



EMERGENCY PREPAREDNESS

GUIDEBOOK

SEVERE WEATHER

hurricanes, storms,
tornadoes, floods,
heatwaves and cold spells

CYBER ATTACKS

malware & hackers

PHYSICAL THREATS

vehicle accidents,
terrorism, and unforeseen
occurrences



Magic Valley
MVEC
Electric Cooperative

WHAT CAN CAUSE A POWER CRISIS?

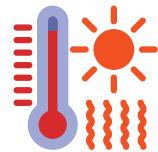
Natural Disasters/Severe Weather



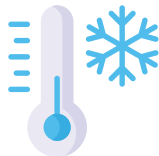
HURRICANES



TORNADOES



HEATWAVES



COLD SPELLS



FLOODING

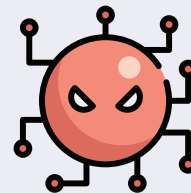


STORMS

Cyberattacks



HACKERS



MALWARE

Physical Threats

Any physical threats or unforeseen occurrences to our overall power infrastructure such as:

- Vehicle accidents
- Foreign/domestic physical attacks to our power grid
- Insufficient power generation
- Load shedding caused by peak demand surges

YEAR-ROUND EMERGENCY SUPPLY KIT

Food

- ☐ 7-day supply of non-perishable food
- ☐ Hand-operated can opener
- ☐ Disposable plates, cups, utensils
- ☐ Napkins or paper towels
- ☐ Cookware to boil water
- ☐ Propane tanks for your grill so you can cook

Water

- ☐ Three gallons of water per person, per day (FEMA recommends a 5-day supply)

First Aid

- ☐ Fully stocked first aid kit
- ☐ Additional prescriptions or essential medicines
- ☐ List of current medications and allergies
- ☐ Sunscreen
- ☐ Insect repellent
- ☐ Fire extinguisher
- ☐ Extra cash in case ATMs are down

Lighting

- ☐ Flashlights and extra batteries
- ☐ A large light source (e.g. fluorescent lantern)
- ☐ Utility lighter
- ☐ A wrench or set of pliers (to turn off utilities)

Communication

- ☐ Battery-powered AM/FM radio
- ☐ NOAA hazard-alert radio
- ☐ Car or emergency charger for mobile devices
- ☐ Small notepads and pencils
- ☐ Games and activities that don't require electricity

Baby needs

- ☐ Bottles, formula, and/or powdered milk
- ☐ One-week supply of diapers
- ☐ Baby wipes and diaper rash ointment

Transportation

- ☐ Maps of local and state roads
- ☐ Directions to nearby shelters
- ☐ Spare tire or tire patch kit
- ☐ Warning Triangles or Traffic safety Cones
- ☐ List of local services and their contact info

Sanitation & Personal care

- ☐ Trash bags
- ☐ Disinfectant wipes or gels
- ☐ Toothbrushes and toothpaste
- ☐ Toilet paper
- ☐ Spare set of clothes and shoes for each person
- ☐ At least one blanket per person
- ☐ Personal, feminine care items
- ☐ Soaps and shampoos
- ☐ Dust masks, plastic sheeting, duct tape

Pet Needs

- ☐ One week of food and water
- ☐ Leash and a crate or carrier
- ☐ Bed, dishes, toys
- ☐ Any medications
- ☐ Battery-operated air pump for aquarium
- ☐ Vet's contact information

