

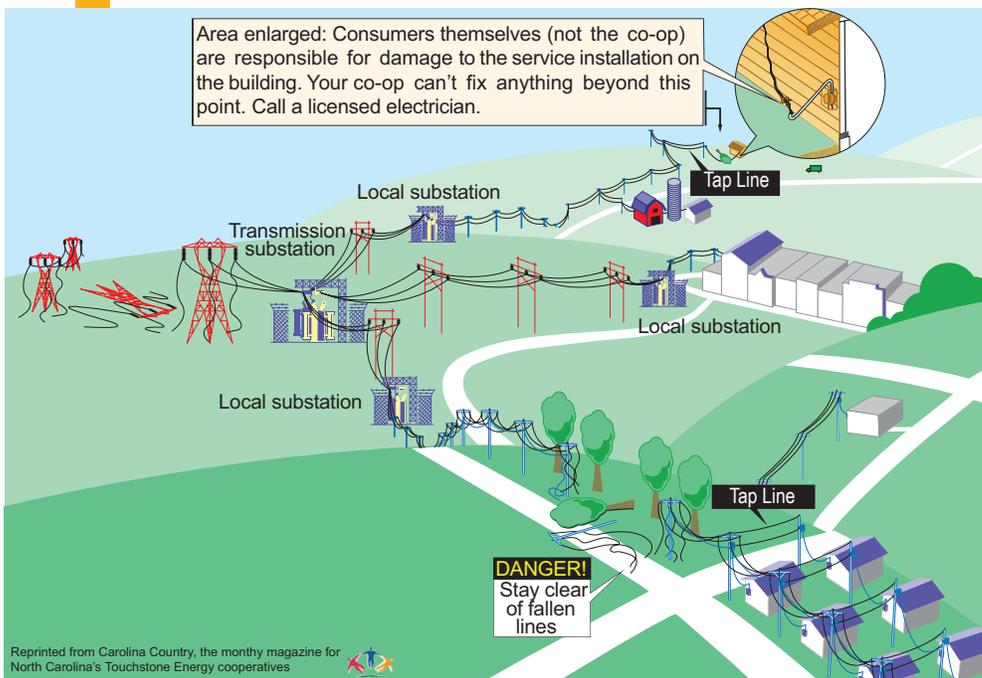
How to prepare for a

power outage

Southern Maryland Electric Cooperative is invested in providing reliable service to the Southern Maryland community. This investment includes improving, maintaining, and upgrading the electric system, proactive right-of-way clearing, and increasing protective equipment.

By employing up-to-date technology and installing necessary infrastructure, SMECO is working to increase reliability of its delivery service network, improve energy efficiency efforts, and enhance customer service.

For information on how to prepare for and what to do during a power outage, please read this brochure.



SMECO's emergency restoration plan

SMECO's outage restoration policy is to make repairs that will restore service to the most people in the least amount of time. The power must be restored in this sequence because individual services cannot receive electricity until all previous steps are completed.

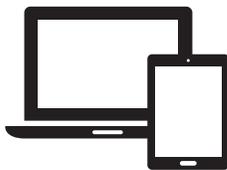
SMECO restores power to transmission lines first, substations second, main distribution lines third, tap lines fourth, and any individual services last.

At the earliest possible opportunity, service is restored to agencies that protect life and property, such as hospitals and fire departments. Any situation posing immediate danger is also taken care of as quickly as possible.

REPORT POWER OUTAGES

If you experience a power outage, always report it.

Record your account number here: _____
and keep this guide near your phone in the event of an outage.



ONLINE
www.smeco.coop



TOLL-FREE
877-74-SMECO
(877-747-6326)



SMECO 24/7
Mobile app
Text

Easily report your outage or view outages on the app. Download it free from Apple iTunes or Google Play. Type SMECO 24/7 in the search field.

Prefer text? Report outages, receive power restoration updates, and request outage status updates through your phone. To sign up, simply text REG (for register) to 76326 (SMECO). Standard data rates may apply.

SMECO
People. Power. Progress.

Prepare for an outage

Although SMECO works as quickly as possible to get the lights back on, you can take steps to be prepared.

