

There's no place like home!

Don't Let Your World Go Up in Smoke.



Here are some important ways to keep your home safe from fire. Make these a top priority.

In the Kitchen

Cooking is the number one cause of home fires. Take these steps today to prevent a cooking fire in your home:

- Stay in the kitchen when you are frying, grilling, broiling, or boiling food.
- If you leave the kitchen, turn the burner off.
- Keep things that can burn away from your cooking area.
- Turn pot handles toward the back of the stove so they won't get bumped.

Safe Home Heating

Heating is the second leading cause of home fires. You can prevent a heating fire with these simple steps:

- Keep anything that can burn at least three feet away from fireplaces, wood stoves, portable heaters, and radiators.
- When you leave a room or go to bed, turn heaters off or unplug them.
- Have your furnace, chimney, and chimney connector inspected by a professional each winter. Make repairs before cool weather sets in.

Electrical Sense

Follow these safety tips to prevent an electrical fire:

- Plug only one heat-producing appliance into the electrical outlet. Never use an extension cord. Examples of heat-producing appliances are: microwave, coffee maker, and portable heater.
- Extension cords are for temporary use only.
- If you have an electrical cord that is frayed or broken, don't use it.



Plug portable heaters directly into the outlet.

Don't use an extension cord. Make sure your heater has an automatic shut-off switch that turns it off if it tips over.

Home Protection

Fire prevention is important, but also make sure you and your home are protected.

- Put working smoke alarms on every level of your home and inside and outside sleeping areas.
- Test your alarms each month.
- Create and practice your home fire escape plan at least twice a year.

Learn more about fire prevention:
www.usfa.fema.gov

U.S. Fire
Administration



FEMA



Prevent a fire from starting. Don't Let Your World Go Up in Smoke.



Many things in your home can catch on fire if they touch a flame or something hot.

Smokers

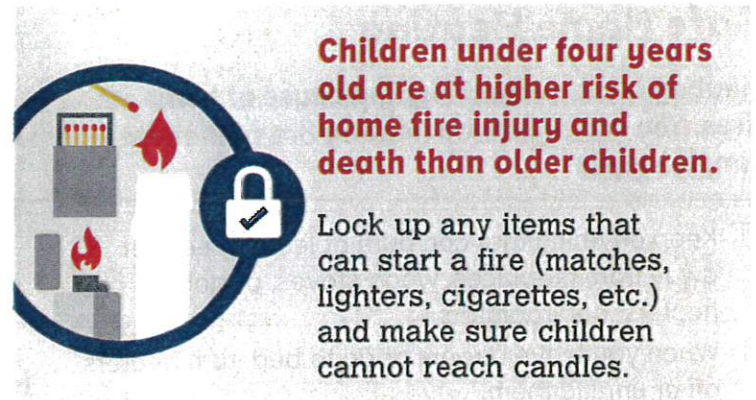
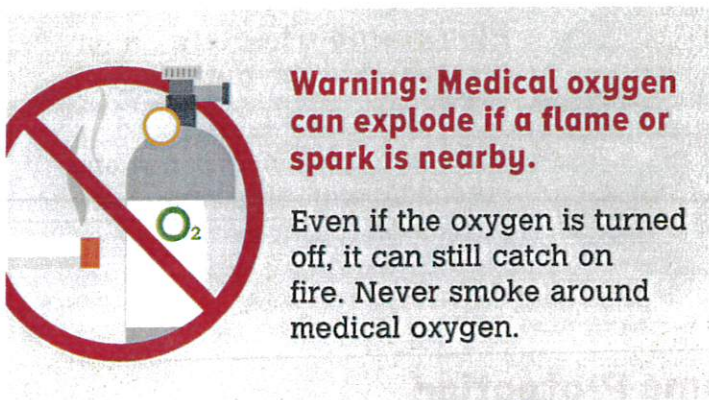
If you smoke in your home, you're at higher risk to have a fire. You can prevent a fire by asking all smokers to:

- Always smoke outside.
- Use deep, sturdy ashtrays.
- Put cigarettes all the way out. Do this every time.
- Put water on cigarette butts before throwing them in the trash.
- Smoke only when alert. Never smoke in bed or if drowsy.

Candles

Any open flame is dangerous. If possible, use battery-operated candles. If you use candles in your home, prevent a fire by following these tips:

- Put candles in sturdy holders.
- Place candles at least 12 inches away from anything that can burn.
- Make sure candles cannot be reached by children or pets.
- Blow out all candles if you leave the room, get sleepy, or go to bed.



Home Protection

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Protect everyone in your home. Don't Let Your World Go Up in Smoke.



Your risk of injury in a home fire changes with age. If you have young children or older adults living in your home, they may need your help to stay safe. Follow these tips to protect your home and your loved ones.

Smoke Alarms

Smoke alarms give you early warning of a fire. Every home needs working smoke alarms. Make sure your home is protected.

- Install smoke alarms on every level.
- Install smoke alarms inside and outside of all sleeping areas.
- Everyone must be able to hear the smoke alarm. Special alarms that shake or vibrate are available for those who can't.
- Push the button on the smoke alarm every month to make sure it is working.
- Replace smoke alarms that are more than 10 years old.



Test your alarm regularly.

Most children who die in fires live in homes without working smoke alarms. Have working smoke alarms in your home.

Young Children

Children under four years old are at higher risk of home fire injury and death than older children. Here's how to make your home safer for them:

- Keep children at least three feet away from anything that gets hot, including heaters, the stove, and candles.
- Lock cigarette lighters and matches up high, out of a child's sight and reach.
- Plan and practice how to escape a fire.

Older Adults

Our risk of being injured in a fire increases with age. Make your home safe for older adults.

- Know two ways out of each room. Keep these exits clear.
- Make sure everyone is able to get outside if the smoke alarm sounds.
- Older adults may need your help escaping. Plan for this.
- Keep wheelchair, eyeglasses, hearing aids, and a telephone next to the bed.
- Practice your escape plan with everyone.

Apartment fire safety begins with a plan.

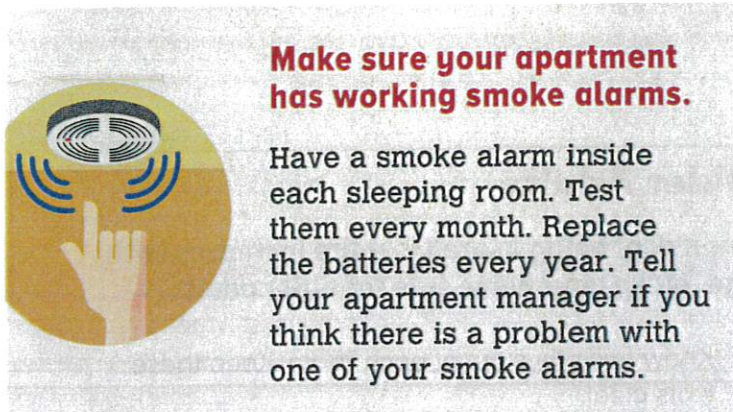
Don't Let Your World Go Up in Smoke.



If you live in an apartment or condominium you need to know how to get out quickly if a fire starts. Follow these steps to stay safe.

Building Fire Safety

- Don't prop open exit or stairway doors. These are installed to slow the spread of heat and smoke if there is a fire.
- Speak to your apartment manager if you see a damaged smoke alarm, fire extinguisher or an emergency light that has burned out.



Be Prepared

Create an escape plan. Discuss how you will get outside. Practice your plan.

- Count the number of doors there are between your apartment and the nearest fire exit. Memorize the number in case you have to find the exit in the dark.
- Know where all the exit doors and stairs are on your floor.
- Learn your building evacuation plan if you have one. Create and practice an escape plan for your own apartment.

Stay Calm

In the event of a fire, stay calm. Move to the exit as you have practiced. Call the fire department once you are outside.

- If your door feels warm to the touch, do not attempt to open it. Call 9-1-1 and tell the dispatcher your apartment number and that you can't open your door.
- Stuff the cracks around the door with towels, rags, bedding, or tape. Cover vents.
- Wait at a window and signal for help with a flashlight or by waving a white cloth.
- If your apartment door is cool to the touch, open it slowly. Stay low and check for smoke or fire in the hallway. If the hallway is safe, follow your building's evacuation plan.
- Never use an elevator to escape a fire. Always use the stairs.

Wait Outside for the Fire Department

Once you are outside, move away from the building. Give firefighters and fire trucks plenty of space.

- Stay outside. Do not go back inside for any reason.
- If you think someone is still inside, tell firefighters where you think they are.
- Wait until firefighters tell you it's safe to go back inside.

Fire Safety Checklist for Homeowners and Renters

If there is a fire, you may have less than 3 minutes to get out of your home. Talk about what you should do to be safe. Make sure everyone in your home knows what to do if there is a fire.

Put a check in front of each statement that is true for your home.

Smoke Alarms

- Smoke alarms are on every level of the home.
- Smoke alarms are inside and outside sleeping areas.
- Smoke alarms are tested each month.
- Smoke alarm batteries are changed as needed.
- Smoke alarms are less than 10 years old.



Test your alarm regularly.
Your smoke alarm is working if it makes a noise when you press the “test” button.

Cooking Safety

- The cooking area has no items that can burn.
- People stay in the kitchen when they are frying, grilling, boiling, or broiling food.
- Pot handles are always turned toward the back of the stove.

Escape Plan

- There is a fire escape plan that shows 2 ways out of every room.
- Everyone knows where the safe meeting place is outside the home.
- Everyone living in the house practices the escape plan 2 times a year.

Carbon Monoxide Alarms

- Carbon monoxide alarms are located on each level of the home.
- Carbon monoxide alarms are less than 7 years old.

Electrical and Appliance Safety

- All electrical cords are in good condition and not broken or cut.
- People clean the dryer of lint after every use.
- All plug outlets are safe and do not feel warm when you touch them. (If they are warm, call the landlord or an electrician.)

Candle Safety

- Candles are in sturdy fire-proof containers that won't be tipped over.
- Adults blow out all candles when leaving the room or going to bed.
- Candles are kept out of reach from children and pets.



Children are sometimes curious about fire.

If you have children in your home, lock up any items that can start a fire (matches, lighters, cigarettes, etc.) and make sure children cannot reach candles.



Home Safety Checklist

Prevent Falls

1

Yes No

Do you exercise regularly?

■ Regular exercise builds your strength and improves your balance and coordination. Ask your doctor about the best physical exercise for you.

Yes No

Do you take your time getting up to answer the phone or doorbell?

■ Being rushed or distracted increases your chance of falling. Get out of chairs slowly. Sit a moment before you get out of your bed. Stand and get your balance before you walk.

Yes No

Do you keep walking areas and stairways clear of tripping hazards, such as papers, books, electrical cords, and shoes?

■ Keep stairs and walking areas free of electrical cords, shoes, clothing, books, magazines, and other piles of stuff.

Yes No

In winter, are sidewalks, outdoor steps, and walkways clear of ice and snow?

■ Keep the walkways clear. If needed, ask for help with snow and ice removal.

Yes No

Have you had your eyes checked?

■ See an eye specialist once a year. Poor vision can increase your chance of falling.

Yes No

Do you have nightlights along the path between your bedroom and the bathroom?

■ Use nightlights to light the path between your bedroom and the bathroom.

Yes No

Do you turn on the lights before you use the stairs?

■ Stairways should be well lit from both the top and the bottom. Turn on the lights before using the stairs.

Yes No

Does every room have a light switch that can be reached from the doorway?

■ Make sure you can reach light switches from the doorway. Ask for help installing new light switches.

Yes No

Are there non-slip mats in and outside bathtubs and showers?

■ Use non-slip bath mats in the bathtub and on shower floors.

Yes No

Do you have grab bars in tubs, showers, and near all toilets?

■ Grab bars should be installed in all bathrooms. Never use a towel rack or shower rod for support.



Home Safety Checklist

Prevent Falls

2

Yes No

Do you wipe up spilled liquids right away?

■ Wipe up spilled liquids immediately. Even a few drops of liquid or grease can be a slipping hazard.

Yes No

Do your throw rugs have rubber, non-skid backing?

■ Use only throw rugs that have rubber, non-skid backing. Smooth out all wrinkles and folds in carpeting.

Yes No

Is your carpeting in good condition?

■ Make sure carpeting is not wrinkled, torn, or worn. If it is, ask for help repairing or replacing the carpeting.

Yes No

Are there sturdy, easy-to-grip handrails on both sides of the stairs?

■ Have easy-to-grip handrails installed along the full length of both sides of the stairs

Yes No

Do you wear sturdy, well-fitting, low-heeled shoes with non-slip soles?