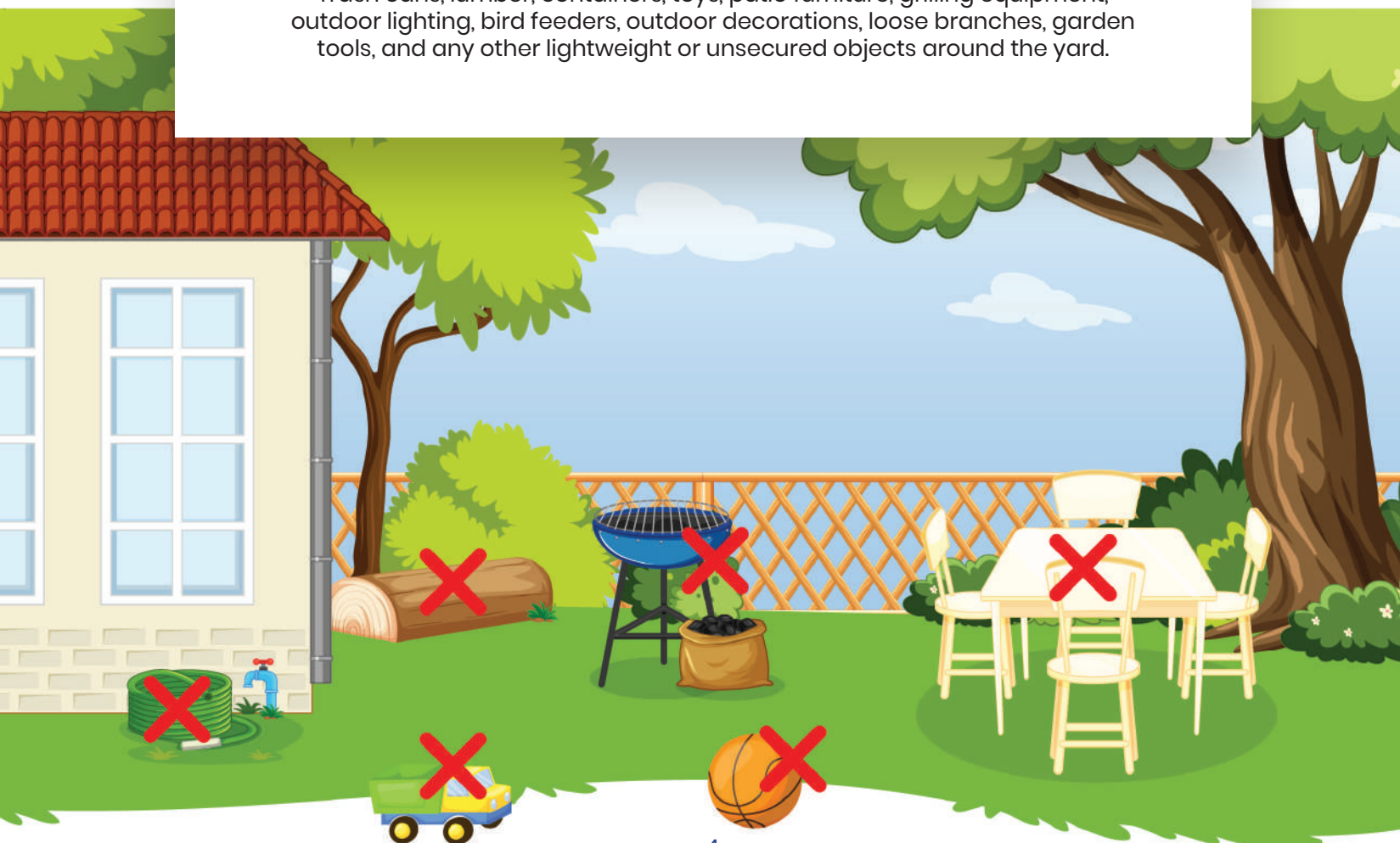
PREPARING BEFORE A HURRICANE ARRIVES

Consider pruning your front and backyard

In storms, falling tree limbs are the primary cause of power outages and can contribute to damages to your home, vehicles, and property.

Tidy up and remove any items around your yard that could become projectiles, such as:

Trash cans, lumber, containers, toys, patio furniture, grilling equipment, outdoor lighting, bird feeders, outdoor decorations, loose branches, garden tools, and any other lightweight or unsecured objects around the yard.



HOW DO I KNOW IF I SHOULD EVACUATE?

Monitor weather reports and consider evacuating if:

- ✓ **IF** you receive a **Wireless Emergency Alert (WEA)** on your phone issuing a mandatory evacuation.
- ✓ **IF** local officials order or recommend residents in your area to evacuate.
- ✓ **IF** you live in coastal areas.
- ✓ **IF** you live on a barrier island with a history of storm surge damage.
- ✓ **IF** you live in a low-lying or flood prone area.
- ✓ **IF** you live in a manufactured home or prefabricated house such as mobile homes or RVs.
- ✓ **IF** your home lacks hurricane structural integrity.
- ✓ **IF** you are vacationers with young or elderly dependents.

NOTE: These are points to consider, but remember you are the ultimate decision maker and responsible for your safety and that of your family. Therefore, if you believe that evacuating is the best option, please do so.

Be ready to evacuate

Prepare your “GO Bag” to your specific needs.
Below are some essential items to consider:



Important Documents and Paperwork:

ID, passports, driver's license, birth certificate, SSN, health insurance information, financial documents, insurance policies, medical records, power of attorney documentations.



