PLANNING

A business continuity plan is a plan to keep your business running during an outage or emergency. Here are some ideas:

• Create processes for activating your business continuity plan.
• Identify critical business functions and the staff needed to carry them out.
• Set up agreements and procedures with suppliers, vendors and other essential partners.
• Have a backup plan and location for doing business if your facility is not accessible.
• Be sure key staff members have laptops and cellphones. Share a list of their phone numbers.
• Equip employees to work remotely or from home if their job allows.
• Back up important documents electronically so that they’re safe and accessible.
• Incorporate disaster recovery planning into your business continuity efforts.

CUSTOMERS

• Determine if customers are likely to be around during an outage.
• Make an emergency plan for customers. Review it with your employees regularly.

EQUIPMENT

• Keep an inventory of all electrical equipment used by your business.
• Make a list of equipment that will need to be turned off during an outage and reset when power is restored.
• Make sure electronics are plugged into surge protectors.
• Test your emergency lighting, phone, security, fire protection and backup battery systems regularly.
• Create and document a maintenance program for your electrical equipment.
• Post an electrical diagram in the meter room to help the workers who will restore power.
• Know the location of each utility shutoff and how to use each one.

EMPLOYEES

All employees should know:

• The contents of the business continuity plan(s) and how the plan(s) will be carried out during emergencies.
• Their role during an emergency and the roles and responsibilities of key staff members at your facility.
• Warning and communication procedures.
• Evacuation and shelter-in-place procedures.
• The needs of employees with disabilities and medical conditions.

EMERGENCY EXERCISES AND TRAINING

• Set a goal of “trained employees, ready to act.”
• Conduct emergency exercises regularly.
• Focus training on scenarios that make sense for your business based on risk assessments.
• Use emergency exercises to assess the readiness of your employees and your facility.
• Involve employees and community responders in the evaluation process.
• Use lessons learned to improve procedures, training and readiness.
EMERGENCY KIT
Put together an emergency kit that includes:
• Food
• Water
• Flashlights
• Batteries
• First-aid kit
• Battery-powered radio or TV
• Car chargers for cellphones, laptops or tablets
• Floor plan of your business marked with emergency shutoffs for gas, electricity and water, and controls for the security alarm and fire-suppression systems
• Emergency phone numbers, including the number for your dedicated Strategic Energy Manager and SRP’s dedicated business line: (602) 236-8833
• Anything else that is important to your business
Make sure all employees know where the kit is and assign someone to maintain it.

BACKUP POWER AND LIGHT
• Consider installing an emergency lighting system.
• If using a generator, make sure you know how to operate it and use it only in well-ventilated areas.
• Maintain and test backup generators regularly.

DURING AN OUTAGE
• Turn off all electrical equipment to avoid a power surge or injury when power is restored.
• Use battery-operated lights such as flashlights or glow sticks, not candles.
• Use standby or backup power sources for emergency power.
• After power is restored, check to make sure everyone is safe and that equipment is working properly.

DOWNED POWER LINES
• Never touch a downed line. Assume it is live and dangerous.
• If you see a downed line, call SRP immediately at (602) 236-8811.

STAYING CONNECTED
• For outage locations and updates, visit the SRP outage map at srpnet.com/ouagemap.
• Sign up for text or email outage alerts at srpnet.com/ouagealerts.
• Tune in on a battery-operated radio or TV for emergency updates.
• Report an outage using the SRP Power app. To download the app, visit the Apple Store or Google Play and search “SRP Power.”
• Search @SRPconnect on social media.
• Call the SRP Business Customer Center at (602) 236-8833.

RESOURCES
• SRP srpnet.com/ouagetraining
• U.S. Department of Homeland Security ready.gov/business
• Red Cross readyrating.org/businesses
• Insurance Institute for Business & Home Safety disastersafety.org

HERE TO HELP
If you need help creating a plan for power outages or want more information, contact your Strategic Energy Manager or the SRP Business Customer Center at (602) 236-8833 or bizcenter@srpnet.com.

srpnet.com/ouagetraining