



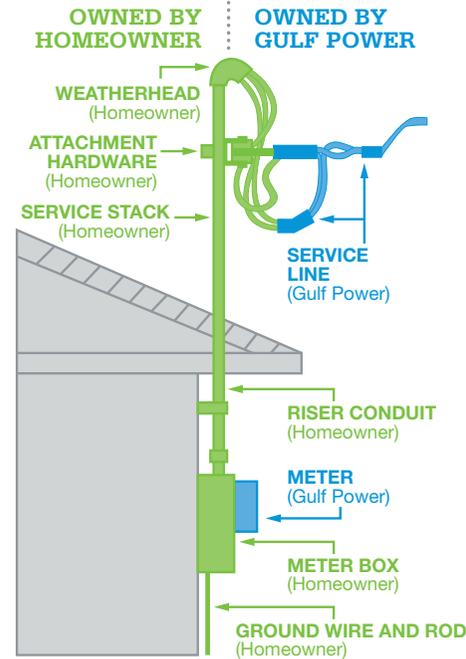
After the storm: FAQs

- » **Should I report my outage?** — Right after a storm, we'll know if you are without power. Remember, if you need to report an emergency, such as a downed power line or electrical equipment that is sparking and dangerous, call 911. You can check the status of your outage by using our outage map that can be accessed on our website or the Gulf Power Mobile App.
- » **What do you mean by “those able to receive power?”** — Some homes and business are so damaged that crews are unable to connect power. It is the customer's responsibility to make needed repairs to customer owned equipment before power can be safely connected. (See back diagram)
- » **Everyone on my street has power but me. Why?** — Most likely, either your service line from the pole is disconnected or your home has damage to your weatherhead mast or meter box. That equipment is your responsibility to repair. Also, check your breaker box.
- » **Why did my power come back on and then go off later?** — There are several reasons why your power can go off temporarily after restoration. Power to your area may have been shut off in order to safely restore service to other areas or there may have been residual damage that occurred such as a tree limb falling on a power line. We know when your power goes out and will work to restore.

For more information, visit GulfPower.com/Storm

Damage to your home's service connection

If a homeowner's equipment is damaged, repairs will be needed before Gulf Power can connect service. Below are the steps to restore power if your home's service connection is damaged.



- 1 Know what you need to repair**
 - » Homeowners own and are responsible for electrical equipment attached to the house and the pole with an attached meter box for mobile or manufactured homes.
 - » Gulf Power is responsible for the wire or service line to the house and the electric meter.
- 2 Seek a licensed electrician.**
- 3 Do not attempt to fix the damage yourself.**
- 4 Make sure repairs pass required county inspections.**
- 5 Notify Gulf Power at 1-800-225-5797 when you are able to receive power.**



Storm ready

Be prepared. Be safe.

2019

Safety message – Be prepared

As we prepare for the storm season, I encourage you — our customer — to prepare as well. Please use this brochure so you'll be ready and safe when the next storm hits.



Mike
Mike Spoor

Gulf Power VP-Power Delivery

Generator safety

Portable generators are useful when power is needed, but they can be dangerous. Follow these safety tips to protect against shock, fire, asphyxiation and electrocution when using a portable generator.



- » Before a storm hits, make sure your generator is storm ready.
- » **NEVER** use a generator in enclosed or partially enclosed spaces. Generators can produce high levels of carbon monoxide quickly, which can rapidly lead to incapacitation and death.
- » **NEVER** try to power the house wiring by plugging the generator into a wall outlet or a breaker panel, a practice known as “backfeeding.”
- » 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.
- » For power outages, permanently installed stationary generators are better suited for providing backup power to the home.



Get information when and where you need it

- » **Gulf Power Outage Map**
Anytime you have an outage, you can go to Gulf Power's online outage map for outage and restoration information. You'll find real-time information that's available on your computer, smartphone or tablet by going to **OutageMap.GulfPower.com**.
- » **Gulf Power Mobile App**
Get to the outage map quickly by downloading the Gulf Power Mobile App. Find the app by searching for “Gulf Power” in iTunes or the Google Play store.
- » **Gulf Power Storm Ready Center**
Before a storm hits, check out our storm ready page at **GulfPower.com/Storm** with information on storm preparation and generator safety, as well as the power restoration process and power outage FAQs.



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How is power restored after a storm?

- » **First**, the Gulf Power team determines the extent of the damage. Power plants and large transmission lines must be repaired.
- » **Next**, the substations and the main feeder lines must be working before power can be restored to customers. Priority is given to essential services such as hospitals, water and sewer plants, fire and police stations and schools.
- » **Then**, crews focus on restoring power to the largest number of customers in the least amount of time before they begin working to repair individual power lines serving homes and businesses.

Please know that Gulf Power employees are working around the clock to restore power safely and as quickly as possible.

Safety first – Things to remember

We urge you to stay out of harm's way after a storm. Here are a few things to be mindful of:

- » **Stay away from downed power lines, flooding and debris.** Call 911 immediately if you see a downed power line.
- » **Don't walk in standing water** and don't venture out in the dark — you might not see a downed power line that can be energized and dangerous.