- If someone in your household depends on electricity to operate a life support system, plan ahead for alternate sources of power or lodging.
- Have an alternate source of light: keep flashlights and extra batteries where they can be found easily. Lanterns and candles are **not** recommended because they can cause fires.
- Keep a battery-powered radio with fresh batteries, and stay tuned to local news bulletins and weather reports.
- Stock emergency food and related items. Ideal choices are nonperishable foods that do not need cooking, such as canned fruit, canned milk, peanut butter, crackers, cereals and cereal bars, canned soup, and canned tuna. Stocking up on refrigerated or frozen foods may not be a good idea if the power goes out.
- Keep a manual can opener handy, along with disposable plates and utensils.
- Keep your grill available year-round for cooking during an outage. (Always use a gas or charcoal grill outside.)
- Store extra water in clean jugs, bathtubs, laundry tubs, or other containers if you know a storm is on the way.
- Plan an alternate source of heat in the event of a cold-weather crisis. If you have a fireplace or wood stove, keep adequate kindling and firewood on hand. Have extra clothing, blankets, or sleeping bags available.
- Keep fresh batteries in your smoke detectors.
- Keep your automobile's gas tank full.
- Maintain a supply of cash. Credit cards and ATM machines may not work if the power is out.
- If you have livestock, you will need a means of obtaining adequate supplies of fresh water. A generator is recommended.
- It is helpful to have a corded phone available: cordless phones will not work without electricity. If you have a cell phone, you may need an auto adapter to recharge it.

During an outage

- Leave the freezer and refrigerator closed so food will stay cold longer.
- Use stored water to flush a toilet, then pour water into the toilet tank (not the bowl) before flushing again. Turn off the water supply to the toilet before flushing. Toilet tanks hold several gallons of water, so plan accordingly.
Remember, melted snow or ice can be a source of water during winter outages (but not for drinking).
During the summer, you may be able to use water from a pool or hot tub.
- Make sure the oven and stove are off; this will prevent fires if the power comes back on while you're away. Do not set dishes, towels, or paper on the stove; these may catch on fire if a burner is on when the power comes on.
- Turn off your heating system to prevent electric demand from jumping suddenly. After your power is restored, wait 15 minutes after your power is restored before turning on your heating.

FOR YOUR SAFETY: Place your portable generator outside, never in the house, garage, attic, crawl space, or basement. Make sure your generator is connected safely; an improperly connected generator can cause serious injury or death. When your power comes back on, turn off and disconnect your generator.

- **Never touch downed power lines or attempt to remove trees from power lines. Contact with power lines may result in serious injury or death. Let qualified SMECO crews handle the clearing and repair work. Please report downed power lines to SMECO immediately.**

Storm Kit Checklist

These items are suggested but are not an all-inclusive list of everything your family needs to prepare for a storm situation.

General items:

- Flashlight
- Battery operated radio
- Batteries
- Non-electric can opener and utility knife
- Sterno, small grill, or camp stove
- Paper cups, plates, and plastic utensils
- Tarp
- Rope or heavy cord
- Tape
- Signal flare
- Needles & thread
- Aluminum foil
- Toilet paper and paper towels
- Soap
- Personal hygiene items
- Plastic garbage bags with ties
- Plastic bucket with tight lid
- Disinfectant
- Household chlorine bleach
- Infant formula, diapers, bottles
- Prescription medications, insulin, denture needs, extra eyeglasses and/or contact lens supplies
- Pet food and cat litter for pets
- Mosquito repellent
- Fire extinguisher
- Map of the area
- Address book with important phone numbers

First aid kit:

- Sterile adhesive bandages and assorted sterile gauze pads
- Antiseptic spray/ointments for burns and cuts
- Hydrogen peroxide
- Scissors
- Tweezers
- Moist towelettes
- Thermometer
- Petroleum jelly
- Cleanser/soap
- Aspirin/pain reliever/antacid tablets
- Laxative
- Latex gloves

Nonperishable food items: (replace every six months):

Store at least a three-day supply of non-perishable foods that do not require refrigeration, cooking, a lot of water or lengthy preparation.

- Items might include ready-to-eat canned meats, fruits and vegetables, canned juices, peanut butter, jelly, trail mix, and staples (sugar, salt, pepper)
- Bottled water
- Powdered or evaporated milk