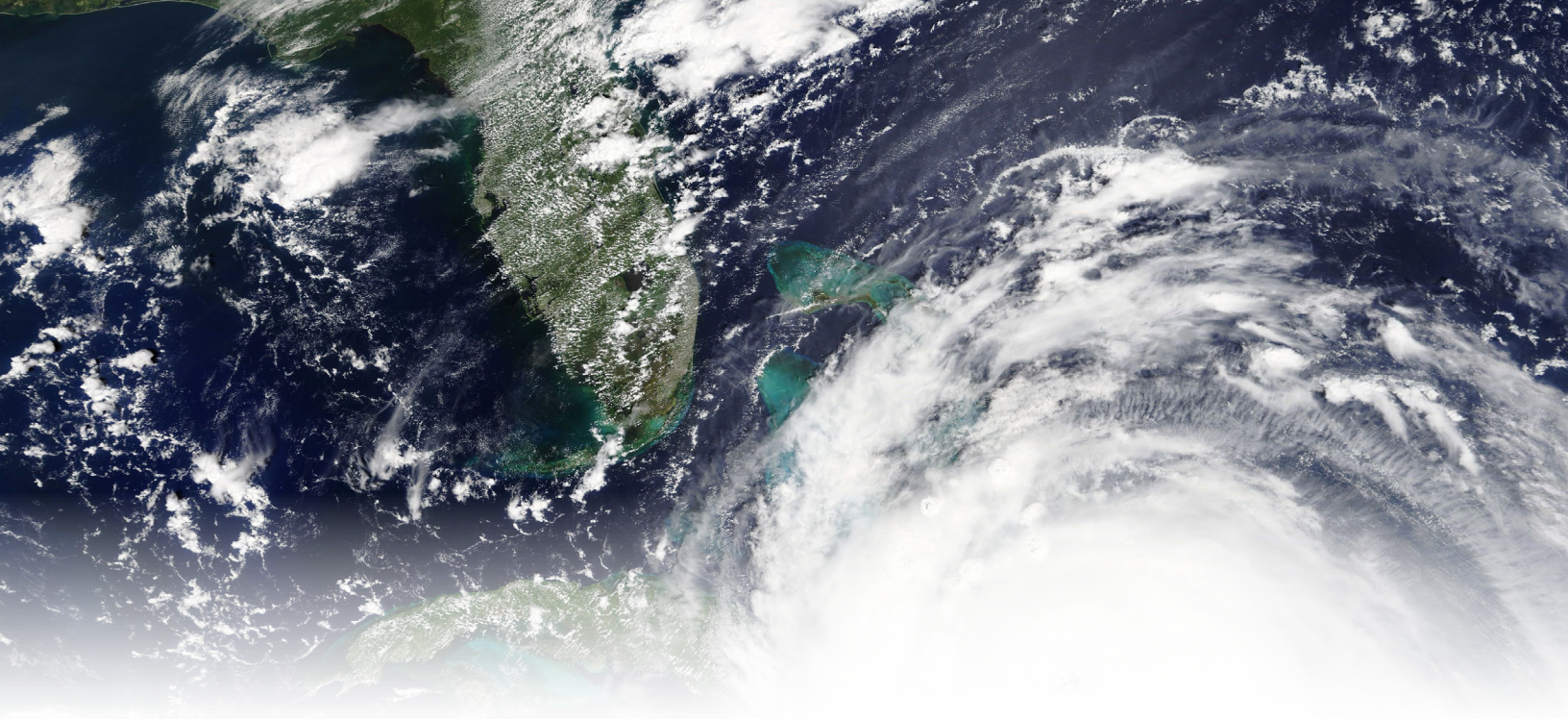
- Only a qualified professional, such as a licensed electric contractor, should install a permanent standby generator.
- A double-pole, double-throw transfer switch is the required device to keep your generator from back feeding into the system. The switch also keeps power from re-energizing your house wiring while your generator is running, protecting your generator, wiring and appliances from damage when your service is restored.
- Have all additions to your house wiring inspected by your city or county building department.
- If you already have a permanently installed standby generator, but you don’t know if it’s installed properly, call your local building inspector or a licensed contractor for help.
- You are responsible for any injuries or damage to your property, your neighbors’ property or City of Ocala property from an improperly installed or operated generator.



