

Power out? Here's what to do:

- **Reset breakers**, or check for blown fuses. If you have both inside and outside electrical panels, reset breakers in both boxes. See if neighboring buildings are without power.
- **Contact PGE.** To report a power outage or downed line, call **503-464-7777** in Portland or **800-544-1795**. Or go to **PortlandGeneral.com/Outage** to report an outage, get an update or view our outage list and map.
- **Turn off electrical equipment at the electrical panel**, especially machinery with motors. This helps prevent possible power surge damage and avoids overloading the electrical system when power is first restored.
- **Check for downed utility lines** outside and keep people away. **Never touch a downed line – it doesn't have to spark to be live and dangerous!**
- **Listen to a battery-powered radio** for updates on major outages.
- **Call PGE again** if power is restored to neighboring buildings but not yours.
- **If your lights are very dim or bright** once power is restored, or if some equipment doesn't operate properly, turn off the power at the service panel and call PGE.

REV 11/11 32K © 2011 Portland General Electric. Printed on recycled paper. Please recycle.

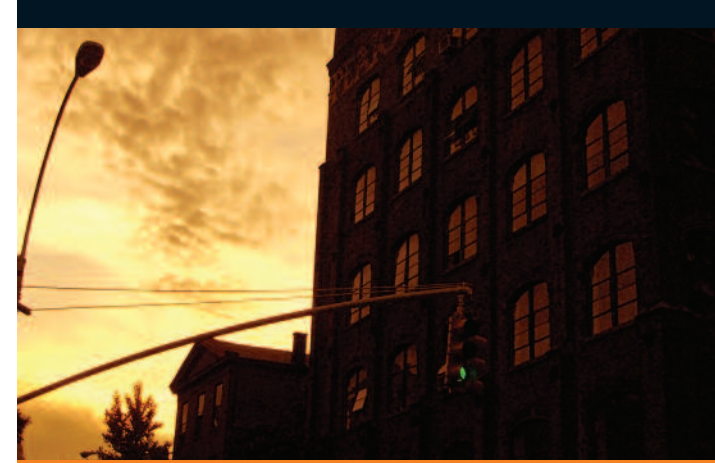


Portland General Electric

121 S.W. Salmon Street
Portland, Oregon 97204

Winter storms ahead!
We're ready — are you?

Is your business **prepared** if the power goes out?



PGE works hard to bring you reliable power. *But severe storms can sometimes knock out even the most reliable of electrical systems. If the power does go out, PGE is prepared to respond immediately. We want to help your business be prepared for power outages, too.*

Portland General Electric

Don't be **left in the dark** without a plan

PGE works as quickly as possible to restore power following a power outage. But we understand that any amount of time without electricity can affect your business.

Be prepared

Walk through a power outage response plan now with your employees.



- Make sure you and staff know what to do if the power goes out and how to deal with critical equipment. Identify equipment power switches.
- Know the location of electrical panels and how to shut off power.
- Maintain emergency lighting.
- Create an outage kit that includes:
 - **Flashlights**
 - **Battery-powered radio and clocks**
 - **Cell phone and laptop computer car adaptors/chargers**
 - **Emergency phone numbers, including PGE outage numbers**
 - **Extra batteries**
 - **Bottled water (if you rely on electricity to pump water)**

Protect valuable equipment

Before an outage:

Cash registers – Have a non-electrical backup.

Computers – Protect computers with good quality surge protectors. Prevent data loss with automatic backup programs and battery backup systems. Visit PortlandGeneral.com/Surge to learn more.

Electronic door locks – Make sure these can be bypassed manually.

During an outage:

Motorized equipment – Turn equipment off to reduce strain on the electrical system when power is first restored.

Refrigeration – Keep refrigerators and freezers closed to minimize food loss. Full, unopened freezers can keep food frozen for about two days.

Ventilation – Do not attempt to operate machinery if ventilation, safety or fire suppression systems are not working.

Backup power

If you use a portable generator for backup power during an outage, follow the instruction manual to avoid deadly mistakes. Always operate it outside. Connect a generator to individual appliances only. Never try to connect a generator directly to your building's wiring. This is **extremely dangerous** because power can back feed or flow into PGE's electrical system and endanger the lives of line workers who may be working on power lines.

If you're considering a permanent backup system, consult an electrician to evaluate the costs and benefits.

Visit PortlandGeneral.com/BackupGenerators to learn more.



How PGE restores power quickly

When the power goes out, PGE crews immediately swing into action. Here's how we respond:

- **Guard public safety** – We first clear downed power lines and make sure facilities such as hospitals and fire and police stations have power.
- **Restore power to the greatest number of people as quickly as possible** – We work our way “down the line” from checking generation facilities to repairing transmission lines, substations, distribution lines, neighborhood lines and, finally, lines to individual homes and businesses.



Find more information online:

PortlandGeneral.com/Outage

Power out? Call 800-544-1795