■ Wear sturdy, well-fitting, low-heeled shoes with non-slip soles, which are safer than high heels, thick-soled athletic shoes, slippers, or stocking feet.

Yes No N/A

Have you contacted your doctor or pharmacist if your medication affects your balance and coordination?

■ If not, have your doctor or pharmacist review all your medications, including over-the-counter drugs. Some medications can affect your balance and coordination.



Home Safety Checklist

Prevent Fires

Yes No N/A

Have you provided smoke alarms and alert devices called accessories (strobe lights or bed/pillow shakers) for people in your home who are deaf or hard of hearing?

Smoke alarms and alert devices, called accessories, are available for people who are deaf or hard of hearing. Strobe lights throughout the home are activated by smoke alarms and alert people who are deaf to fire conditions. When people who are deaf are asleep, a high-intensity strobe light along with a pillow/bed shaker can wake them up and alert them to fire conditions so they can escape. This equipment is activated by the sound of a standard smoke alarm. Smoke alarm alert devices also are available for people who are hard of hearing. These accessories, which are activated by the sound of the smoke alarm, produce a loud, mixed low-pitched sound. This equipment is activated by the sound of the smoke alarm. People who are hard of hearing also may find that a pillow/bed shaker is helpful in waking them up.

Yes No

Do you know the emergency number to call in case of fire?

Memorize your local emergency number. It may be 9-1-1 or the fire department's phone number. Once you escape, you will need to call from a neighbor's phone or a cell phone

Yes No

Do you have a telephone in your bedroom?

Have a telephone in your bedroom or close to where you sleep and post the local emergency number nearby in case you are trapped by smoke or fire.

Yes No

Do you have a medical alert button?

Consider having this device for access to help in an emergency.

Yes No

Do you have carbon monoxide alarms in your home?

Install a carbon monoxide alarm outside each sleeping area and on every level of your home. Test the alarms monthly. If you cannot reach the alarm safely, ask for help.



Fire Safety Tips for People with Disabilities

Most fire deaths happen in the home. Everyone should have a fire escape plan and practice how to get outside.

- Home fire sprinklers can contain and may even put out a fire in less time than it would take the fire department to arrive. When choosing an apartment or remodeling or purchasing a home, look for a residence that has home fire sprinklers.
- Include everyone in planning and practicing home fire drills. People with disabilities can provide input on the best methods for them to escape.
- People with disabilities should discuss what assistance they may need with everyone in the home (and with neighbors).
- In an apartment building, know the location of all exit stairs and arrange for assistance in case of an emergency.
- Choose an outside meeting place for everyone to meet after escaping.
- Keep a telephone or phone with TDD (telecommunication device for the deaf) in the sleeping room within reach of the bed.
- Install smoke alarms inside every bedroom, outside each sleeping area, and on every level of your home. For the best protection, interconnect all the smoke alarms so that when one sounds, they all sound.
- Smoke alarms and alert devices, called accessories, are available for people who are deaf. Strobe lights throughout the home are activated by smoke alarms and alert people who are deaf to fire conditions. When people who are deaf are asleep, a high-intensity strobe light along with a pillow shaker or a bed shaker can wake them up and alert them to fire conditions.
- Smoke alarm alert devices, called accessories, are available for people who are hard of hearing. These accessories produce a loud, mixed low-pitched sound. This equipment is activated by the sound of the smoke alarm and is usually installed next to the bed. People who are hard of hearing may find that a pillow shaker or a bed shaker is also helpful to wake them.
- Test smoke alarms at least once a month using the test button. If you are unable to safely reach the alarm, ask for help. Some alarms have features that make them easier to test, such as with a flashlight or the television remote.
- Practice your home fire escape drill twice a year.



Home Escape Planning Safety Tips

If a fire breaks out in your home, you have only a few minutes to get out safely once the smoke alarm sounds. Everyone needs to know how to get outside if there is a fire.

- Draw a floor plan of your home. Visit each room and, if possible, find two ways out. Mark the ways out on the escape plan.
 - All windows and doors should open easily and should not be blocked by furniture or clutter. Make sure the escape routes are clear. You should be able to use them to get outside.
 - Make sure your home has smoke alarms. Push the test button to make sure each alarm is working. If you cannot safely reach the smoke alarm, ask for help. Everyone in your home should be able to recognize the sound of the smoke alarm.
 - Choose an outside meeting place. It should be in front of and away from your home and should be something permanent, such as a tree or a neighbor's house. Everyone should agree to meet at the meeting place after they escape.
 - Make sure everyone in your home knows the fire department's emergency number.
 - Assign someone to help any household members who may have difficulty getting out alone.
- 
- Everyone in the home should practice the escape drill together at least twice a year. Close doors behind you as you leave.
 - Tell house guests about your fire escape plan.
 - Prepare for a real fire. When a smoke alarm sounds, get outside immediately.
 - Once you're outside, stay outside. Leave the firefighting to the professionals.
 - Remember, get out first and then call for help. Never go back inside until the fire department gives the OK. Things can be replaced—YOU cannot.
 - If smoke or fire blocks one of your ways out, use another way out. If you must go through smoke, get low and go under the smoke to escape.



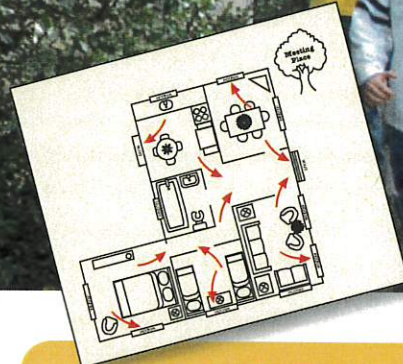
High-Rise Fire Safety Tips

It is important to know the fire safety features of your building and work with your neighbors to keep your building as fire-safe as possible.

- For the best protection, select a fully sprinklered building. If your building is not sprinklered, ask the landlord or management to consider installing a sprinkler system.
- Meet with your landlord or building manager to learn about the fire safety features of your building (fire alarms, sprinklers, voice communication procedures, evacuation plans, and how to respond to an alarm). Insist that all fire safety systems be kept in working order.
- Know the locations of all available exit stairs from your floor in case the nearest one is blocked by fire or smoke.
- If you use a wheelchair or walker or are unable to make it down the stairs in case of an emergency, talk with your landlord or building manager about purchasing an evacuation chair.
- Make sure all exit and stairwell doors are clearly marked, are not locked or blocked by security bars, and are clear of clutter.
- Learn the location of your building's fire alarms and how to use them.
- If there is a fire, pull the fire alarm on your way out of the building to notify the fire department and your neighbors.
- Leave the building by the fastest route but do not use elevators.
- Close all doors behind you and be sure to take your key.
- If there is smoke or fire on your way out, use your second way out. If you must escape through smoke, get low and go under the smoke to your way out.
- Some evacuation plans require you to go to a "safe area" ("shelter in place") inside the high-rise and wait for instructions from the fire department.
- Listen for instructions from fire fighters or public address system—you may be told to stay where you are. Follow instructions.
- Go to your outside meeting place and stay there. Call the fire department. If someone is trapped in the building, notify the fire department.
- If you can't get out of your apartment because of fire, smoke, or a disability, **STUFF** wet towels or sheets around the door and vents to keep smoke out. **CALL** the fire department and tell them where you are. **OPEN** a window slightly and wave a bright cloth to signal your location. Be prepared to close the window if it makes the smoke condition worse. Fire department evacuation of a high-rise building can take a long time. Communicate with the fire department to monitor evacuation status.

Escape Planning

Plan Ahead! If a fire breaks out in your home, you may have only a few minutes to get out safely once the smoke alarm sounds. Everyone needs to know what to do and where to go if there is a fire.



SAFETY TIPS

- » MAKE a home escape plan. Draw a map of your home showing all doors and windows. Discuss the plan with everyone in your home.
- » KNOW at least two ways out of every room, if possible. Make sure all doors and windows leading outside open easily.
- » HAVE an outside meeting place (like a tree, light pole or mailbox) a safe distance from the home where everyone should meet.
- » PRACTICE your home fire drill at night and during the day with everyone in your home, twice a year.
- » PRACTICE using different ways out.
- » TEACH children how to escape on their own in case you can't help them.
- » CLOSE doors behind you as you leave.

IF THE ALARM SOUNDS...

- » If the smoke alarm sounds, **GET OUT AND STAY OUT**. Never go back inside for people or pets.
- » If you have to escape through smoke, **GET LOW AND GO** under the smoke to your way out.
- » CALL the fire department from outside your home.

FACTS

- ! A closed door may slow the spread of smoke, heat, and fire. Install smoke alarms inside every sleeping room and outside each separate sleeping area. Install alarms on every level of the home. Smoke alarms should be interconnected. When one smoke alarm sounds, they all sound.
- ! According to an NFPA survey, only **one of every three** American households have actually developed and practiced a home fire escape plan.
- ! While **71%** of Americans have an escape plan in case of a fire, only **47%** of those have practiced it.
- ! **One-third** of American households who made an estimate thought they would have at least 6 minutes before a fire in their home would become life-threatening. The time available is often less. And only **8%** said their first thought on hearing a smoke alarm would be to get out!



Your Source for **SAFETY** Information

NFPA Public Education Division • 1 Batterymarch Park, Quincy, MA 02169

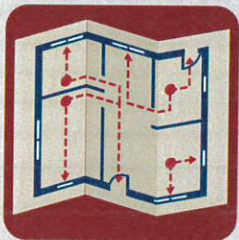


Every Second Counts: Plan 2 Ways Out!™

How fast does fire move? Very fast. You could have less than 2 minutes to get out safely once the smoke alarm sounds.

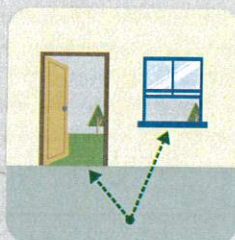
7 steps to practicing your escape plan

1



Draw a map of your home. Include all doors and windows.

2



Find two ways out of every room.

3



Make sure doors and windows are not blocked.

4



Choose an outside meeting place in front of your home.

5



Push the test button to sound the smoke alarm.

6



Practice your drill with everyone in the home.

7



Get outside to your meeting place.

For more information about escape planning, visit:
www.usfa.fema.gov and www.nfpa.org.

How to make a Home Fire Escape Plan



FIRE PREVENTION WEEK™

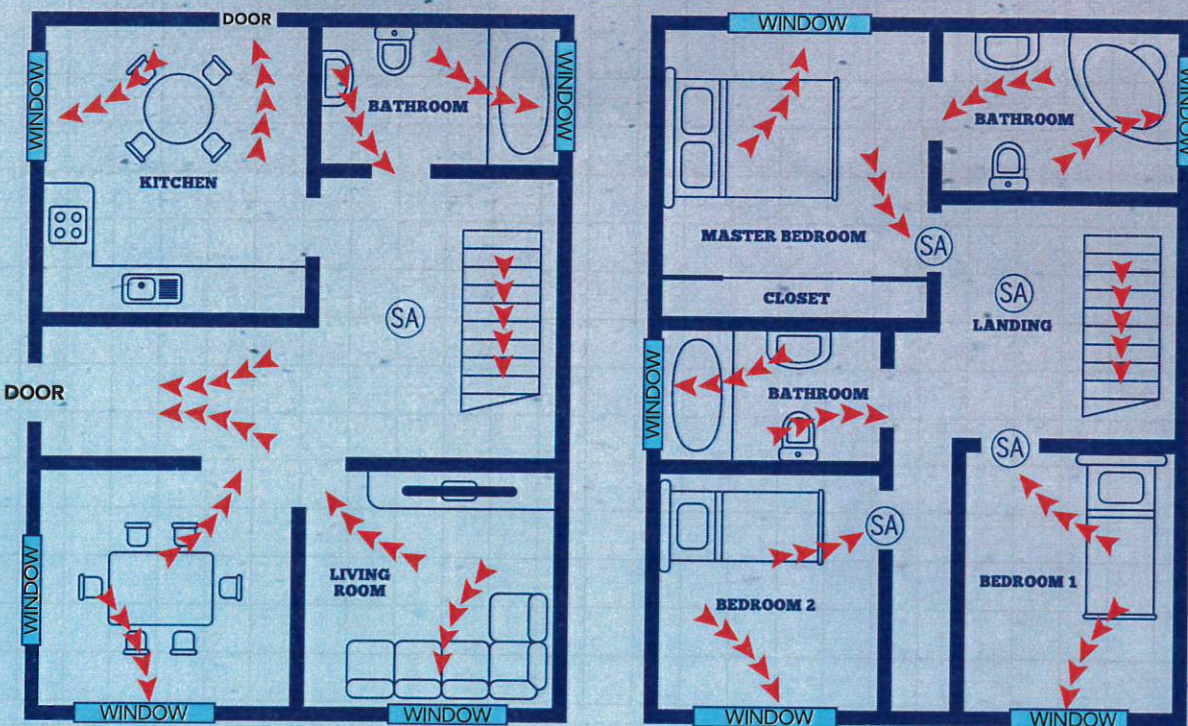
NFPA® — The Official Sponsor of Fire Prevention Week Since 1922



Visit Sparky.org for more activities!

