

STORM CENTER

News Media Contact Information



Members of the news media can call these numbers for storm information or anytime you have a question about Gulf Power.

News Media call: Gulf Power/NextEra Energy Media Line: 561-694-4442

Sarah Gatewood

Communications Manager

850-444-6243 – Office

561-373-3649 – Cell

Kimberly Blair

Media Relations

850-444-6050 – Office

850-206-5132 – Cell

Gordon Paulus

Media Relations

850-444-6320 – Office

850-525-7510 – Cell

NOTE: These phone numbers are for news media use only and should NOT be published, broadcast or given out as customer information numbers. Customers should call **800-GU-POWER (800-487-6937)**. In the event of a Category 3 or higher hurricane, service to these phone numbers may be interrupted. For updates throughout our restoration period, check out our social media at [Twitter.com/GulfPower](https://twitter.com/GulfPower), [Facebook.com/GulfPowerCompany](https://facebook.com/GulfPowerCompany), [Instagram.com/GulfPower](https://instagram.com/GulfPower) and at www.gulfpowernews.com. Or go directly to the county Emergency Operations Center to obtain information about Gulf Power operations throughout the restoration period.

As a storm approaches, call to...

- Learn what Gulf Power is doing to prepare (or set up interview; footage of crews preparing)
- Find out what Gulf Power employees are expected to do to help customers
- Get information on how your readers, viewers or listeners can prepare

If a storm makes landfall, call to...

- Check on how a storm affected electric service in your area
- Get a report on the company's electricity restoration progress
- Arrange interviews or visit crews working in the field

Gulf Power Outage Map

Customers can go to Gulf Power's online outage map for outage and restoration information. Find real-time information on your computer, smartphone or tablet by going to OutageMap.GulfPower.com. In the case of a major storm or hurricane and widespread outages, information about specific outages and restoration may not be available. In these situations, a red/orange bar will appear across the top of the Outage Map with the latest updates.

Gulf Power Company Emergency Management Center

Located in Pensacola, Gulf Power's storm center is a sophisticated command center coordinating the work of nearly 1,000 employees staged throughout Northwest Florida in advance of a storm landfall. News media is welcome to report from the CEMC during a storm; please call ahead to make arrangements.

How We Restore Power

After landfall, we assess damage and begin repairs to the system simultaneously — from the generating plants to large transmission lines sending power to substations and then the distribution lines bringing power into neighborhoods. Gulf Power works with county officials to determine critical needs facilities such as water and sewer plants, hospitals, fire and police stations and schools. Efforts are concentrated on quickly restoring power to the greatest number of people in the least amount of time.

STORM TIPS FOR CUSTOMERS

GulfPower.com/Storm

Stay Connected

- Gulf Power Mobile App: Download for free by searching for “Gulf Power” in iTunes or the Google Play store
- Twitter: [Twitter.com/GulfPower](https://twitter.com/GulfPower)
- Facebook: [Facebook.com/GulfPowerCompany](https://facebook.com/GulfPowerCompany)
- Instagram: [Instagram.com/GulfPower](https://instagram.com/GulfPower)
- Gulf Power Outage Map: OutageMap.GulfPower.com
- Power Out alerts: Sign up for outage and restoration updates by using the Preference Center in the My Account area of GulfPower.com, where you can choose whether to receive texts, emails or phone calls. Log into your account to see a link on the left-hand side of the page for “Alerts & Communications.”
- Gulf Power website: GulfPower.com
- Report an outage: 1-800-GU-POWER (1-800-487-6937)

Tips from GulfPower.com/Storm – The Gulf Power Storm Center website at GulfPower.com/Storm covers such subjects as preparation and safety, restoration process, meter box damage, generator safety, power outage FAQs and general storm tips. Below are some of the safety and preparedness tips:

- Treat all downed wires as if they are energized. Telephone and cable television wires touching a power line could become energized and should also be avoided. Notify Gulf Power, your local emergency agency, or call 911 to report the location of any downed lines.
- Don't attempt to repair the electrical system or pull tree limbs off of lines. Let trained work crews perform this potentially dangerous work.
- Stay clear of areas with substantial debris or downed trees because it could conceal an energized power line. Stay clear of chain-link fences that could be energized if touching a downed line.
- Wait a reasonable time before calling Gulf Power if your entire neighborhood is without power.
- If you have an electric generator, please ensure that you have isolated your home or business from the utility electrical service lines by opening main breakers or other devices.
- Connect only essential appliances — such as freezers and refrigerators — directly to the generator.
- NEVER use a generator in enclosed or partially enclosed spaces. Generators can produce high levels of carbon monoxide very quickly. Remember that you cannot smell or see carbon monoxide.
- NEVER plug a generator into a wall outlet to power the house, a practice known as "back-feeding." This is an extremely dangerous practice that presents an electrocution risk to utility workers and neighbors served by the same utility transformer. It also bypasses some of the built-in household circuit-protection devices.
- Turn your air-conditioning down to cool your house before the storm. If you keep the doors and windows closed you can keep your house relatively cool for about 48 hours after the storm.
- Charge important devices before the storm.
- Well-filled freezers keep most foods frozen two to three days if the door is kept closed.