



ROCKY MOUNT
ENERGY RESOURCES
THE CENTER OF IT ALL

WEATHERING THE STORM

BEFORE A STORM - PREPARE

Build an Emergency Kit

Include a three-day supply of basic items your family will need in the event of a power outage.

- Water (one gallon per person per day)
- Non-perishable food and manual can opener
- Battery-powered radio or TV
- Flashlights and extra batteries
- First Aid kit and prescription medicines
- Infant formula and diapers
- Pet food
- Important family documents
- Cash or traveler's checks
- Landline phone (cordless phones need electricity) or cell phone and car charger

Develop a Plan

- Make sure the City has your most current phone number on file by calling (252) 467-4800. This will save time later when calling to report a power outage.
- Customers with life-sustaining equipment should inform their rescue squads and fire departments and have emergency back-up equipment on hand.
- Register for the Code Red Emergency Notification system to receive alerts in the event of an emergency situation, such as an evacuation. To sign up for Code Red, visit www.rockymountnc.gov/departments/fire.

DURING A STORM - STAY SAFE

- Stay tuned to local news broadcasts.
- Bring in anything from outside that can be picked up by the wind (e.g. bicycles, lawn furniture, etc.)
- In the event of an evacuation, locate a shelter by downloading the American Red Cross Shelter Finder App at www.redcross.org/mobile-apps/shelter-finder-app or texting SHELTER + your ZIPCODE to 43362 (4FEMA).

If there's a Power Outage

- Call (252) 467-4800 to report the outage and any downed power lines.
- Turn off all electronic appliances except for one light and a porch light (so crews know when power is restored).
- Keep refrigerator and freezer doors closed.
- Never use a generator indoors and always follow the manufacturer's instructions.
- Turn off the stove and any heat-producing appliances.

Once power is restored, gradually switch on appliances and return thermostats to their normal settings.

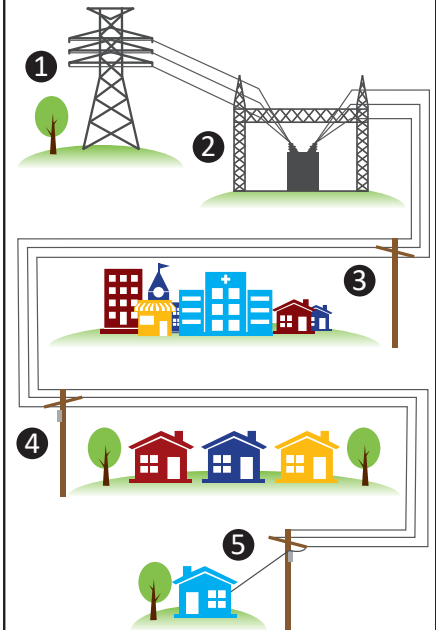
AFTER A STORM - REPORT DAMAGE

- Call (252) 467-4800 to report power outages, downed power lines, trees or limbs on power lines, and any damaged service equipment.
- Call a licensed electrician if repair is needed to customer-owned equipment. (Visit rockymountnc.gov/energy_resources to see the difference between customer-owned and utility-owned equipment.)

Stay Informed. Stay Connected.

/RockyMountEnergyResources @rmtpu Nextdoor

RESTORING POWER



When widespread outages occur due to severe weather, the city will prioritize repairs in the order that will restore power to the most people as long as weather conditions allow.

Order of Power Restoration

- 1 Transmission Lines**
High voltage lines that carry power from the city's power source to substations serving thousands of customers
- 2 Substations**
Point where high voltage is lowered to feed distribution lines
- 3 Distribution Lines**
Lines that carry power to a large group of customers, such as subdivisions and commercial areas
- 4 Neighborhood Tap Lines**
Lines that move power to individual streets
- 5 Individual Service Lines**
Lines that serve individual homes and businesses