- Draw a map of your home. Show all doors and windows.
- Visit each room. Find two ways out.
- All windows and doors should open easily. You should be able to use them to get outside.
- Make sure your home has smoke alarms. Push the test button to make sure each alarm is working.
- Pick a meeting place outside. It should be in front of your home. Everyone will meet at the meeting place.
- Make sure your house or building number can be seen from the street.
- Talk about your plan with everyone in your home.
- Learn the emergency phone number for your fire department.
- Practice your home fire drill!
- Make your own home fire escape plan using the grid provided on page 2.

Sample Escape Plan



1st FLOOR

2nd FLOOR



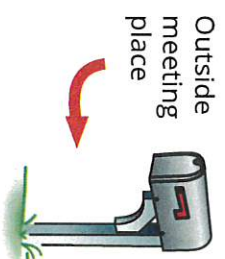
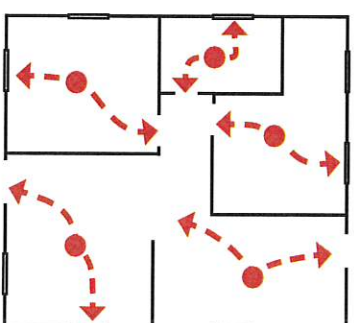
Kids

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Our Home Fire Escape Plan

Fire department number:

Example



- How to make a home fire escape plan:**
- Draw a map or floor plan of your home. Show all windows and doors.
 - Mark two ways out of each room.
 - Choose a meeting place outside in front of your home. Draw a picture of your outside meeting place on your escape plan.
 - Write the emergency telephone number for the fire department on your escape plan.
 - Practice your plan at least two times a year.



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U.S. Fire Administration
Working for a fire-safe America



Home Fire Escape Plan

Use the graph to draw your home's floor plan and plot your home fire escape routes.

Tips for creating your home fire escape plan and practicing your 2-minute drill:

- Everyone in your household should know two ways to escape from each room in your home.
 - Smoke is dangerous. Get low and go!
 - Decide where to meet once you get outside:
-
- Get out and stay out. Never go back inside for people, pets or things.
 - If a fire starts, you may have less than two minutes to get to safety. So time your fire drills and find out: what's your escape time?



If a fire starts in your home, get out to safety, then dial 911.

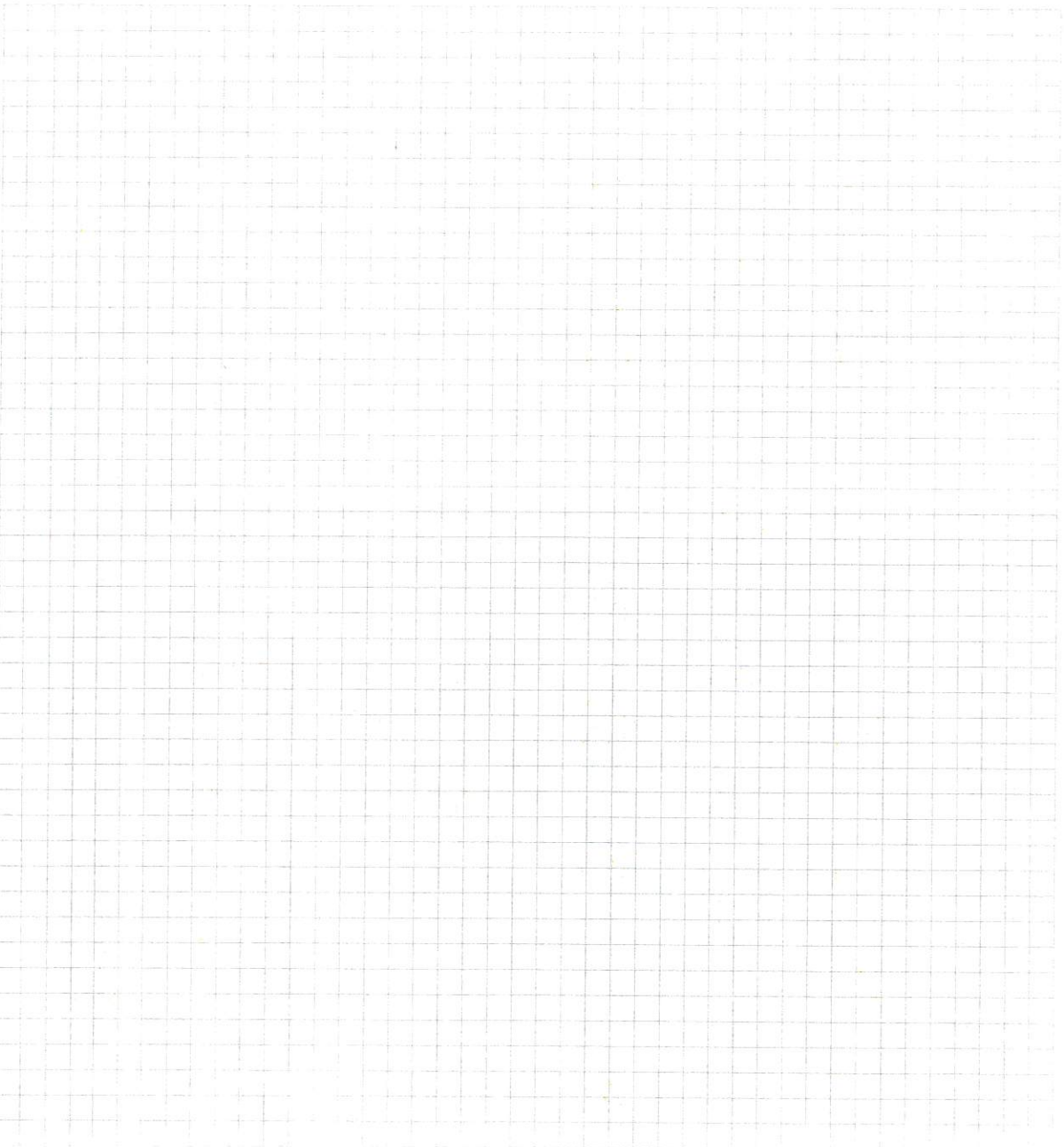
You can keep your family safe with 2 simple steps.



Practice your 2-minute drill.



Test your smoke alarms monthly.



SOUND THE ALARM
Save a Life



Plan para desalojar de la casa en caso de incendio

Utilice la gráfica para dibujar el plano de su casa y trazar las rutas de escape en caso de incendio domiciliario.

Consejos para crear su plan de escape ante incendios y de como practicarlo para salir en menos de dos minutos:


- Cada persona en su hogar debe aprender dos vías diferentes de escape desde cada habitación.
- El humo es peligroso. ¡Arrástrense todos por el piso, y escapen por debajo del humo!
- Decida dónde encontrarse con los demás una vez que todos estén afuera:

▪ Salgan de casa y permanezcan afuera. Nunca regresen en busca de personas, mascotas u objetos.

▪ Si se inicia un incendio, es posible que sólo cuenten con menos de *dos minutos* para llegar a un lugar seguro. Así que tome el tiempo que tarde en evacuar durante los simulacros de incendio e investigue: ¿cuánto tiempo tarda en salir de su casa?

 **Si se inicia un incendio en su casa, salga inmediatamente del lugar por su seguridad y llame al 911.**

Tome acciones preventivas que bien podrían salvar sus vidas. Algo tan sencillo como seguir estos dos pasos.

 *Practique su plan de escape hasta que todas en casa puedan salir en menos de dos minutos.*

 *Pruebe sus alarmas de humo mensualmente.*





BE PREPARED FOR A WILDFIRE

Wildfires can ruin homes and cause injuries or death to people and animals.



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FEMA V-1013/May 2018

A wildfire is an unplanned fire that burns in a natural area such as a forest, grassland, or prairie.



Often caused by humans or lightning.



Can cause flooding or create problems with transportation, gas, power, and communications.



Can damage your property. Set up defense zones to protect your home.



Can happen anywhere, anytime. Risk increases with little rain and high winds.

IF YOU ARE UNDER A WILDFIRE WARNING, GET TO SAFETY RIGHT AWAY

Leave if told to do so.



Listen for emergency information and alerts.

If trapped, call 911.



Use an N95 mask to keep particles out of the air you breathe.

HOW TO STAY SAFE

WHEN A WILDFIRE THREATENS



Sign up for your community's warning system. The Emergency Alert System (EAS) and National Oceanic and Atmospheric Administration (NOAA) Weather Radio also provide emergency alerts.

Know your community's evacuation routes and find several ways to leave the area. Drive the evacuation routes and find shelter locations. Have a plan for pets and livestock.

Gather emergency supplies, including N95 respirator masks that filter out particles in the air you breathe. Keep in mind each person's specific needs, including medication. Don't forget the needs of pets.

Keep important documents in a fireproof safe. Create password-protected digital copies.

Use fire-resistant materials to build, renovate, or make repairs.

Find an outdoor water source with a hose that can reach any area of your property.

Create a fire-resistant zone that is free of leaves, debris, or flammable materials for at least 30 feet from your home.

Review insurance coverage to make sure it is enough to replace your property.



Evacuate. Leave immediately if authorities tell you to do so.

If trapped, call 911 and give your location, but be aware that emergency response could be delayed or impossible. Turn on lights to help people find you.

Listen to EAS, NOAA Weather Radio, or local alerting systems for current emergency information and instructions.

Use an N95 mask to keep particles out of the air you breathe.



Listen to authorities to find out if it is safe to return and whether water is safe to drink.

Avoid hot ash, charred trees, smoldering debris, and live embers. The ground may contain heat pockets that can burn you or spark another fire. Consider the danger to pets and livestock walking the ground.

Send text messages or use social media to reach out to family and friends. Phone systems are often busy following a disaster. Make calls only in emergencies.

Document property damage with photographs. Conduct an inventory and contact your insurance company for assistance.

Take an Active Role in Your Safety

Go to **Ready.gov** and search for **wildfire**. Download the **FEMA app** to get more information about preparing for a **wildfire**.