**Portable Generators:** Portable generators are designed to be connected only to selected appliances or lamps. Generators should not be plugged directly into a home’s main electrical system. This could potentially send an electrical charge back to the power grid, which could create an electrocution hazard for utility workers. Follow these safety tips:

- Before starting your generator, carefully read and follow all of the manufacturer’s instructions.
- Be sure that the total electric load on your generator won’t exceed the manufacturer’s rating.
- Generators should be set up outside the home in a well-ventilated area. Do not run your generator in your house or garage.
- Use the lowest wattage light bulbs that provide a safe level of light, reserving power for additional lighting elsewhere or a small appliance. Remember that the greater the load on your generator, the more fuel it will use.
- Keep cords out of the way so they don’t present a tripping hazard, especially in dimly lit doorways or halls. Never run cords under rugs or carpets where heat might build up or damage to a cord may go unnoticed.
- Extension cords must be properly sized to carry the electric load. Overloaded cords can overheat and cause fires or damage to equipment.





## Before the Storm

The City of Ocala Municipal Government Facebook page is the official source of information during tropical storms, hurricanes and other crises, etc.

- [www.facebook.com/cityofocalaf1](http://www.facebook.com/cityofocalaf1)

### Make-A-Plan

- [www.ready.gov/make-a-plan](http://www.ready.gov/make-a-plan)

### Sign up for Alert Marion

- [www.alertmarion.com/](http://www.alertmarion.com/) to receive critical information quickly in a variety of situations, such as severe weather.

### View Current Outages and Sign Up for Power Outage Notifications

- [www.facebook.com/OcalaElectricUtility](http://www.facebook.com/OcalaElectricUtility) and [severeweather.ocalaf1.gov](http://severeweather.ocalaf1.gov)

### Prepare for power outages before the storm:

- Plan for power outages to be lengthy.
- Restoration personnel will **NEED TO GET TO YOUR METER**. Minimize obstructions. Be sure trees and shrubs around your home are well trimmed and clear the area around your meter prior to the storm.
- Learn what each circuit breaker in your home feeds. You will need to be able to turn off sensitive pieces of equipment. Customers may choose to turn off their main circuit breakers. However, when you turn your main circuit breaker back ON, you will want to start with lighting circuits only.
- Make sure that you can find your emergency lighting supplies in the dark.
- Establish an out-of-area relative or friend as your hub for communications and/or evacuation point.
- Secure your home, close storm shutters, and secure outdoor objects or bring them indoors.
- Turn off propane tanks before the storm.
- Ensure a supply of water for sanitary purposes such as cleaning and flushing toilets. Fill the bathtub and other large containers with water.





## During the Storm

### If a hurricane is in your area, you should:

- Listen to the radio, watch tv and/or monitor social media for information before, during and after the storm.
- Turn off utilities if instructed to do so or if you have structural damage. Otherwise, turn the refrigerator thermostat to its coldest setting and keep its doors closed.
- Avoid using the phone, except for serious emergencies.

### You should evacuate if:

- You are dependent on life-sustaining medical devices. OEU does not restore power to certain customers before others. It is important to find a shelter that can assist with your medical needs.
- You are directed by local authorities to do so. Be sure to follow their instructions.
- You live in a mobile home or temporary structure—such shelters are particularly hazardous during hurricanes no matter how well fastened to the ground.
- You live in a high-rise building—hurricane winds are stronger at higher elevations.
- You live on the coast, on a floodplain, near a river or on an inland waterway.
- You feel you are in danger.

Customers on life support or who require assistance due to physical, mental or cognitive impairment or sensory disabilities should make arrangements to move to a shelter or location where their needs can be met. Priority for power restoration is given to essential services such as hospitals, shelters and emergency services.