Food & Water



Personal-sized first aid kit and prescribed medications



Mobile phone, portable radio, flashlight, chargers, multitool/knife

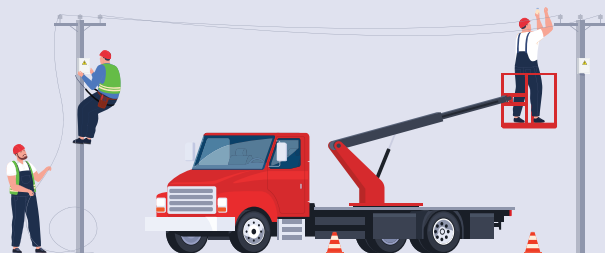


Emergency cash in small denominations

NOTE: Your “Go Bag” should be kept inside a waterproof container (e.g. re-sealable plastic bag).

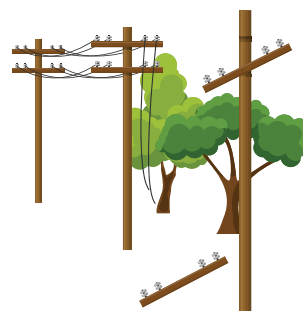
POWERING UP IN THE AFTERMATH

Restoring our power grid in the aftermath is just as crucial as preparing for a storm. The following steps will help us restore your electrical power as efficiently and safely as possible.



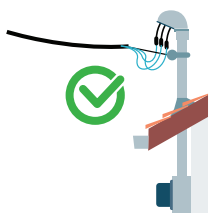
1 Be patient and do not stop our crews to ask them questions.

Crews have a work plan to energize your community as promptly and safely as possible. Stopping our crews to ask them a question will only hinder their efficiency.



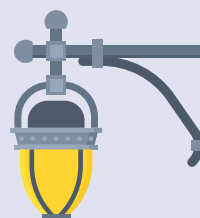
2 Stay away from downed powerlines.

Report downed powerlines and safeguard your loved ones from powerlines or any other hazards. Treat every downed powerline as if it were energized.



3 Make sure your meter loop is not damaged.

Sometimes you are left without power as we energize your neighborhood. Often, it's because your meter loop was damaged during the storm. Ensuring your meter loop is in good serviceable condition, before we energize your meter, is your responsibility. Please contact a licensed electrician for any repairs.



4 Keep your porch light on, day and night.

Small details such as leaving your porch light on will assist our crews in troubleshooting by distinguishing energized neighborhoods from those that still require attention.

TROUBLESHOOTING AN OUTAGE IN OUR POWER GRID

1 High-Voltage Transmission Lines:

Transmission lines, towers, and substations carry high-voltage electricity over long distances from power generation plants to distribution substations. During a major outage, these high-voltage lines are patrolled, inspected, and repaired before the rest of the power grid can operate.

2 Distribution Substation:

A distribution substation can serve hundreds or thousands of consumers. During a major outage, line crews inspect substations to determine if the outage originates there.

3 Main Distribution Lines:

If the problems cannot be identified at a distribution substation, the main distribution line called feeders are patrolled and inspected. These power lines feed large groups of commercial and residential consumers in our communities.

4 Tap Lines:

If local outages persist, lateral lines (also known as tap lines) are inspected. These lines power overhead and underground facilities serving our communities.

5 Individual Homes:

If your home remains without power, the service line (the wire that runs from the transformer to your meter) or your meter loop may need repairs. Contact a licensed electrician for any meter loop repairs.

EMERGENCY RESOURCES

Here's a list of resources available to assist you during a major storm. Keep the following contacts handy in case of an emergency.

► READY.GOV

Website: ready.gov
Phone: 1-800-FED-INFO

► TEXAS HEALTH & HUMAN SERVICES

Website: 211texas.org
Phone: 211

► TXDOT HIGHWAY CONDITIONS

Website: DriveTexas.org

► AMERICAN RED CROSS SOUTH TEXAS CHAPTER

Website: redcross.org
Phone: (956) 423-0523
Toll Free: (800) 785-7851

► FEMA

Website: fema.gov
Phone: 800-621-3362

► NATIONAL HURRICANE CENTER:

Website: nhc.noaa.gov



In an emergency,
be sure to call **911**
for assistance.

Magic Valley wants to remind our members that planning is the most important step for ensuring safety during and after any power crisis situation.

Use this guide to prepare early and safeguard your home and family.

HOW TO REPORT AN OUTAGE

 **866-225-5683**

INFORMATION NEEDED TO REPORT OUTAGES:

Account number: _____

Address: _____

Phone number: _____

STAY UPDATED ON OUTAGES



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Magic Valley App



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MVEC App



**Download
the Emergency
Preparedness Guide**

SCAN ME