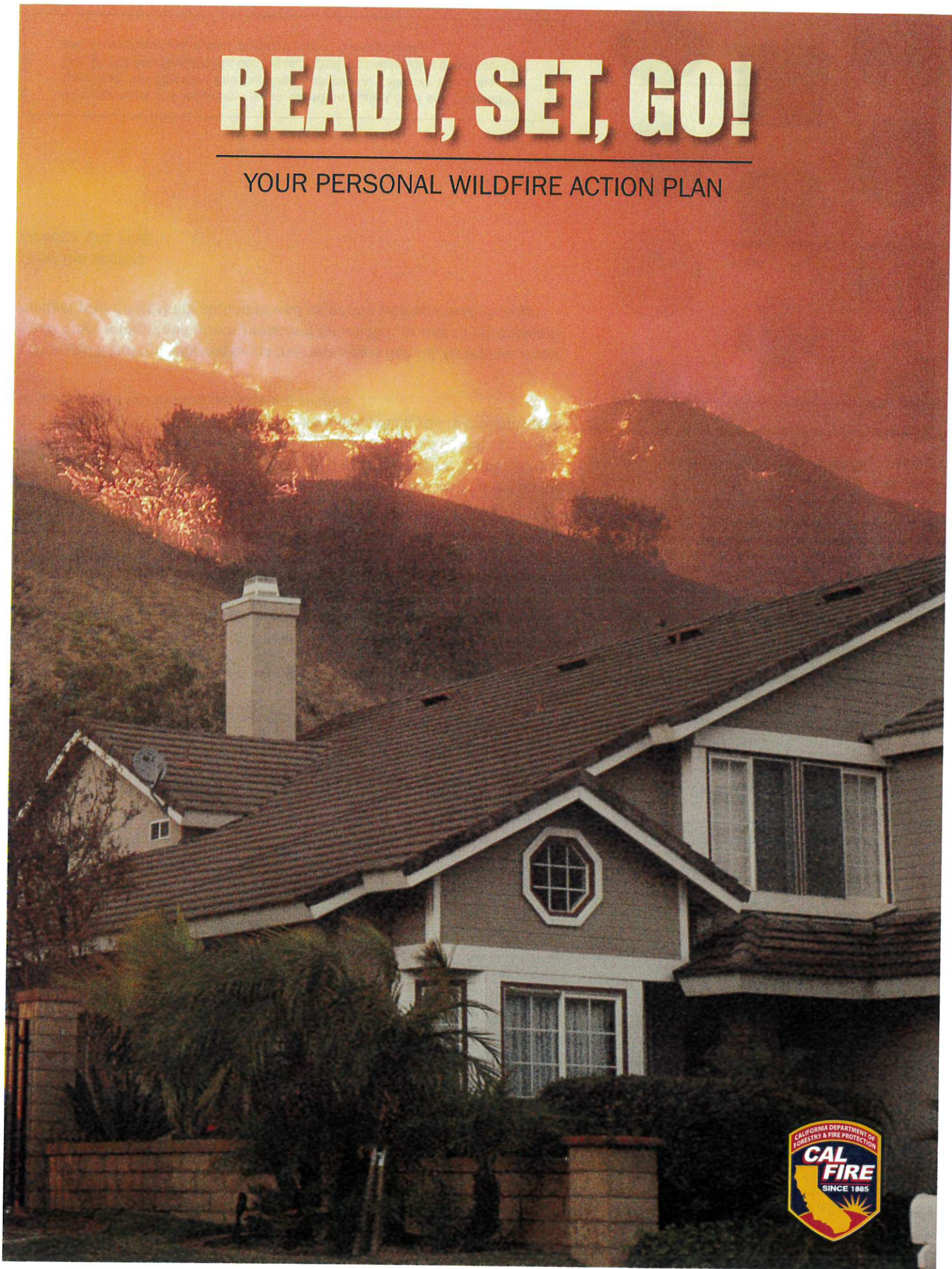


FEMA

FEMA V-1013
Catalog No. 17233-14

READY, SET, GO!

YOUR PERSONAL WILDFIRE ACTION PLAN



READY, SET, GO!

Wildfire Action Plan

Saving Lives and Property through Advance Planning



Wildfire is a serious threat to lives, property and natural resources in California. The men and women of CAL FIRE make countless preparations and train frequently in order to be ready for all types of emergencies, including wildfires. Residents need to do the same.

You can dramatically increase your safety and the survivability of your property by preparing well in advance of a wildfire. This brochure provides comprehensive information on how to improve your home's resistance to wildfires and prepare your family to be ready to leave early in a safe manner. We call this process, "Ready, Set, Go!"

The guide illustrates the importance of having defensible space around your home and it will help educate you about the preparations you need to make so you can leave early and evacuate well ahead of a wildfire. This brochure also provides information on how to retrofit your home with ignition resistant materials to address the threat of flying embers that can travel as far as a mile ahead of a flame front.

Fire is, and always has been, a natural part of the beautiful state we've chosen to live in. Wildfires, fueled by a build-up of dry vegetation and driven by hot, dry winds, are extremely dangerous and are challenging for firefighters to control. This publication will help you prepare your home so you can leave early; confident in the fact that you've done everything you reasonably can to protect your home from devastating wildfire.

I hope you'll find the information on the next pages helpful. As always, if you need more information about preparing for wildfire or any other disaster, contact your nearest fire station or visit us on the web at www.fire.ca.gov.

Chief Del Walters
Director, CAL FIRE

All suggestions and requirements are based on State Codes and Regulations, specifically the California Building Code Chapter 7A, California Fire Code, and Title 14 Fire Safe Regulations. Contact your local fire and building department for specific requirements or recommendations for your community.



Ready, Set, Go! is supported by:

This publication was prepared by the Ventura County Fire Department. Special thanks to CAL FIRE, Orange County Fire Authority, FireSafe Council, Firewise Communities, and the Institute for Business and Home Safety as well as many other organizations for their contributions to content.

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INSIDE

Living in the Wildland Urban Interface

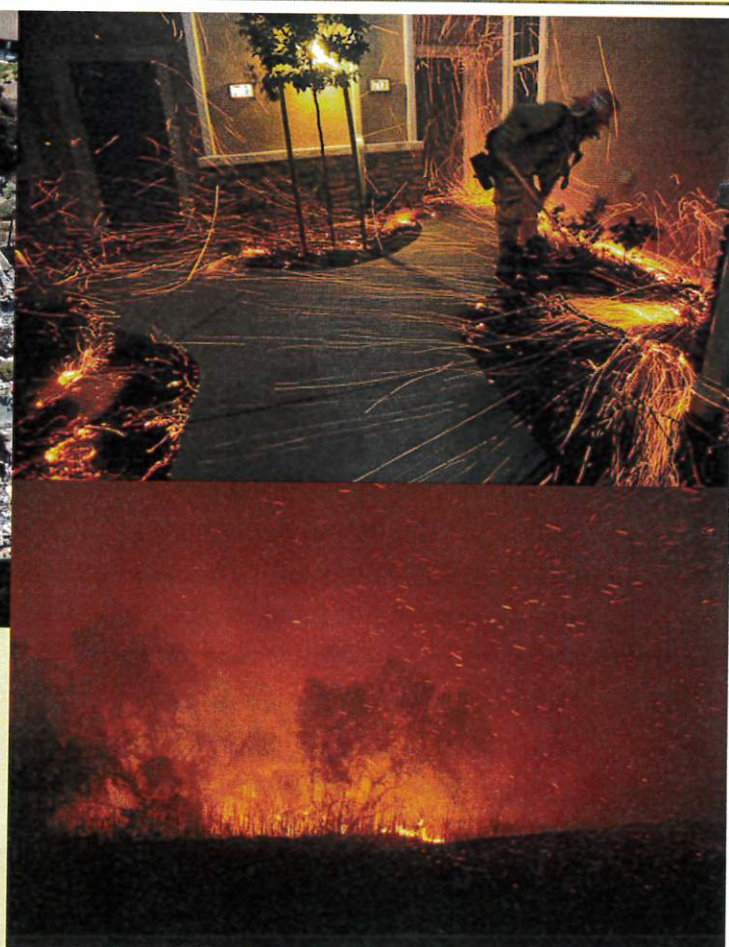
Ready, Set, Go! begins with a house that firefighters can defend.

Defensible space works!

If you live next to a natural area, the Wildland Urban Interface, you must provide firefighters with the defensible space they need to protect your home. The buffer you create by removing weeds, brush and other vegetation helps to keep the fire away from your home and reduces the risks from flying embers.

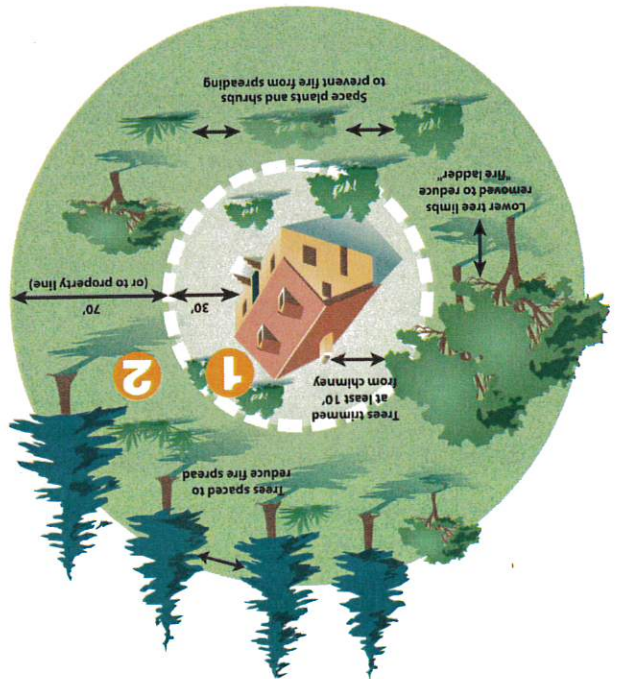


A home within one mile of a natural area is at risk of flying embers. Wind-driven embers can attack your home. You and your home must be prepared well before a fire occurs. Ember fires can destroy homes or neighborhoods far from the actual flame front of the wildfire.



What is Defensible Space?

Defensible space is the required space between a structure and the wildland area that, under normal conditions, creates a sufficient buffer to slow or halt the spread of wildfire to a structure. It protects the home from igniting due to direct flame or radiant heat. Defensible space is essential for structure survivability during wildfire conditions and for the protection to firefighters defending your home.



ZONE ONE

Zone One extends 30 feet out from buildings, structures, decks, etc.

- Remove all dead or dying vegetation.
- Trim tree canopies regularly to keep their branches a minimum of 10 feet from structures and other trees.
- Remove leaf litter (dry leaves/pine needles) from yard, roof and rain gutters.
- Relocate woodpiles or other combustible materials into Zone Two.
- Remove combustible material and vegetation from around and under decks.
- Remove or prune vegetation near windows.

- Remove "ladder fuels" (low-level vegetation that allows the fire to spread from the ground to the tree canopy). Create a separation between low-level vegetation and non-vegetative materials such as patio furniture, wood piles, swing set, etc., from tree branches. This can be done by reducing the height of low-level vegetation and/or trimming low tree branches.

Zone Two extends 30 to 100 feet out from buildings, structures and decks. You can minimize the chance of fire jumping from plant to plant or other non-vegetative combustible, by removing dead material and removing, separating, and/or thinning vegetation. The minimum spacing between vegetation is three times the dimension of the plant or other non-vegetative combustible.

ZONE TWO

- Remove "ladder fuels."
- Cut or mow annual grass down to a maximum height of 4 inches.
- Trim tree canopies regularly to keep their branches a minimum of 10 feet from other trees.
- Loose surface litter, normally consisting of fallen leaves or needles, twigs, bark, cones, and small branches, shall be permitted to a depth of 3 inches if erosion control is an issue.

What is a Hardened Home?

Construction materials and the quality of the defensible space surrounding it are what gives a home the best chance to survive a wildfire. Embers from a wildfire will find the weak link in your home's fire protection scheme and gain the upper hand because of a small, overlooked or seemingly inconsequential factor. However, there are measures you can take to safeguard your home from wildfire. While you may not be able to accomplish all the measures listed below, each will increase your home's, and possibly your family's, safety and survival during a wildfire.

ROOFS

Roofs are the most vulnerable surface where embers land because they can lodge and start a fire. Roof valleys, open ends of barrel tiles and rain gutters are all points of entry.

EAVES

Embers can gather under open eaves and ignite exposed wood or other combustible material.

VENTS

Embers can enter the attic or other concealed spaces and ignite combustible materials. Vents in eaves and cornices are particularly vulnerable, as are any unscreened vents. New vents have been developed that prevent flame and embers from getting through to the attic.

WALLS

Combustible siding or other combustible or overlapping materials provide surfaces or crevices for embers to nestle and ignite.

WINDOWS and DOORS

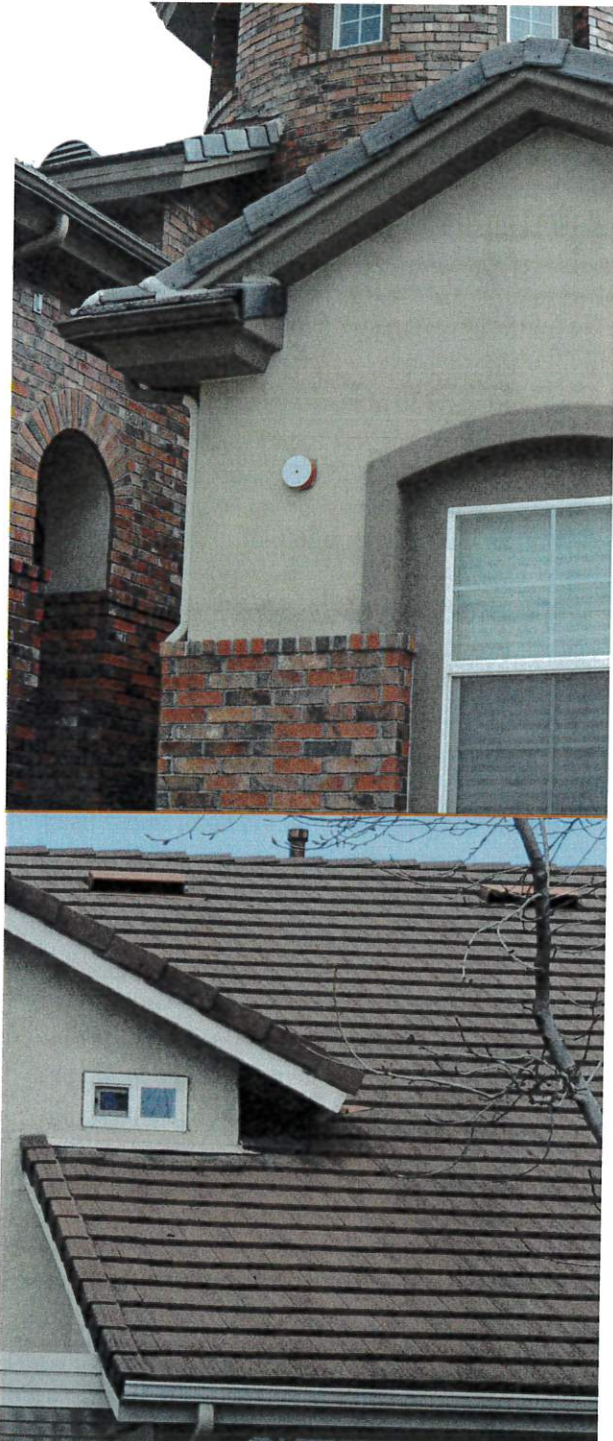
Embers can enter gaps in doors, including garage doors. Plants or combustible storage near windows can be ignited from embers and generate heat that can break windows and/or melt combustible frames.