### If you are unable to evacuate, go to your safe room. If you do not have one, follow these guidelines:

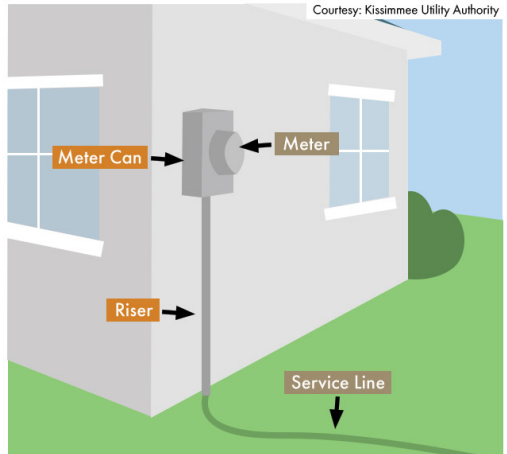
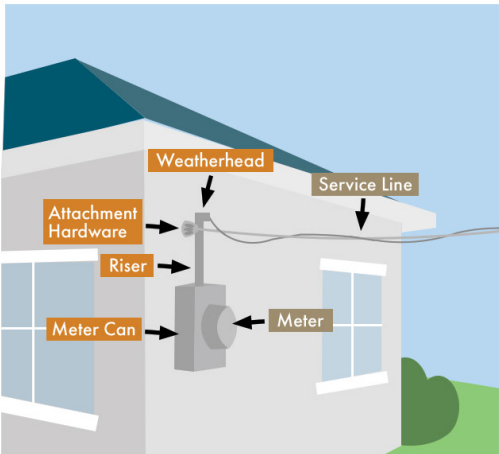
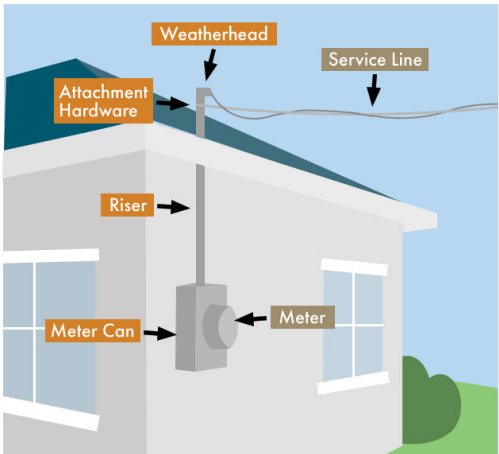
- Stay indoors during the hurricane and away from windows and glass doors.
- Close all interior doors—secure and brace external doors.
- Keep curtains and blinds closed. Do not be fooled if there is a lull; it could be the eye of the storm - winds will pick up again.
- Take refuge in a small interior room, closet or hallway on the lowest level.
- Lie on the floor under a table or another sturdy object.



# After the Storm

## To help facilitate timely restoration:

- Don't put debris in travel areas or around power poles.
- Keep your pets secure and away from access to power equipment.
- Don't touch any downed lines, even if they're laying across your home or vehicle. Lines can remain energized or become energized, even if they're on the ground.
- Avoid standing water.
- Avoid driving over any downed lines. Besides the possible electrical hazard, downed lines can get tangled with the vehicle and cause a severe accident and/or further damage to the electrical system.
- Don't approach utility personnel for general questions.
- If the damage is widespread, please wait several hours before reporting your power outage. Do not call more than once. Calling in multiple times ties up our resources and hinders our restoration efforts.
- Please wait to report non-outage related incidents such as street and/or yard lights being out.
- In the event of any structural damage, building inspectors will need to approve any reconnection of individual service.



Courtesy: Kissimmee Utility Authority

**Customer Responsibility**

**Utility Responsibility**



## Food Safety

- If the power is out for less than four hours, food in your refrigerator and freezer should be safe to consume. While the power is out, keep doors closed as much as possible to keep food cold.

## Extreme Heat

- Be aware of the risk for heat stroke, heat exhaustion, heat cramps and fainting. Heat stroke is the most serious heat illness. When the body can't control its own temperature, sweating fails and the body cannot cool down. Body temperature may rise to 106°F or higher within 10 to 15 minutes. Call 9-1-1 for serious emergencies. Heat stroke can cause death or permanent disability if emergency care is not given.

## If air conditioning is not available in your home:

- Contact your local health department or locate an air-conditioned shelter in your area.
- Spend some time at a shopping mall or public library - even a few hours spent in air conditioning can help.
- Take cool showers or baths.
- Don't rely solely on fans to keep you cool. While electric fans might provide some comfort, when temperatures are really hot, they won't prevent heat-related illness.



