

POWER UP

SRP OUTAGE PREPAREDNESS FOR BUSINESSES



ARE YOU READY?

DEVELOP A PLAN

Develop a Continuity of Operations Plan (COOP). This plan will help keep your business operating as it responds to and recovers from an outage or emergency situation.

Here's how to start developing a COOP:

- Establish procedures for COOP activation.
- Identify essential business functions and the staff needed to carry out these functions.
- Establish agreements and procedures with suppliers, vendors and other businesses critical to your daily operations.
- Create a plan for conducting business in the event your facility is not accessible.
- Make sure all key personnel have cellphones and distribute a list of their phone numbers.
- Identify records and documents that must be readily accessible to perform essential functions, and set up electronic backup systems so they can be safely stored and retrieved quickly.

Practice makes perfect. Conduct regular emergency drills.

- Use the drills to assess the readiness of your employees and your facility.
- Involve both personnel and community responders in the evaluation process, and use lessons learned to improve procedures and training as needed.

Make plans regarding customers.

- Determine the likelihood of customers being present during a power outage situation.
- Have an emergency plan for customers and review it with your employees regularly.

PREPARE YOUR EMPLOYEES

Educate employees. Consider partnering with community organizations to help create comprehensive preparedness training.

All employees should know:

- Their role during a disaster and the roles and responsibilities of key personnel at your facility.
- Warning and communication procedures.
- Evacuation and shelter-in-place procedures.
- The special needs of employees with disabilities and medical conditions.

KNOW YOUR EQUIPMENT

Determine the processes and equipment that would be affected by a power outage.

- Maintain an inventory of all electrical equipment or systems used by your business, such as computers, security or alarm systems, elevators and door locks, as well as lighting, heating and ventilation.
- Prepare a list of equipment that will need to be turned off during an outage and reset when power is restored.
- Turn off all electrical equipment to avoid a power surge or injury when power is restored.
- Make sure computers and other electronics are plugged into surge protectors.
- Test your emergency lighting, phone, security, fire protection and backup battery systems regularly.
- Develop and implement a written maintenance program for your electrical equipment.
- Post an electrical diagram in the meter room to help those working to restore power.
- Know the location of each utility shutoff and how to use each one.

Use alternate power and lighting sources.

- Use battery-operated light sources (flashlights or glow sticks). Do not use candles due to the risk of fire.
- Use standby or backup power sources for emergency power.
- Consider installing an emergency lighting system.
- If using a generator, make sure you know how to operate it and only use it in well-ventilated areas.

BE SAFE

- Never touch a downed utility line. Assume it is live and dangerous.
- If you see a downed line, call SRP immediately at **(602) 236-8833**.
- After power is restored, check your facility to make sure everyone is safe and that equipment is operating correctly.

STAY INFORMED

- View SRP's outage map to see outage locations and causes as well as estimated restoration times at srpnet.com/outagemap.
- Sign up for text or email outage alerts at srpnet.com/outagealerts.
- Tune in to your battery-operated radio or TV for storm and outage updates.
- Report an outage using the SRP Power app. To download the app, visit the Apple App Store or Google Play and search using keyword "SRP Power."
- Search for @SRPconnect on social media.
- Call SRP's business line at **(602) 236-8833**.



Find SRP (srpconnect) on:



BASIC EMERGENCY KIT SUPPLIES

Assemble emergency supplies ahead of time, assign someone to be responsible for maintaining them and inform all personnel of where to find them.

Include the following:

- Flashlights and extra batteries
- First-aid kit
- Basic tools
- Battery-powered radio or TV and extra batteries
- Car adapters/chargers for cellphones, laptops or tablets
- Floor plan of your business marked with emergency shutoffs for gas, electricity and water, as well as controls for the security alarm and fire-suppression systems
- Emergency phone numbers, including SRP's business line, **(602) 236-8833**.

PLANNING RESOURCES

- SRP
srpnet.com/bizoutage
- U.S. Department of Homeland Security
ready.gov/business
- Red Cross
readyrating.org
- Insurance Institute for Business & Home Safety
disastersafety.org/ibhs-business-protection

SRP is here to help. If you need assistance developing an outage preparedness plan or would like more information, please contact the Business Contact Center at **(602) 236-8833** or bizcenter@srpnet.com.

SRPNET.COM/BIZOUTAGE



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