BALCONIES and DECKS

Embers can collect in or on combustible surfaces or the undersides of decks and balconies, ignite the material and enter the home through walls or windows.

To harden your home even further, consider protecting your homes with a residential fire sprinkler system. In addition to extinguishing a fire started by an ember that enters your home, it also protects you and your family year-round from any fire that may start in your home.

All suggestions and requirements are based on State Codes and Regulations, specifically the California Building Code Chapter 7A, California Fire Code, and Title 14 Fire Safe Regulations. Contact your local fire and building department for specific requirements or recommendations for your community.



Tour a Wildfire Ready Home

Inside: Keep working fire extinguishers on hand. Install smoke alarms on each level of your home and in bedrooms. Test them monthly and change the batteries twice a year.

Address: Make sure your address is clearly visible from the road.

Home Site and Yard: Ensure you have at least a 100-foot radius of defensible space (cleared vegetation) around your home. Note that even more clearance may be needed for homes in severe hazard areas. This means looking past what you own to determine the impact a common slope or neighbors yard will have on your property during a wildfire. Cut dry weeds and grass before 10 a.m. when temperatures are cooler to reduce the chance of sparking a fire. Landscape with fire-resistant plants that have a high moisture content and are low-growing. Keep woodpiles, propane tanks and other non-vegetative combustible materials away from your home and other structures such as garages, barns and sheds. Ensure that trees are far away from power lines.

Roof: Your roof is the most vulnerable part of your home because it can easily catch fire from wind-blown embers. Homes with wood-shake or shingle roofs are at high risk of being destroyed during a wildfire.

Build your roof or re-roof with ignition resistant materials such as composition, metal or tile. Block any spaces between roof decking and covering to prevent ember intrusion.

Clear pine needles, leaves and other debris from your roof and gutters. Cut any tree branches within ten feet of your roof.

Vents: Vents on homes are particularly vulnerable to flying embers.

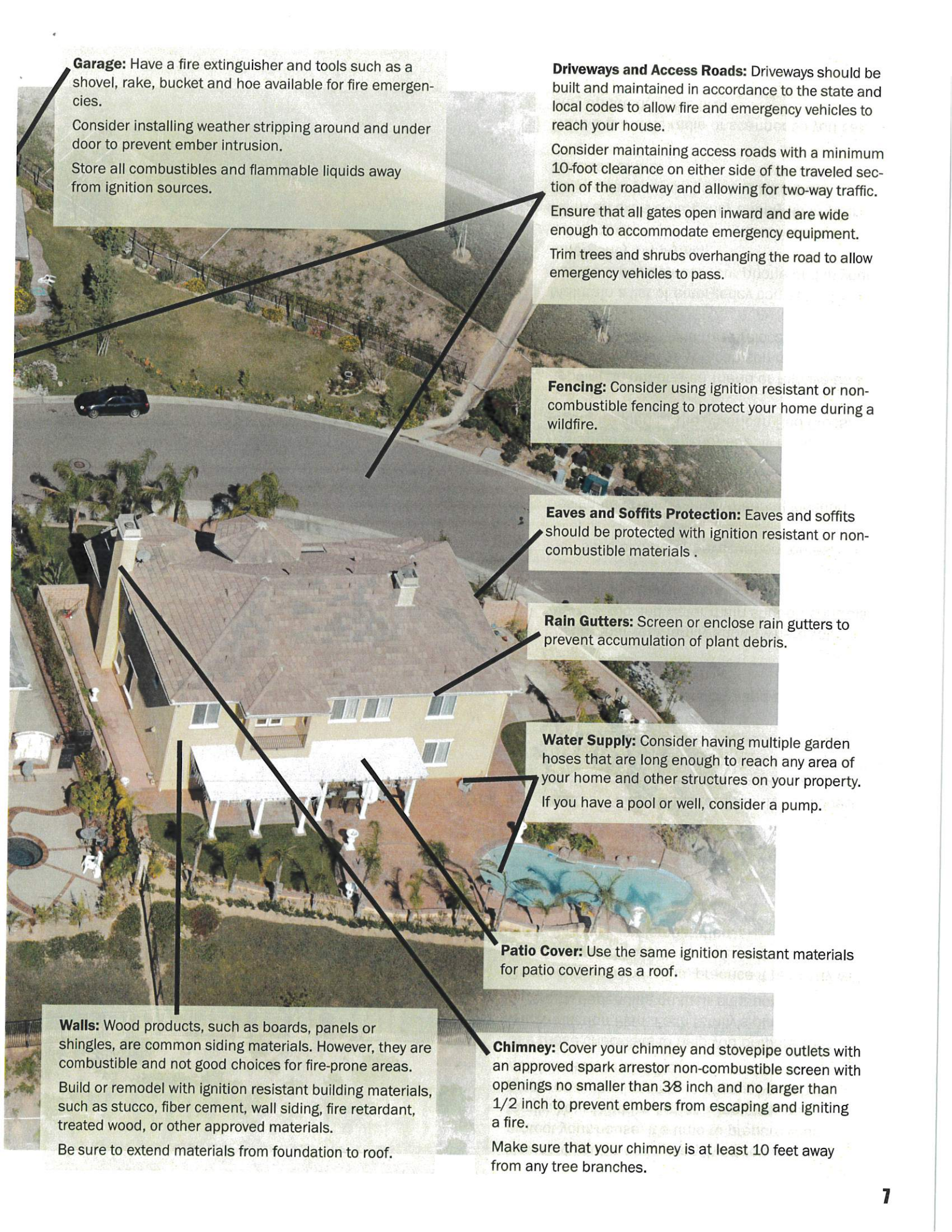
All vent openings should be covered with 1/8-inch to 1/4 inch metal mesh. Do not use fiberglass or plastic mesh because they can melt and burn. Attic vents in eaves or cornices should be baffled or otherwise protected to prevent ember intrusion (mesh is not enough).

Windows: Heat from a wildfire can cause windows to break even before the home ignites. This allows burning embers to enter and start internal fires. Single-paned and large windows are particularly vulnerable.

Install dual-paned windows with one pane of tempered glass to reduce the chance of breakage in a fire. Consider limiting the size and number of windows in your home that face large areas of vegetation.

Decks: Surfaces within 10 feet of the building should be built with ignition resistant, non-combustible, or other approved materials. Ensure that all combustible items are removed from underneath your deck.





Garage: Have a fire extinguisher and tools such as a shovel, rake, bucket and hoe available for fire emergencies.

Consider installing weather stripping around and under door to prevent ember intrusion.

Store all combustibles and flammable liquids away from ignition sources.

Driveways and Access Roads: Driveways should be built and maintained in accordance to the state and local codes to allow fire and emergency vehicles to reach your house.

Consider maintaining access roads with a minimum 10-foot clearance on either side of the traveled section of the roadway and allowing for two-way traffic.

Ensure that all gates open inward and are wide enough to accommodate emergency equipment.

Trim trees and shrubs overhanging the road to allow emergency vehicles to pass.

Fencing: Consider using ignition resistant or non-combustible fencing to protect your home during a wildfire.

Eaves and Soffits Protection: Eaves and soffits should be protected with ignition resistant or non-combustible materials .

Rain Gutters: Screen or enclose rain gutters to prevent accumulation of plant debris.

Water Supply: Consider having multiple garden hoses that are long enough to reach any area of your home and other structures on your property. If you have a pool or well, consider a pump.

Patio Cover: Use the same ignition resistant materials for patio covering as a roof.

Walls: Wood products, such as boards, panels or shingles, are common siding materials. However, they are combustible and not good choices for fire-prone areas.

Build or remodel with ignition resistant building materials, such as stucco, fiber cement, wall siding, fire retardant, treated wood, or other approved materials.

Be sure to extend materials from foundation to roof.

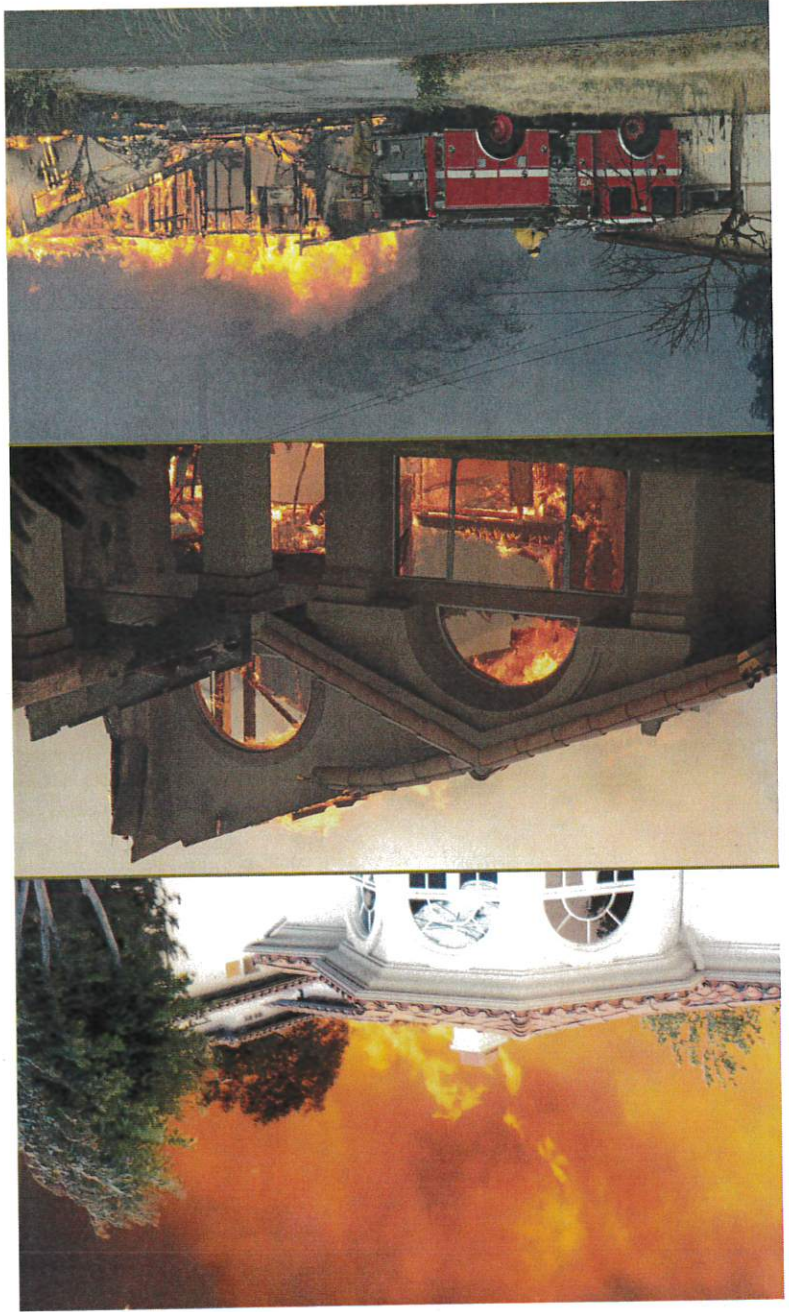
Chimney: Cover your chimney and stovepipe outlets with an approved spark arrestor non-combustible screen with openings no smaller than 3/8 inch and no larger than 1/2 inch to prevent embers from escaping and igniting a fire.

Make sure that your chimney is at least 10 feet away from any tree branches.