## First Aid for Electrical Shock

If you believe someone has been electrocuted, take the following steps:

- Look first. Don't touch. The person may still be in contact with the electrical source.
- Call 911 or emergency medical help.
- Turn off the source of electricity if possible.
- Once the person is free of the source of electricity, check the person's breathing and pulse. If either has stopped or seems dangerously slow or shallow, begin cardiopulmonary resuscitation (CPR) immediately.
- If the person is faint, pale or shows other signs of shock, lay the person down with the head slightly lower than the trunk of his or her body and the legs elevated.
- Don't touch burns, break blisters or remove burned clothing. Electrical shock may cause burns inside the body, so be sure the person is taken to a doctor.

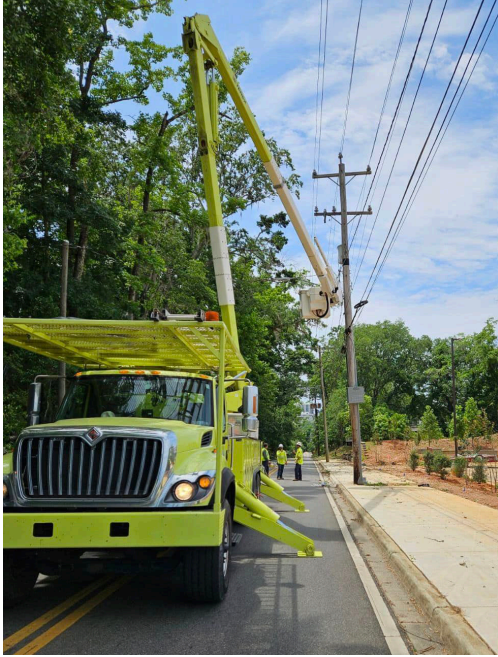


## Power Line Hazards and Cars

If a power line falls on a car, you should stay inside the vehicle. This is the safest place to stay. Warn people not to touch the car or the line. Dial 911 and wait for help to arrive.

The only circumstance in which you should consider leaving a car that is in contact with a downed power line is if the vehicle catches on fire. Open the door. Do not step out of the car. You may receive a shock. Instead, jump free of the car so that your body clears the vehicle before touching the ground. Once you clear the car, shuffle at least 50 feet away, with both feet on the ground. For all power line related emergencies, call for help immediately by dialing 911. Do not try to help someone else from the car while you are standing on the ground.

# The Power Restoration Process



**As soon as it is safe**, OEU will begin to assess damage. Wind speeds (including gusts) of 30 mph prohibit crews from working safely. A single gust of wind can overturn our equipment.

Power begins at a generation station and then goes through various steps before reaching your home. The system is complex and interweaving. It is possible for your neighbor to have power, while you are still in the dark.

To make our restoration efforts efficient, it is important that we establish a plan. A brief period spent in planning will save us days as restoration is completed. OEU has over 50,000 customers. Unfortunately, in the midst of restoring power it is improbable for us to return all phone calls. Be confident that we have received your call and are working diligently to restore power to our customers as quickly and safely as possible.

After any outage, OEU restores power by following an efficient and effective process. First, crews quickly analyze and reroute power along undamaged circuits, returning power to as many customers as possible. Then, priority is given

to essential services such as hospitals, shelters, and emergency services. After that, our crews restore power as quickly as possible to the remaining customers, typically making repairs that restore the most customers in the shortest amount of time. To check restoration updates visit [severeweather.ocalafli.gov](http://severeweather.ocalafli.gov).

Assessment personnel will prioritize the work and then send in the necessary equipment as soon as practical. It is possible that you will see a tree crew or other support personnel one or more days prior to a construction crew being available.

Any damage to the meter can, wire and the pipe attached to the home is the responsibility of the customer and must be repaired by an electrician before the utility can restore power to your home.

OEU, or any of our entities, will never ask to come into your home.

Refrain from reporting non-emergency or non-outage related problems until the restoration has been completed.

Please leave an outside light on to assist us in identifying individual problems. There is a great deal of “temporary” work that takes place during restoration. Though your power may be restored, it takes a little longer for our system to be returned to “normal.”

