Guide to Preparing for an Outage:
Plan now to be ready in the event of a power outage.

Although we can't always predict when an outage will occur, we always work quickly to restore power as soon as possible. Here are some things you can do to stay safe and informed.

6 ways to prepare for an outage

1. Keep flashlights and extra batteries handy, and be sure everyone knows where to find them.
2. Make sure your phone is fully charged and have a portable charger accessible if possible. If you don't have a cell phone or it dies, use your car radio or a portable radio to get updates about when the power will be back on.
3. Sign up for outage alerts to know if there is an outage in your area. To receive text or email alerts during an outage, create an online account or log in to aps.com to make sure your contact information is up to date. Alerts include the time power is expected to be restored.
4. Keep a supply of water, nonperishable foods and a manual can opener together in a designated area.
5. Keep important phone numbers such as medical providers, family, friends and APS readily available.
6. Complete the enclosed Personal Outage Preparation Guide, share it with your friends/family members and keep a copy on hand.

What to do in case of a power outage

Safety for yourself and those around you comes first. Please report the outage immediately by calling us at (602) 258-5483 or (800) 253-9408. You can also report an outage online at aps.com/outagecenter or on the APS app. You can also visit our outage map from your mobile device.

- Turn off the air conditioner, stove, clothes dryer, pool pump and water heater. Unplug computers, gaming systems and TVs.
- Leave a light on so you know when power is restored.
- Wait 5–10 minutes after the power is restored before turning the appliances back on. This will prevent overloading the system and may avoid another outage.

How to stay safe during an outage

- Use flashlights. If you must use candles, keep them away from curtains and other flammable materials. Never leave candles unattended.
- If the outage occurs during hot summer or cold winter months, stay with family, friends or in a public place.
- Do not try to repair electrical problems yourself. Please call us or a certified electrician.
- Do not open refrigerators or freezers more than necessary. Food stays preserved longer when the door is kept closed.
- Learn to recognize tripped breakers or blown fuses.

Call APS at (602) 258-5483 or (800) 253-9408 to report an outage.

Be ready with our free mobile app. Report an outage, view our outage map and get updates.

To learn more, visit aps.com/outagecenter.

Your Personal Outage Preparation Guide

To help you and your family stay safe, fill out this guide and keep it handy.

Contact this person (family or friend) in case of a power outage:

_____

Name Phone

Medications I take (or someone I live with takes) that are sensitive to temperature in case of a power outage:

_____

_____

_____

My plan to store temperature-sensitive medications during a power outage:

_____

My back-up plan for medical equipment that requires electricity in case of a power outage:

_____

If I need a temporary living arrangement, I will stay with:

_____

Name Address Phone

EMERGENCY CONTACTS

1. _____ _____
   Name Phone

2. _____ _____
   Name Phone

3. _____ _____
   Name Phone