- Create a **Family Disaster Plan** that includes meeting locations and communication plans and practice it regularly. Include in your plan the evacuation of large animals such as horses.
- Have fire extinguishers on hand and train your family how to use them.
- Ensure that your family knows where your gas, electric and water main shut-off controls are and how to use them.
- Plan several different evacuation routes.
- Designate an emergency meeting location outside the fire hazard area.
- Assemble an emergency supply kit as recommended by the American Red Cross.
- Appoint an out-of-area friend or relative as a point of contact so you can communicate with family members who have relocated.
- Maintain a list of emergency contact numbers posted near your phone and in your emergency supply kit.
- Keep an extra emergency supply kit in your car in case you can't get to your home because of fire.
- Have a portable radio or scanner so you can stay updated on the fire.

Prepare Your Family

Now that you've done everything you can to protect your house, it's time to prepare your family. Your **Wildfire Action Plan** must be prepared with all members of your household well in advance of a fire. Use these checklists to help you prepare your Wildfire Action Plan. Each family's plan will be different, depending on their situation. Once you finish your plan, practice it regularly with your family and keep it in a safe and accessible place for quick implementation.



GET READY

READY, SET, GO!
Create Your Own
Wildfire Action Plan

GET SET | As the Fire Approaches

- Evacuate as soon as you are set!
- Alert family and neighbors.
- Dress in appropriate clothing (i.e., clothing made from natural fibers, such as cotton, and work boots). Have goggles and a dry bandana or particle mask handy.
- Ensure that you have your emergency supply kit on hand that includes all necessary items, such as a battery powered radio, spare batteries, emergency contact numbers, and ample drinking water.
- Stay tuned to your TV or local radio stations for updates, or check the fire department Web site.
- Remain close to your house, drink plenty of water and keep an eye on your family and pets until you are ready to leave.

INSIDE CHECKLIST

- Shut all windows and doors, leaving them unlocked.
- Remove flammable window shades and curtains and close metal shutters.
- Remove lightweight curtains.
- Move flammable furniture to the center of the room, away from windows and doors.
- Shut off gas at the meter. Turn off pilot lights.
- Leave your lights on so firefighters can see your house under smoky conditions.
- Shut off the air conditioning.



OUTSIDE CHECKLIST

- Gather up flammable items from the exterior of the house and bring them inside (e.g., patio furniture, children's toys, door mats, etc.) or place them in your pool.
- Turn off propane tanks.
- Don't leave sprinklers on or water running - they can waste critical water pressure.
- Leave exterior lights on.
- Back your car into the driveway. Shut doors and roll up windows.
- Have a ladder available.
- Patrol your property and extinguish all small fires until you leave.
- Seal attic and ground vents with pre-cut plywood or commercial seals if time permits.

IF YOU ARE TRAPPED: SURVIVAL TIPS

- Shelter away from outside walls.
- Bring garden hoses inside house so embers don't destroy them.
- Patrol inside your home for spot fires and extinguish them.
- Wear long sleeves and long pants made of natural fibers such as cotton.
- Stay hydrated.
- Ensure you can exit the home if it catches fire (remember if it's hot inside the house, it is four to five times hotter outside).
- Fill sinks and tubs for an emergency water supply.
- Place wet towels under doors to keep smoke and embers out.
- After the fire has passed, check your roof and extinguish any fires, sparks or embers.
- Check inside the attic for hidden embers.
- Patrol your property and extinguish small fires.
- If there are fires that you can not extinguish with a small amount of water or in a short period of time, call 9-1-1.

EMERGENCY SUPPLIES

The American Red Cross recommends every family have an emergency supply kit assembled long before a wildfire or other emergency occurs. Use the checklist below to help assemble yours. For more information on emergency supplies, visit the American Red Cross Web site at www.redcross.org.

- Three-day supply of water (one gallon per person per day).
 - Non-perishable food for all family members and pets (three-day supply).
 - First aid kit.
 - Flashlight, battery-powered radio, and extra batteries.
 - An extra set of car keys, credit cards, cash or traveler's checks.
 - Sanitation supplies.
 - Extra eyeglasses or contact lenses.
 - Important family documents and contact numbers.
 - Map marked with evacuation routes.
 - Prescriptions or special medications.
 - Family photos and other irreplaceable items.
 - Easily carried valuables.
 - Personal computers (information on hard drives and disks).
 - Chargers for cell phones, laptops, etc.
- Note: Keep a pair of old shoes and a flashlight handy in case of a sudden evacuation at night.

By leaving early, you give your family the best chance of surviving a wildfire. You also help firefighters by keeping roads clear of congestion, enabling them to move more freely and do their job.

WHEN TO LEAVE

Leave early enough to avoid being caught in fire, smoke or road congestion. Don't wait to be told by authorities to leave. In an intense wildfire, they may not have time to knock on every door. If you are advised to leave, don't hesitate!

WHERE TO GO

Leave to a predetermined location (it should be a low-risk area, such as a well-prepared neighbor or relative's house, a Red Cross shelter or evacuation center, motel, etc.)

HOW TO GET THERE

Have several travel routes in case one route is blocked by the fire or by emergency vehicles and equipment. Choose an escape route away from the fire.

WHAT TO TAKE

Take your emergency supply kit containing your family and pet's necessary items.



Write up your Wildfire Action Plan and post it in a location where every member of your family can see it. Rehearse it with your family.

My Personal Wildfire Action Plan

During High Fire Danger days in your area, monitor your local media for information on brush fires and be ready to implement your plan. Hot, dry and windy conditions create the perfect environment for a wildfire.

Important Phone Numbers:

Out-of-State Contact: _____ Phone: _____

Work: _____

School: _____

Other: _____

Evacuation Routes: _____

Where to go: _____

Location of Emergency Supply Kit: _____

Notes: _____



California Department of Forestry and Fire Protection

If you have an emergency, call 911

CAL FIRE: 916-653-5123

Web site: <http://www.fire.ca.gov>



This booklet has been adapted from the original, created by the Ventura County Fire Department.



READY, SET, GO!



Community Wildfire Safety Program

Public Safety Power Shutoffs

April 2020

If severe weather threatens a portion of the electric system serving a community, it may be necessary for PG&E to turn off electricity in the interest of public safety. This is known as a **Public Safety Power Shutoff (PSPS)**.

With more than half of the area where our customers live and work now at high risk for wildfires, PSPS is an important tool for keeping customers and communities safe. We continue to learn from past events and we are working to reduce the length of outages and number of people impacted, without compromising safety.

This year, PG&E is improving our PSPS program by making events:

SMALLER IN SIZE



Reducing the number of customers impacted by PSPS events by one-third compared to 2019.

- Adding **switches** and **sectionalizing devices** that limit the size of outages
- Developing **microgrids** that use temporary generators to keep the lights on
- Conducting **targeted undergrounding** as part of system hardening

SHORTER IN DURATION



Restoring power to customers twice as fast after severe weather has passed.

- Adding **more field crews** to speed inspection of lines
- Using **two airplanes with infrared cameras** capable of inspecting transmission lines at night
- Expanding **helicopter fleet** from 35 to 65 for aerial line inspections
- Utilizing **infrared equipment** to inspect at night

SMARTER FOR CUSTOMERS



Providing more accurate and timely communications, additional resources and assistance before, during and after a PSPS event.

- Enhancing **meteorology technology** to pinpoint severe weather
- Bolstering **website capacity**
- Improving **customer alerts** and notifications
- Upgrading **Community Resource Centers**
- Improving **coordination with local agencies** and critical service providers
- Working with **community-based organizations** to support vulnerable customers

What weather could lead to a PSPS?

PG&E monitors conditions across our system and evaluates whether to proactively turn off power for safety. Note that PSPS events are more likely to occur in the historically drier and windier months of late summer/early fall.

While no single factor will drive a PSPS, some factors include:



A Red Flag Warning
declared by the National Weather Service



Low humidity levels
generally 20% and below



Forecasted sustained winds generally above 25 mph and wind gusts in excess of approximately 45 mph, depending on location and site-specific conditions such as temperature, terrain and local climate



Condition of dry fuel
on the ground and live vegetation moisture content



On-the-ground, real-time observations from PG&E's Wildfire Safety Operations Center and field observations from PG&E crews

Advance PSPS alerts for customers

Our goal, dependent on weather, is to provide notifications about PSPS events **two days ahead, one day ahead and just prior to shutting off power through calls, texts and emails**. We will also use **pge.com** and **social media** channels, and we will inform **local news** and **radio** outlets to ensure that customers can stay updated.

Steps you can take to prepare

We all rely on electricity for everyday life. To help prepare for public safety outages, here are some things you may want to consider:

- ✓ **Updating your contact information** at pge.com/mywildfirealerts or by calling 1-866-743-6589.
- ✓ **Planning for medical needs** like medications that require refrigeration or devices that need power.
- ✓ **Building or restocking your emergency kit** with flashlights, batteries, first aid supplies and cash.
- ✓ **Will you need extra help during a power shutoff?** If you or someone you know has a disability or additional special needs, the California Foundation for Independent Living Centers can help you during a PSPS. For more information, please visit disabilitydisasteraccess.org.

ONLINE CUSTOMER RESOURCES



Weather and PSPS Forecasting
Live weather information, including a 7-day PSPS potential lookahead.
pge.com/weather



Backup Power
Backup power options, safety tips, financing and retailer information.
pge.com/backuppowers



Safety Action Center
Information about wildfire risks and emergency preparedness.
safetyactioncenter.pge.com



ZIP Code Alerts
Sign up for notifications without a PG&E account.
pge.com/pspszipcodealerts

Learn More | For the latest on PG&E's wildfire safety efforts, please visit pge.com/wildfiresafety.

PG&E crews remain in the field performing necessary work to maintain gas and electric service and to reduce the threat of wildfires while taking the steps necessary to keep communities safe during the COVID-19 shelter-in-place.

ARE YOU READY?

We all rely on electricity for everyday life. To help prepare for public safety outages, here are some things to consider:



Update your contact information or contact preferences by visiting pge.com/mvwildfirealerts or calling **1-866-743-6589**.



Plan for medical needs like medications that require refrigeration or devices that need power.



Build or restock your emergency kit with flashlights, batteries, first aid supplies and cash.



Charge devices you rely on for everyday use like cell phones and laptops.



Practice manually opening your garage door.



Follow us on:



PUBLIC SAFETY POWER SHUTOFF

Smaller Shorter Smarter
Public Safety Outages



To help keep your community safe, it may be necessary to turn off electricity to help reduce the risk of wildfires during extreme weather events.

This is known as a Public Safety Power Shutoff (PSPS).

While no single factor will drive a Public Safety Power Shutoff, some factors include:



A Red Flag Warning declared by the National Weather Service



Low humidity levels, generally 20 percent and below



Forecasted sustained winds above 25 mph and **wind gusts** in excess of approximately 45 mph



Condition of dry fuel on the ground and live vegetation (e.g., moisture content)



On-the-ground, real-time observations

Some of the measures included in this document are completed as additional precautionary measures intended to further reduce the risk of wildfires. PG&E refers to Public Gas and Electric Company's subsidiary PG&E Corporation. ©2020 Public Gas and Electric Company. All rights reserved. CCE-6420-2718 07/07/2020

For translated support in over 200 additional languages, please contact PG&E at **1-866-743-6589**. Additional brochures are available for download in English, Spanish, Chinese, Vietnamese, Korean, Tagalog, Russian, Arabic, Punjabi, Farsi, Japanese, Khmer and Hmong at pge.com/pssp.

PREPARE NOW
FOR WILDFIRE SEASON

Pacific Gas and Electric Company
P.O. Box 997320
Sacramento, CA 95899

How is PG&E reducing the impact of PSPS events on customers?

While turning off power can prevent wildfires, it may also disrupt lives and include risks.

That is why PG&E is making PSPS events:

-  **SMALLER IN SIZE**
Reducing the number of customers impacted by one-third compared to 2019.
-  **SHORTER IN LENGTH**
Restoring power to customers within 12 daylight hours after severe weather has passed.
-  **SMARTER FOR CUSTOMERS**
Providing more accurate and timely communications and additional resources for customers.

HOW WILL YOU KNOW ABOUT PSPS EVENTS?