*— It is possible for your neighbor to have power, while you are still in the dark. Be assured that OEU is working diligently to restore power to all customers as quickly and safely as possible.*



# How to Report a Power Outage

*There are several ways to report an outage for Ocala Electric Utility Customers:*



- [ocalaelectric.org](http://ocalaelectric.org)
- [outages.ocalafl.org](http://outages.ocalafl.org)



@OcalaElectricUtility



352-351-6666



Text "OUT" to 352-877-2211

- If you are an OEU customer, you can subscribe to OEU power outage notifications by texting "OUT" to 352-877-2211. It is very important that we have your current phone number and up to date customer information on your account. This will allow us to properly notify you of a power outage and when the power is restored.

# Water Resources

The City of Ocala Water Resources Department handles the pumping, treatment, storage and transfer of drinking water and the collection, treatment and disposal of sanitary sewage. Water Resources maintains 595 miles of water lines, 30,000 water meters, 4,800 fire hydrants, 138 lift stations and 497 miles of sewer lines.

595

Miles of Water Lines

30,000

Water Meters

4,800

Fire Hydrants

138

Lift Stations

497

Miles of Sewer Lines

Water Resources maintains generators at all water and wastewater facilities. In the case of a power outage, these generators will be engaged and City of Ocala utility customers will still have running water and be able to flush toilets as needed. If you are a City of Ocala utility customer and **do not** have water during a storm event, please call 352-351-6772 or 352-351-6666 if you are calling outside of normal business hours.





Please make sure to follow City of Ocala Municipal Government on Facebook, as this will be the most accurate and timely form of information distribution. If there is a problem with your public water supply or sanitary sewer system, updates will be posted in a timely manner.

In preparation for a severe storm event:

- Turn off your irrigation system. This will not be needed during a storm event and could potentially cause unneeded stress to the water distribution system.
- Minimize showering, laundry, washing dishes and flushing the toilet as the waste water system is severely impacted by large storm events. Notifications will be given to the public when water restrictions are lifted.
- Know who provides your water. The City of Ocala may not be your water provider. There are private water companies within the city limits and there are residents on wells. Double check that you are aware of your provider and make sure to know their contact information. If you are on a well and lose power, you will lose access to your water supply.
- Tubs and sinks can be cleaned and used to store water. This water can be used to flush toilets and for sanitary reasons if you lose your water supply.

### **If you are not on a public water system and are on a private well and/or have a septic tank:**

- If your well area is covered by flood water, do not attempt to use the well until the flood water recedes and you have your well water tested through a certified water lab. Contact the Florida Department of Health in Marion County (1801 SE 32nd Ave./352-629-0137) to locate the water lab closest to you.
- The American Red Cross recommends stocking a minimum three days supply of water for emergencies, with at least one gallon of water per person per day. Don't forget to store potable water for your furry, feathery or scaled family members as well.
- If flooding covers your drain field, wait until flood water recedes to use your sinks, showers, toilets, dishwashers and washing machines. It would be advisable to have your system inspected by a plumber before resuming use.

### **If you participated in the septic tank elimination program and had a grinder pump station installed:**

- The City of Ocala will pump down the wet well in your pump station to help prevent sewer backups, as it will not pump if electricity is lost.
- Restrict water use to maintain a low level in your pump station.

How to flush a toilet if you have lost running water:

- Fill a bucket with water, potentially from your bathtub or pool.
- Lift toilet lid and seat.
- Pour water into bowl in one steady pour. This will provide enough force to create a strong flush.
- Repeat as needed.

## **Contact Us**

**OCALA**  
Water Resources

Phone: 352-351-6772

Email: [water@ocalafl.gov](mailto:water@ocalafl.gov)

[www.ocalafl.gov](http://www.ocalafl.gov)



# Ocala Fiber Network

Ocala Fiber Network (OFN) serves over 3,000 residential and commercial customers throughout Marion County. The OFN network consists of over 1,000 miles of fiber optic cables, 762 network switches, and over 21 Points of Presence (POP). OFN maintains two network operation centers (NOC) with generator back ups. In the case of a power outage, these generators will be engage and OFN customers will still have internet access provided they have electricity on their premise/in their home. To report an internet outage, please call 352-414-7593.

As soon as it is safe, OFN will begin to assess damage. Downed power lines as well as wind speeds of 30 mph (including gusts) prohibit crews from working safely. A single gust of wind can overturn our equipment. Internet begins at the NOC and then goes through various network switches before reaching your premise. The system is complex and interweaving. It is possible for your neighbor to have internet while you are still out of service.

