



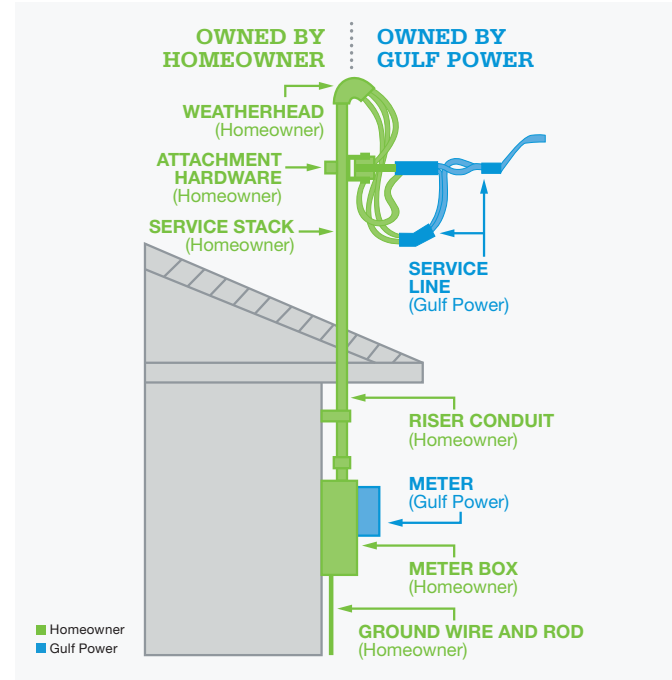
After the storm: FAQs

- » **Should I report my outage?** — Right after the storm, we should know if you are without power. You can check on the status of your outage by going to the Gulf Power Mobile app and click on the “Report an Outage” link.
- » **What do you mean by “those able to receive power?”** — Some homes and business are so damaged that crews are unable to connect power. It is the customer’s responsibility to make needed repairs to customer owned equipment before power can be safely connected. (See back diagram)
- » **Everyone on my street has power but me. Why?** — Most likely, either your service line from the pole is disconnected or your home has damage to your weatherhead mast or meter box. That equipment is your responsibility to repair. Also, check your breaker box. You can check on the status of your outage by going to the Gulf Power Mobile app and click on the “Report an Outage” link.
- » **Why did my power come back on and then go off later?** — There are several reasons why your power can go off temporarily after restoration. Power to your area may have been shut off in order to safely restore service to other areas or there may have been residual damage that occurred such as a tree limb falling on a power line.

For more information, visit GulfPower.com/storm

Damage to your home’s service connection

If a homeowner’s equipment is damaged, repairs will be needed before Gulf Power can connect service. Below are the steps to restore power if your home’s service connection is damaged.



- 1 **Know what you need to repair**
 - » Homeowners own and are responsible for electrical equipment attached to the house and the pole with an attached meter box for mobile or manufactured homes.
 - » Gulf Power is responsible for the wire or service line to the house and the electric meter.
- 2 **Seek a licensed electrician.**
- 3 **Do not attempt to fix the damage yourself.**
- 4 **Make sure repairs pass required county inspections.**
- 5 **Notify Gulf Power by calling 1-800-225-5797.**



Storm ready

Be prepared. Be safe.

2020



GulfPower.com/storm



GulfPower.com/storm

Safety message – Be prepared

As we prepare for the storm season, I encourage you — our customer — to prepare as well. This will be a storm season like no other as we also deal with the pandemic and all the hazards it brings in storm restoration. Please use this brochure so you'll be ready and safe when the next storm hits.



Mike Spoor
Gulf Power VP-Power Delivery

Safety first – Things to remember

We urge you to stay out of harm's way after a storm. Here are a few things to be mindful of:

- » **Stay away from downed power lines, flooding and debris.** Call 911 immediately if you see a downed power line.
- » **Don't walk in standing water** and don't venture out in the dark — you might not see a downed power line that can be energized and dangerous.
- » **Before a storm hits**, make sure your generator is storm ready.
- » **NEVER** use a generator in enclosed or partially enclosed spaces. Generators can produce high levels of carbon monoxide quickly, which can rapidly lead to incapacitation and death.
- » **NEVER** try to power the house wiring by plugging the generator into a wall outlet or a breaker panel, a practice known as “backfeeding.”



How is power restored after a storm?

We work to return service to the largest number of customers in the shortest amount of time.

Simultaneously, we restore power to electrical lines and equipment serving facilities that are critical to the community, such as hospitals, police/fire stations, water treatment plants and emergency broadcast centers.

At the same time, we work to restore service to the main thoroughfares that host supermarkets, pharmacies, gas stations and other needed community services.

We repair the infrastructure serving neighborhoods, converging on the hardest-hit areas until every customer is restored.

Please know that Gulf Power employees are working around the clock to restore power safely and as quickly as possible.

Restoration in a pandemic

What do customers need to know?

- » Gulf Power is committed to keeping its employees and customers safe as we restore power following a storm during pandemic conditions.
- » Please note that to implement these precautions, the restoration process could take longer, so you need to be prepared.
- » We will be incorporating social distancing wherever possible. We ask customers to stay at least 6 feet away from our crews while they are restoring power.



Get information when and where you need it

- » **Gulf Power Mobile App**
To get information quickly at your fingertips, download the Gulf Power Mobile App. Find the app by searching for “Gulf Power” in iTunes or the Google Play store.
- » **Gulf Power Storm Ready Center**
Before a storm hits, check out [GulfPower.com/storm](https://www.gulfpower.com/storm) for information on storm preparation and generator safety, as well as the power restoration process and power outage FAQs.
- » **Gulf Power Outage Information**
For the latest information on your outage, go to [GulfPower.com](https://www.gulfpower.com) or the Gulf Power mobile app and click on “Report an Outage.”



Updates on the go

Social media – Stay connected

Follow Gulf Power on Facebook, Instagram and Twitter to keep up to date with the latest information.

[Facebook.com/GulfPowerCompany](https://www.facebook.com/GulfPowerCompany)

[@GulfPower](https://www.instagram.com/GulfPower)

[@GulfPower](https://www.twitter.com/GulfPower)