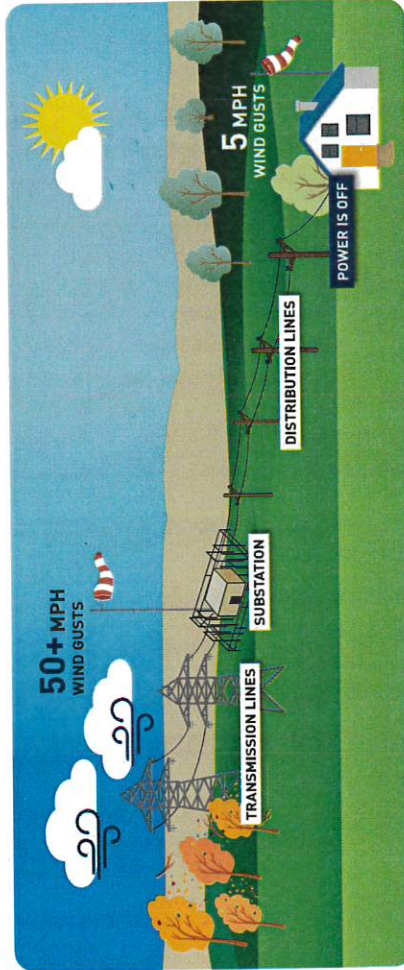
PG&E will provide notifications two days ahead, one day ahead and just prior to shutting off power, where possible. Notifications will be provided through calls, texts or emails and will include the estimated time that power will be restored.



We will also use pge.com, social media and will inform local news and radio outlets.

Power lines travel long distances

An entire line may need to be shut off if severe weather affects any portion. If the line serving you is affected, your power may be shut off, even if it's not windy at your home.



WHAT SHOULD YOU DO WHEN YOU RECEIVE A PSPS NOTIFICATION?

Watch for our alerts and visit pge.com/pspsupdates to learn about:

- If your address will be impacted
- Which areas and counties may be impacted
- When power will be restored
- Where Community Resource Centers (CRC) are located in your area
- Resources to help you prepare

WHERE CAN YOU GET MORE INFORMATION?

-  **WEATHER AND PSPS FORECASTING**
Live weather information, including a 7-day PSPS potential lookahead. pge.com/weather
-  **BACKUP POWER**
Options, safety tips, financing and retailer information. pge.com/backuppwr
-  **SAFETY ACTION CENTER**
Information about wildfire risks and emergency preparedness. safetvactioncenter.pge.com
-  **ZIP CODE ALERTS**
Sign up for notifications without a PG&E account. pge.com/pspszipcodealerts

Emergency contact information

Call 911 immediately in the event of a medical emergency.

▶ Nearest Hospital:
Phone Number:
▶ Family Doctor:
Phone Number:
▶ Local Police Station Phone Number:
▶ Family Member Name:
Phone Number:
▶ Neighbor Name:
Phone Number:
▶ Emergency Meeting Location:

Create your own plan for severe weather. Keep the list above posted for any emergency situation that may arise. Know where your emergency kit is stored and update it regularly.

-  Watch for notifications about potential PSPS events from:
 - CALLS**
1-800-743-5002
 - TEXTS**
976-33
 - EMAILS**
PGECustomerService@notifications.pge.com
-  **TIP:** Save PG&E's emergency contact number in your phone.

PUBLIC SAFETY POWER SHUTOFF ZIP CODE ALERTS



Enroll today

Call **1-877-9000-PGE** or
Text "ENROLL" to **97633**

Did you know that you can receive Public Safety Power Shutoff (PSPS) event notifications even if you are not a PG&E account holder?

This means that you can be notified of potential public safety outages impacting you, your workplace, or the home of a friend or loved one, which may help you both prepare and stay safe. This new tool is especially useful for tenants, caretakers, travelers, parents of school-age children and other non-account holders.

Sign up today!

If you do have a PG&E account, you are encouraged to visit pge.com/mywildfirealerts to ensure your contact information is up-to-date.



Note: these alerts will be based on the ZIP Code provided and will not provide address specific notifications.

Learn More

For more information about PSPS ZIP Code Alerts visit pge.com/pspszipcodealerts. More information about all of PG&E's wildfire safety efforts is also available at pge.com/wildfiresafety.

Para ayuda en español por favor llame al **1-866-743-6589**. Để được giúp đỡ bằng tiếng Việt, xin gọi **1-866-743-6589**.

要用粵語/國語請求協助 · 請致電 **1-866-743-6589**. Para tulong sa Tagalog, mangyari lamang na tumawag sa **1-866-743-6589**.

Some of the measures included in this document are contemplated as additional precautionary measures intended to further reduce the risk of future wildfire threats following the 2017 and 2018 wildfires. "PG&E" refers to Pacific Gas and Electric Company, a subsidiary of PG&E Corporation. ©2019 Pacific Gas and Electric Company. All rights reserved. CCR-1019-1638. 10/04/2019

Be prepared for a **power outage**

Extended power outages may impact the whole community

We often forget how much we depend on electricity.
Here are some things you should consider:



May disrupt communications, water, transportation



May close retail businesses, grocery stores, gas stations, ATMs and other services



Can cause food spoilage, water contamination



Can prevent use of medical devices

HOW TO PROTECT YOURSELF AND OTHERS DURING A POWER OUTAGE



KEEP FREEZERS AND REFRIGERATORS CLOSED.
The refrigerator will keep food cold for about four hours. A full freezer will keep the temperature for about 48 hours. Use coolers with ice if necessary. Monitor temperatures with a thermometer.



TURN OFF OR DISCONNECT APPLIANCES, EQUIPMENT OR ELECTRONICS. Power may return with momentary "surges" or "spikes" that may cause damage.



USE ALTERNATE PLANS FOR REFRIGERATING MEDICINES OR POWER-DEPENDENT MEDICAL DEVICES.



USE FOOD SUPPLIES THAT DO NOT REQUIRE REFRIGERATION.



GO TO A COMMUNITY LOCATION WITH POWER WHEN HEAT OR COLD IS EXTREME (IF IT IS SAFE TO DO SO).





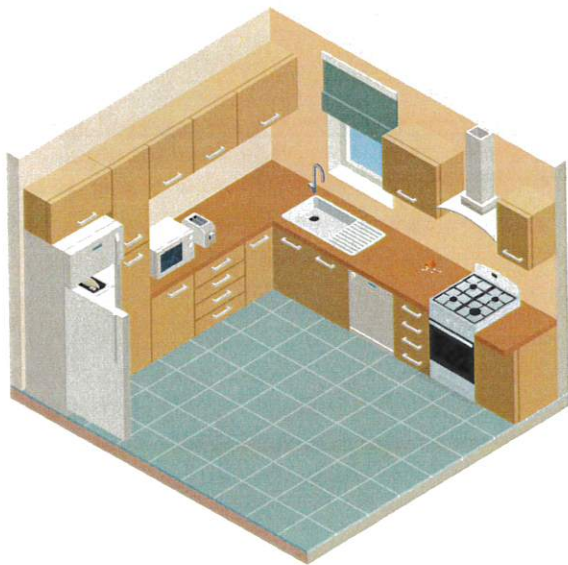
AVOID CARBON MONOXIDE POISONING. Generators, camp stoves or charcoal grills should always be used outdoors and at least 20 feet away from windows. Never use a gas stovetop or oven to heat your home.



CHECK ON YOUR NEIGHBORS. Older adults and young children are especially vulnerable to extreme temperatures.



HOW TO BE SAFE AFTER A POWER OUTAGE



WHEN IN DOUBT, THROW IT OUT.

Throw away any food that has been exposed to temperatures 40 degrees or higher for two hours or more, or that has an unusual odor, color or texture.



IF THE POWER IS OUT FOR MORE THAN A DAY, DISCARD ANY MEDICATION THAT SHOULD BE REFRIGERATED (UNLESS THE DRUG'S LABEL SAYS OTHERWISE).

If a life depends on the refrigerated drugs, consult a doctor or pharmacist and use medicine only until a new supply is available.



TO LEARN MORE WAYS TO PREPARE FOR AN OUTAGE, PLEASE VISIT FEMA.GOV



In order to keep communities safe, PG&E may need to turn off power when extreme weather or wildfire conditions are forecast. This statewide initiative is called **Public Safety Power Shutoff**.

To learn more about Public Safety Power Shutoff events and how to prepare for power outages, visit prepareforpowerdown.com.

Emergency contact information



Call 911 immediately in the event of a medical emergency.

Nearest Hospital:

Phone Number:

Family Doctor:

Phone Number:

Local Police Station Phone Number:

Family Member Name:

Phone Number:

Neighbor Name:

Phone Number:

Emergency Meeting Location:

Create your own plan for extreme weather. Keep the list above updated and posted for any emergency situation that may arise. Know where your emergency kit is stored and update it regularly.

- Watch for notifications from **1-800-743-5002** or **PGECustomerService@notifications.pge.com** for possible Public Safety Power Shutoffs
- Please visit **pge.com/wildfiresafety** for tips on how to plan for power outages



Follow us on:





Medical Baseline General Program Information

What is Medical Baseline?

- It's a financial assistance program for residential customers that have special energy needs due to certain qualifying medical conditions.
- Eligible residential customers may receive a "standard" Medical Baseline quantity of approximately 500 kilowatt-hours (kWh) of electricity and/or 25 therms of gas per month, in addition to regular Baseline quantities.

Who qualifies for Medical Baseline?

A qualified medical practitioner must certify that a full-time resident in your home is:

- Dependent on life-support equipment used in the home.
- A paraplegic, hemiplegic, quadriplegic, or multiple sclerosis patient with special heating and/or air-conditioning needs.
- A scleroderma patient with special heating needs.
- Being treated for a life-threatening illness, compromised immune system, or other medical condition with special heating and/or air-conditioning requirements necessary to sustain the patient's life or prevent deterioration of the patient's medical condition.

What is life-support equipment?

- Any medical device used to sustain life or relied upon for mobility (as determined by a qualified medical practitioner). Equipment must be used in the home. Generally, equipment used for therapy does not qualify for medical baseline.
- Life-support equipment includes: respirators (oxygen concentrators), iron lungs, hemodialysis machines, suction machines, electric nerve stimulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, intermittent positive pressure breathing (IPPB) machines, and motorized wheelchairs.
- Please apply for Medical Baseline and let us know if a full-time resident is dependent on life-support so we can place a special code on your account. PG&E attempts to notify customer's with this life-support code if service will be interrupted due to planned maintenance, repair, or construction, and in the event of "rolling blackouts."

How do I apply for Medical Baseline?

- Complete the "Medical Baseline Allowance" (Rev 5/13) application form. (A qualified medical practitioner must sign the application and certify the medical condition).
- Mail the completed and signed application form to: Pacific Gas and Electric Company
Attention: Medical Baseline
P.O. Box 8329, Stockton, CA 95208

How do I know if I've been approved for Medical Baseline?

- To confirm you've been approved for Medical Baseline, please check the "Special Account Information" section of your bill. "Life-Support" and/or "Medical" will appear in this section of your bill if you've been approved.
- If you do not qualify for Medical Baseline, a letter will be sent to you.

What if I have further questions?

- Please call Pacific Gas and Electric Company at **1-800-743-5000**, or **1-800-660-6789** (Spanish-line), or **1-800-893-9555** (Chinese-line). Hearing-impaired customers with Telecommunications Devices for the Deaf (TDD's) may call **1-800-652-4712**.
- Additional information about Medical Baseline and other customer programs is also available on PG&E's website (www.pge.com).

For Customers with Life-Support Devices

Let us know

- Please let us know that a full-time resident in your home depends on a life-support device so we can give your account a special life-support code.
- Pacific Gas and Electric Company attempts to notify customers with this life-support code if service will be interrupted due to planned maintenance, repair, or construction. But we can't, of course, give advance notice of unscheduled power outages due to such events as storms, accidents, vandalism or equipment failure.
- We will also attempt to notify you in the event of "rolling blackouts". Rolling blackouts are service interruptions caused by electric power shortages or an electric power grid emergency.
- This life-support code also enables Pacific Gas and Electric Company to notify you of additional programs or considerations you may be eligible for.

