

POWER OUTAGE TRAINING FOR BUSINESSES: OUTAGE PLANNING CHECKLIST

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.

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.

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.

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.

[Find out more on the next page](#)

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/outagemap.
- Sign up for text or email outage alerts at srpnet.com/outagealerts.
- 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/outagetraining
- 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/outagetraining



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