Unfortunately, in the midst of restoring service it is improbable for us to return all phone calls. Be confident that we have received your call and are working diligently to restore internet service to our customers as quickly and safely as possible. After any outage, OFN restores service by following an efficient and effective process. First, crews quickly analyze the network and determine the optimal process to restore service to as many customers as possible. Then, priority is given to essential services. Next, our crews work to restore service as quickly as possible to the remaining customers, typically making repairs that restore the most customers in the shortest amount of time. It is possible that you will see a tree crew or other support personnel one or more days prior to a construction crew being available. Please avoid reporting service related problems until the restoration has been completed.



## Contact Us



Phone: 352-401-6900  
Email: [telecom@ocalafl.gov](mailto:telecom@ocalafl.gov)  
[www.cityofocalafiber.org](http://www.cityofocalafiber.org)





## Sanitation Services

The City of Ocala's Sanitation division provides collection service to more than 15,000 single family homes, 6,000 multi-family units and 3,000 commercial businesses located within city limits. It is a code requirement of the City of Ocala that all solid waste, excluding construction and demolition debris and recyclable commodities, must be collected and disposed of exclusively by the City of Ocala.

### Before the Storm

- Secure your garbage and recycling carts on your property so they do not become flying objects.
- If a storm is approaching prior to your collection day, please do not place yard waste, debris, junk or bulk items out for pick up. There is no guarantee we will be able to pick it up before the storm, and items can become projectiles, causing injury or damage. We will not be able to repeat routes we have already completed for the week prior to a storm.
- In the midst of hurricane season, tree trimming and removal companies may put residents in panic mode. Stay alert and do not become a victim. If tree work is done by a contractor, they are responsible for hauling off debris, not the City. Debris needs to be hauled away before any storm hits. Residents are encouraged not to pay in full before all work and debris removal is complete.

### After the Storm

- Expect sanitation service to be impacted. Expect delays and possible collection day changes (which may include weekends).
- Residents can call 352-351-6698 for updated sanitation collection information 24/7.
- Be patient. We will return to a normal collection schedule as soon as possible.



## Contact Us



Phone: 352-351-6733

Email: [pubworks@ocalafl.gov](mailto:pubworks@ocalafl.gov)

[www.ocalafl.gov](http://www.ocalafl.gov)



# Family Disaster Plan

— OEU encourages you to take these steps to prepare yourself and your loved ones for severe weather emergencies.



Discuss the type of hazards that could affect your family. Know your home's vulnerability to storm surge, flooding and wind.

Locate the various shelters in your area and arrange for family members to meet there in case of immediate need. Also select a backup shelter as an alternative.

Locate a safe room or the safest areas in your home for each hurricane hazard. In certain circumstances the safest areas may not be your home but within your community.

Take First Aid, CPR and disaster preparedness classes.



Post emergency telephone numbers by your phones and make sure your children know how and when to call 911.

Determine escape routes from your home and places to meet. These should be measured in tens of miles rather than hundreds of miles.

Designate an out-of-state friend as a family contact, so all your family members have a single point of contact.

Use a National Oceanic and Atmospheric Administration (NOAA) weather radio. Remember to replace its battery every six months.



Check your insurance coverage. Flood damage is not usually covered by homeowner's insurance.

Stock non-perishable emergency supplies and a disaster supply kit.

Make a plan for what to do with your pets if you need to evacuate.



# Emergency Checklists

## Home Preparedness Checklist

- Batteries (various sizes)
- Battery-operated radio
- Bring inside or secure anything that can blow away
- Secure windows, doors, shutters and screens
- Fill bathtubs with water
- Fill washing machine with ice (to serve as a cooler)
- Fill gas tanks and portable containers (if available)
- Flashlights
- Food (at least one week supply per person, nonperishable preferred)
- Freeze bags of water (use for ice packs)
- Fully charge electronic devices and battery packs
- Gather important documents
- Generators (adhere to safety measures)
- Get basic tools together
- Make ice
- Medicines and first aid
- Plan and practice your evacuation plan
- Fully charge phones and get car charger
- Safely dispose of chemicals
- Set fridge to coldest setting and keep doors closed
- Turn off propane tanks
- Unplug small appliances
- Withdraw cash (enough for several days)