Please be prepared for an emergency

- Please keep in mind that temporary power outages may occur—and be prepared!
- Pacific Gas and Electric Company knows how important reliable electric and gas service is to our customers, especially those using life-support devices. We make every effort to prevent outages but **cannot guarantee that they will not occur.**

What you can do to prepare for power outages

- Keep phone numbers of emergency response agencies (e.g. 911, hospital, fire department, police) in a convenient location, in the event emergency assistance is needed.
- Ensure batteries are fully charged each day if you use a battery-powered life-support device and keep extra batteries handy.
- Keep a flashlight and extra batteries handy.
- Have a back-up telephone that does not rely on electricity and battery-powered radio on hand.
- Have an alternative plan in place to ensure the continuity of any life-support needs. This may include making special arrangements to spend time with a friend or relative during an outage or using a back-up generator.
- If you use a back-up generator, please understand that customers are responsible for the safe installation, use, and maintenance of any back-up power. Improperly operated generators can be dangerous to you and line workers who may be working on power lines some distance from your home. Please be sure to use your generator safely and follow all of the manufacturer's safety instructions and local codes. And do NOT connect permanent or portable generators to another power source, such as utility power lines or electric outlets.
- If you would like a copy of our "Standby Electric Generator Safety" brochure or other power outage emergency preparedness tips, visit us at www.pge.com/safety or call Pacific Gas and Electric Company at 1-800-743-5000.
- If you experience a rolling blackout, please tune to a local radio station for regular updates about the location and expected duration of the blackout. Generally, rolling blackouts last from one to four hours. It also may be helpful for you to know your rotating outage block number. Your rotating outage block number is located on your bill and is usually mentioned in news reports to identify which areas or blocks are experiencing a rolling blackout. Since this number can change, it is important that you check your bill regularly to see if you've been assigned to a different block.



Medical Baseline Program Application—Part A (To be completed by customer.)

For Medical Baseline Program Enrollment and Recertification

STEP 1 Account and Customer Information (Please print.)

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PG&E CUSTOMER ACCOUNT NO.

CUSTOMER NAME (as it appears on PG&E bill)

MEDICAL BASELINE RESIDENT'S NAME (if different than customer name)

SERVICE ADDRESS

APT #

CITY

STATE

ZIP CODE

CUSTOMER MAILING ADDRESS (if different than service address)

APT #

CITY

STATE

ZIP CODE

HOME PHONE #

WORK PHONE #

I understand and agree that:

1. If the qualified medical practitioner certifies the resident's medical condition is permanent, PG&E requires completion of a form every two years self-certifying the resident's continued eligibility for the Medical Baseline Program.
2. If the qualified medical practitioner certifies the resident's medical condition is not permanent, PG&E requires completion of a form every year self-certifying the resident's continued eligibility for the Medical Baseline Program and completion of a new application including a qualified medical practitioner's certification every two years.
3. Residents with a vision disability may contact PG&E to request special notification when notices are sent for either recertification (completion of a new application including a qualified medical practitioner certification) or self-certification.
4. PG&E cannot guarantee uninterrupted gas and electric service. I am responsible for making alternate arrangements in the event of a gas or an electric outage.
5. Both Part A and Part B of this form must be completed and submitted to PG&E, online or by mail, prior to PG&E processing the application.
6. Customers may also benefit from energy savings programs such as Energy Upgrade California® Home Upgrade. The Energy Savings Assistance Program for income-qualified customers, provides improvements at no charge. For more information, please visit pge.com/saveenergy.
7. PG&E may share my contact information with organizations such as state and local emergency first response agencies, so that they can provide assistance to PG&E and to me personally during an extended outage to support my safety and well-being.
8. The standard Medical Baseline allowance provides extra energy at the lowest price. Medical Baseline allowances are added to your standard rate plan baseline allocation. For electricity, it is 16,438 kWh per day (approx. 500 kWh per month), an additional amount equal to the daily consumption of an average electric household. For gas, it is 0.82192 therms per day (approx. 25 therms per month), an additional amount equal to three-quarters of the daily consumption of an average gas household. **If these Medical Baseline allowances do not meet your medical energy needs, please contact PG&E at 1-800-743-5000.** More information about the Medical Baseline Program can be found at pge.com/medicalbaseline.

STEP 2 For customers billed by someone other than PG&E

NAME OF MOBILE HOME OR APARTMENT COMPLEX

COMPLEX ADDRESS

COMPLEX MANAGER'S NAME

COMPLEX PHONE #

TENANT'S NAME

TENANT'S PHONE #

STEP 3 Contact preferences for outages or other Medical Baseline communications (Check all that apply.)

Please make sure PG&E has your correct contact preferences so we can reach you in advance of a planned public safety power shutoff (PSPS) or other situations that may result in an outage. In certain situations, we may also send a letter. All contact methods will be used during a PSPS event.

CONTACT PREFERENCES

- Call phone number 1: _____
- Call phone number 2: _____
- Text mobile number 1: _____
- Text mobile number 2: _____
- Email 1: _____
- Email 2: _____
- Contact by TTY at phone number: _____

STEP 4 Signature

I certify the above information is correct. I also certify the Medical Baseline resident lives full-time at this address and requires the Medical Baseline Program. I agree to allow PG&E to verify this information. **I also agree to notify PG&E promptly if the qualified resident moves or the resident no longer needs the Medical Baseline Program.**

SIGN

CUSTOMER SIGNATURE

DATE



Medical Baseline Program Application—Part B (To be completed by Medical Practitioner*)

Medical Practitioner's Certification for Medical Baseline Program Enrollment and Recertification

STEP 5 To be completed by a qualified medical practitioner

I certify that the medical condition and needs of my patient: (Please print.)

PATIENT'S LAST NAME

PATIENT'S FIRST NAME

1. Requires use of life support device(s)[†] (Check one.)

Yes No

The following life-support device(s) is/are used in the above-named patient's residence:

Device: _____ Electricity Gas

Device: _____ Electricity Gas

Device: _____ Electricity Gas

[†]A qualifying life support device is any medical device used to sustain life or relied upon for mobility. This device must run on gas or electricity delivered by PG&E. It includes, but is not limited to, respirators (oxygen concentrators), iron lungs, hemodialysis machines, suction machines, electric nerve stimulators, pressure pads and pumps, aerosol tents, electrostatic and ultrasonic nebulizers, compressors, IPPB machines, kidney dialysis machines and motorized wheelchairs. **Devices used for therapy rather than life support do not qualify.**

2. Requires heating and/or cooling:

Standard Medical Baseline allowances are available for heating and/or cooling if the patient is a paraplegic, quadriplegic, hemiplegic, has multiple sclerosis or scleroderma. Standard Medical Baseline allowances are also available if the patient has a compromised immune system, life-threatening illness, or any other condition for which **additional heating or cooling is medically necessary to sustain the patient's life or prevent deterioration of the patient's medical condition.**

Additional **heating** is medically necessary: (Check one.) Yes No

Additional **cooling** is medically necessary: (Check one.) Yes No

3. I certify that the life support device(s) and/or additional heating or cooling will be required for approximately: (Select one.)

Number of Years: _____ or Permanently

MEDICAL PRACTITIONER'S NAME

PHONE #

OFFICE ADDRESS

CITY

STATE

ZIP CODE

MEDICAL STATE LICENSE OR MILITARY LICENSE NUMBER

SIGN

DATE

*A licensed physician, person licensed pursuant to the Osteopathic Initiative Act, nurse practitioner or physician assistant may certify a patient eligibility as having a life-threatening condition or illness.

Due to COVID-19 shelter-in-place requirements and changing medical practitioner priorities, PG&E customers can self-certify their eligibility to enroll in the Medical Baseline program. **SIGNATURE BY A QUALIFIED MEDICAL PRACTITIONER IS NOT REQUIRED** to apply but may be required to remain on the program beyond one year.

Mail application to:

PG&E Billing Center
Medical Baseline
P.O. Box 8329
Stockton, CA 95208



National Network

Information, Guidance and Training on the
Americans with Disabilities Act

Call us toll-free
1-800-949-4232 V/TTY
Find your regional center at
www.adata.org

For the most current and accessible version, please visit
<http://adainfo.us/emergencypower>

Emergency Power Planning for People Who Use Electricity and Battery-Dependent Assistive Technology and Medical Devices

This emergency power planning checklist is for people who use electricity and battery dependent assistive technology and medical devices, including:

- Breathing machines (respirators, ventilators).
- Power wheelchairs and scooters.
- Oxygen, suction or home dialysis equipment.

Some of this equipment is essential to your level of independence while other equipment is vital to keeping you alive! Use the checklist to make power-backup plans.

Review and update this checklist every six months. (To help you remember, do this is when you set your clocks forward in the spring and back in the fall.)



Emergency Power Planning Checklist

Date Complete	Does not Apply	Item
		Planning Basics
		Create a plan for alternative sources of power.
		Read equipment instructions and talk to equipment suppliers about your backup power options.
		Get advice from your power company regarding type of backup power you plan to use.
		Regularly check backup or alternative power equipment to ensure it will work during an emergency.
		Teach your neighbors and caregivers how to use your backup systems and operate your equipment.
		Keep a list of alternate power providers.
		<ul style="list-style-type: none"> Ask your nearby police and fire departments and hospital if you could use them as a backup for your equipment power if your backup systems fail.
		Label all equipment with your name, address, and phone number. Attach simple and clear instruction cards to equipment and cover them with clear packing or mailing tape.
		Keep copies of instructions for each piece of equipment, along with serial and model numbers, in a waterproof container or in your emergency supply kits.
		Life-Support Device Users
		Contact your power and water companies about your needs for life- support devices (home dialysis, suction, breathing machines, etc.) in advance of a disaster.
		<ul style="list-style-type: none"> Many utility companies keep a “priority reconnection service” list and map of the locations of power-dependent customers for use in an emergency. Ask the customer service department of your utility companies if this service is available. Note that even if you are on the “priority reconnection service” list, your power could still be out for many days following a disaster. It is vital that you have power backup options for your equipment.*
		Let your fire department know that you are dependent on life-support devices.
		All ventilator users should keep a resuscitation bag handy. The bag delivers air through a mask when squeezed.
		If you receive dialysis or other medical treatments, ask your health care provider for the plans in an emergency and where you should go for treatment if your usual clinic is not available after an emergency.



Emergency Power Planning

Date Complete	Does not Apply	Item
		Oxygen Users
		Check with your health care provider to see if you can use a reduced flow rate in an emergency to extend the life of the system. Label your equipment with the reduced flow numbers so that you can easily refer to them.
		Be aware of oxygen safety practices:
		<ul style="list-style-type: none"> • Avoid areas where there are gas leaks or open flames. • Post "Oxygen in Use" signs. • Always use battery powered flashlights or lanterns rather than gas lights or candles when oxygen is in use (to reduce fire risk). • Keep the shut-off switch for oxygen equipment near you so you can get to it quickly in case of emergency.
		Generator Users
		Make sure use of a generator is appropriate and realistic.
		A 2,000 to 2,500-watt gas-powered portable generator can power a refrigerator and several lamps. (A refrigerator needs to run only 15 minutes an hour to stay cool if you keep the door closed. So, you could unplug it to operate other devices.)
		Operate generators in open areas to ensure good air circulation.
		Safely store fuel.
		<ul style="list-style-type: none"> • The challenge when you live in an apartment is knowing how to safely store enough gasoline. • Store a siphon kit.
		Test your generator from time to time to make sure it will work when needed.
		Some generators can connect to the existing home wiring systems; always contact your utility company regarding critical restrictions and safety issues.



Emergency Power Planning

Date Complete	Does not Apply	Item
		Rechargeable Batteries
		If you use hearing aids, keep a supply of hearing aid batteries on hand.
		Create a plan for how to recharge batteries when the electricity is out.
		Check with your vendor/supplier to find alternative ways to charge batteries. Examples include: <ul style="list-style-type: none"> • Connecting jumper cables to a vehicle battery. • Using a converter that plugs into a vehicle's cigarette lighter or accessory outlet.
		If you substitute a vehicle battery for a wheelchair battery, the charge will not last as long as a charge for a wheelchair's deep-cycle battery.
		If you use a motorized wheelchair or scooter, try to store a lightweight manual wheelchair for emergency use.
		Stored extra batteries require periodic charging even when they are unused. If your survival strategy depends on storing batteries, closely follow a recharging schedule.
		Know the working time of any batteries that support your systems.
		When you have a choice, choose equipment that uses batteries that are easily purchased from nearby stores.
		When Power is Restored
		Check to make sure the settings on your medical device have not changed (medical devices often reset to a default mode when power goes out).




Emergency Power Planning

Date Complete	Does not Apply	Item
		Other Backup Plans

For more information, call and speak to an ADA specialist at 1-800-949-4232. All calls are confidential.

Content was developed by the Pacific ADA Center, and is based on professional consensus of ADA experts and the ADA National Network.



<http://www.adapacific.org>

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The contents of this factsheet were developed under grants from the National Institute on Disability, Independent Living, and Rehabilitation Research (NIDILRR grant numbers 90DP0081 and 90DP0086). NIDILRR is a Center within the Administration for Community Living (ACL), Department of Health and Human Services (HHS). The contents of this factsheet do not necessarily represent the policy of NIDILRR, ACL, HHS, and you should not assume endorsement by the Federal Government.