## Family Stay-at-Home Kit

- Books, games, puzzles and other activities for children
- Cash or traveler's checks
- Cell phone with chargers and backup battery
- Complete change of clothing and sturdy shoes
- Dust mask to help filter contaminated air, plus plastic sheeting and duct tape to shelter-in-place
- Family emergency binder
- Fire extinguisher
- Food (minimum three-day supply of non-perishable food)
- Glasses and contact lens solution
- Household chlorine bleach and medicine dropper to disinfect water
- Important documents saved electronically or secure in portable, waterproof container (copies of insurance policies, identification and bank account records)
- Infant formula, bottles, diapers, wipes and diaper rash cream
- Manual can opener for food
- Matches in waterproof container
- Mess kits, paper cups, plates, paper towels and plastic utensils
- Moist towelettes, garbage bags and plastic ties for personal sanitation
- Non-prescription medications
- Paper & writing utensil
- Personal hygiene items
- Pet food & extra water for each pet
- Prescription medications (both family and pets)
- Sleeping bag or blanket for each person
- Water (one gallon per person per day for minimum three days, for drinking and sanitation)
- Wrench or pliers to turn off utilities

## Go-Bag Checklist

A "go-bag" is prepared with essentials to take with you in the case of an evacuation. Go-bags should be easily portable like a backpack or wheeled suitcase. Store it somewhere it is easily accessible.

- Baby supplies
- Batteries
- Battery-powered or hand crank radio and NOAA weather radio with tone alert
- Bug spray and sunscreen
- Emergency contact info
- Extra cash
- Extra clothes and shoes
- Extra house and car keys
- Flashlight
- First aid kit
- Fully charged electronic devices
- Important documents
- Manual can opener
- Matches
- Rain gear
- Medications (seven-day supply)
- Multi-purpose tool
- Pet supplies
- Solar charger
- Toilet paper
- Toiletries
- Water
- Whistle (signal for help)

# Emergency Checklists

## Pet Checklist

Remember, during a disaster, what is good for you is good for your pet. Get them ready too. If you leave your pets behind, they may be lost, injured or worse. Never leave a pet chained outdoors.

- Create a buddy system in case you are not home. Ask a trusted neighbor to check on and/or take in your animals.
  - Consider an out-of-town friend or relative to care for your pet.
  - Get a crate or pet carrier (large enough for your pet to stand, turnaround and lie down).
  - Find pet-friendly hotels (keep a current contact list along evacuation route).
  - Identify pet-friendly shelters (For public health reasons, many emergency shelters cannot accept pets.) Locate boarding facilities or animal hospitals near your evacuation shelter.
  - Locate a veterinarian or animal hospital (if temporary shelter is necessary, have contact info in case your pet needs veterinary care).
  - Get a pet rescue decal so first responders know a pet may be inside.
- Prepare a pet go-bag
    - Collar or harness with ID tag with current info, rabies tag and leash
    - Familiar items (treats, toys and bedding can help reduce pet stress)
    - First aid kit
    - Food (minimum three-day supply in an airtight, waterproof container)
    - Important documents (registration information, adoption papers and vaccination documents; microchip and enroll in a recovery database)
    - Medications and medical records
    - Photo of you with your pet (if you become separated, a picture of you with your pet will help document ownership and allow others to assist you. Include species, breed, age, sex, color and distinguishing characteristics.)
    - Sanitation items (Pet litter & litter box if appropriate, newspapers, paper towels, plastic trash bags and household chlorine bleach)
    - Water (minimum three-day supply of water)

## Business Preparedness Checklist

- Anchor and brace any large furniture
- Back up your data
- Create employee alert roster
- Ensure your insurance is up to date
- Establish written procedures for protecting property and contents
- Protect important documents and information
- Seal and secure openings
- Seal and secure roof and/or soffits
- Train employees

## General Shelter Supply Checklist

- Bedding
- Clothing and shoes
- Driver's license or identification card
- First-aid supplies
- Important papers
- Medical information card
- Medical supplies utilized daily (i.e. portable oxygen, cannula, diabetes testing kit, nebulizer etc.)
- Miscellaneous (battery-powered radio, flashlight, batteries, etc.)
- Other special items (i.e., eyeglasses, hearing aids, prosthetic devices, walkers, dietary foods, etc.)
- Personal toiletries
- Phone charger(s)
- Prescription and non-prescription medications (two-week supply)
- Something to occupy your time (games, toys, magazines, etc.)
- Water and food (three-day supply)

# Essential Numbers

## Address

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**Family Phone Number 1** \_\_\_\_\_

**Family Phone Number 2** \_\_\_\_\_

## Medical

Doctor \_\_\_\_\_

Pediatrician \_\_\_\_\_

Dentist \_\_\_\_\_

Pharmacy \_\_\_\_\_

Hospital \_\_\_\_\_

Veterinarian \_\_\_\_\_

## Health Insurance

Policy/Group # \_\_\_\_\_

## Auto Insurance

Policy/Group # \_\_\_\_\_

## Home Insurance

Policy/Group # \_\_\_\_\_

## Childcare

School \_\_\_\_\_

Babysitter \_\_\_\_\_

Daycare \_\_\_\_\_

# Critical Contact Information



## City

Ocala Electric Trouble Reporting .....	352-351-6666
Ocala Building Dept. for inspections .....	352-629-2489
Ocala Police Department (non-emergency) .....	352-369-7000
Ocala Fire Rescue (non-emergency) .....	352-629-8306
Ocala Water Resources .....	352-351-6772
Ocala Fiber Outage .....	352-414-7593
General City information .....	352-629-2489

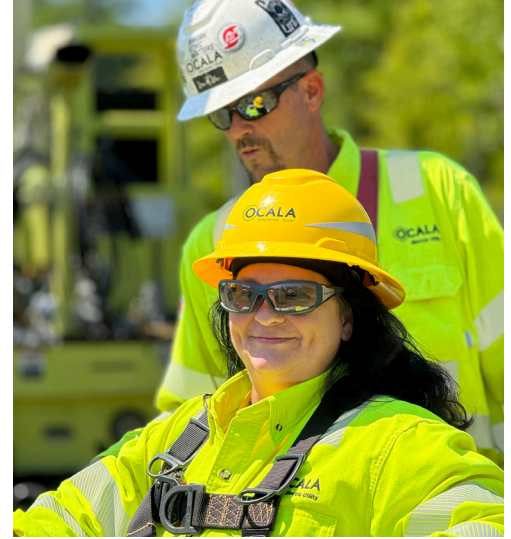
## County

County Building Dept. for inspections .....	352-438-2400
Sheriff’s Office Non-Emergency 24-Hour .....	352-732-9111
Marion County Health Department .....	352-629-0137
Marion County Parks & Recreation .....	352-671-8560

## Federal

FEMA ( <a href="http://fema.gov/">fema.gov/</a> ) .....	800-621-3362
National Weather Service ( <a href="http://weather.gov/jax/">weather.gov/jax/</a> ) .....	904-741-4370

**FOR EMERGENCIES, DIAL 911**



## INTERESTED IN JOINING THE OEU TEAM?

*Turn on your future by choosing a career in public power...*

It's a great time to be a part of Ocala Electric Utility. There are dynamic career opportunities in various fields available for men and women with diverse educational backgrounds. If you want a chance to shine and be a part of a team while providing services to your community, look at the growing opportunities OEU has to offer.

View current job openings with the City of Ocala by visiting [governmentjobs.com/careers/cityofocala](https://governmentjobs.com/careers/cityofocala) or scan the QR code.



As a locally owned & operated public power utility, OEU has employment opportunities in a variety of areas:

- Advanced Metering Infrastructure (AMI Operations)\*
- Electrical Engineering
- Public Education & Outreach
- Resource Management
- Substation & Relay\*
- System Operations\*
- Transmission & Distribution\*
- Utility Services

\* Apprenticeship opportunity





**Customer Service Office**

201 SE 3rd St., Ocala, FL 34471

Lobby Hours: Monday - Friday, 7:00 a.m. to 5:00 p.m.

Call Center Hours: Monday - Friday, 7:30 a.m. to 6:00 p.m.

(352) 629-2489 | [www.ocalaf1.gov](http://www.ocalaf1.gov)