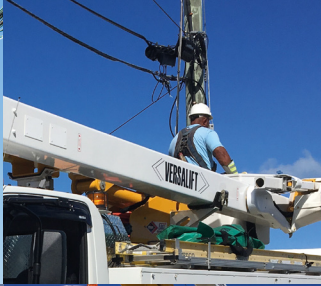


Storm Smart Guide

BELCO



Safety always comes first.



Please take the time to read this Storm Smart Guide and keep it nearby. We hope it will help you to prepare, stay safe and manage better through tropical storms and hurricanes. It is important to make sure you've got everything you need to face them. Be smart, get prepared and check out our Storm Smart Checklist. You can cut/print it out and keep it around the house as a handy reminder.



Tree trimming



Did you know tree branches are the number one cause of storm-related power outages?

BELCO and contractors cut trees along main electricity lines year-round.

However, tree trimming on private property is the responsibility of the property owner.

You can decrease the chance of outages in your neighborhood by cutting your trees back a minimum of 10 feet from overhead power lines and poles.

If your tree limbs are dangerously close to power lines, call BELCO on 295-5111 and we will turn the power off so that you or your landscaper can safely trim back trees. Be sure to call BELCO at least 3 weeks in advance, so an appointment can be confirmed.

Don't wait until a storm is approaching. Trim your trees now!

Call BELCO 3 weeks in advance to schedule a power shutdown so you can trim safely.

→ 295.5111

How you can stay safe by being storm smart.

Don't wait until a storm watch is issued to make your preparations. Prepare your storm safety kit and make family emergency plans early!

Preparing for a storm

- Check with your insurer to ensure your home insurance covers storm damage, including power surges and spikes that may damage electronic equipment.
- Stock up on emergency supplies, such as a first aid kit, batteries, flashlights, matches, tarpaulin, buckets, candles, etc.
- Stock up on non-perishable foods, bottled water and prescription medications.
- Unplug all appliances and electronic equipment that are not protected by surge protection equipment. It is also wise to unhook the cable box from your television.
- Secure fuels outside and away from electrical panels.
- If you plan to evacuate, shut off your electricity at the breaker box and call BELCO prior to doing so.

During the storm

Our restoration crews cannot safely begin to restore power until hurricane force winds or storm conditions subside. So please do not call BELCO during a storm to report a power outage.

However, **do** call BELCO in the event of an emergency or life-threatening situation, (i.e. downed power line or pole fire), as these will be handled immediately. In the event of downed wires, we can switch off power on that line from our central control room.

- Ensure you have bookmarked belco.bm in your web browser and you have liked BELCO social media channels to receive up-to-date information on storm-related outages.
- **Never** use a generator indoors.
- **Never** cook indoors with charcoal or other fossil fuels.
- **Always** stay indoors during high winds.
- **Do not** go "sightseeing" during or immediately after a storm. You could risk your life as well as the lives of people who may try to help you should you get into trouble. You will also hamper the work of emergency crews and first responders.
- Keep your battery operated radio tuned to the Emergency Broadcast station, FM 100.1 MHz, for weather and other storm-related updates.



After the storm

- Please **do not** call to report power outages in the immediate aftermath of a major storm so that telephone lines are available for emergency calls. BELCO will issue a public advisory when it's safe to call.
- Check for electrical damage, such as frayed wires, downed power lines, sparks or the smell of hot or burned insulation. **Please call 955** to report any such issue.
- Stay clear of piles of debris or downed foliage that may conceal live power lines.
- Energised lines can be deceiving by appearing lifeless and harmless. **Do not touch these lines! Stay a safe distance away—at least 33 feet or more!**
- **Do not** run from a fallen line. Running from a fallen line may cause your legs to bridge current from higher to lower voltage and you may receive a shock. Instead, keep your legs together and shuffle away with both feet on the ground. Shuffle a safe distance **(33 feet or more)** away from other utility poles.
- If you see someone injured after touching a downed power line, **call 911 for help.**
- Customers who have had advanced meters installed no longer need to report power outages as a signal will be received by BELCO automatically when any abnormality, such as a power outage, occurs.

Once power is restored

- If a light bulb is extremely bright or dim, turn off your power at the meter and contact BELCO. This may indicate a voltage problem.
- If you have power in one half of your house, this is called a partial power outage. This means you have only one phase of electricity available; therefore one half of your house is being powered. Turn off your power at the meter and contact BELCO by calling 955.

How BELCO prepares for tropical storms and hurricanes

BELCO implements a set of emergency procedures when a hurricane or tropical storm becomes a threat to Bermuda. In June, at the start of hurricane season, we ensure that our internal emergency procedures are up-to-date, with key personnel identified, and tasks assigned. All departments within the Company are involved and each has a vital role to play in the aftermath of a storm, in restoring power to the island.

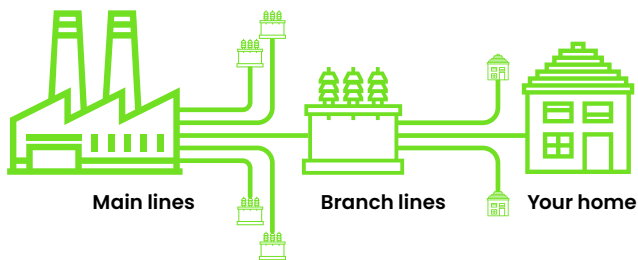
When a storm is imminent

BELCO remains in contact with emergency services and positions restoration equipment and crews in strategic locations across the island. Crews are put on alert in order to begin restoration procedures as soon as storm conditions subside. The BELCO vehicle fleet is fully charged, fuelled and stocked with the necessary tools and equipment required for restoring power. Line crews are mobilised with personnel designated to strategic locations throughout the island.

During the storm

We ask everyone to stay inside and out of harms way during the storm. At BELCO's Head Office, we establish a team of key personnel in order to effectively manage restoration efforts after the storm. This involves close liaison amongst our Grid Operations, Power Generation, Human Resources and Communications groups. The safety of our crews is a key priority, and as such, all preventative measures would have taken place prior to the storm's passage. None of our crews work during the height of a storm.

Restoration Process



After the storm

Our priority is to restore power to all customers as quickly and as safely as possible. As soon as storm conditions subside and it is safe to work, BELCO crews survey the damage to the electricity infrastructure, report findings and begin the restoration process. Depending on the damage created by the storm, this can be a lengthy process. The order of restoration is as follows: main circuits, branch lines and individual customers.

BELCO restores main line circuits first, focusing initially on those that supply the island's essential services and critical infrastructure (i.e. Fire, Police, Hospitals, the Airport, Schools, Telecommunications, etc.)

Repairs must be completed in the order above because main lines feed all other lines. An individual customer in the middle or at the end of a branch line cannot receive electricity until all of the repairs between them and the main power supply have been made. For example, if your property is fed from a branch line but there is major damage to the main line upstream from which your branch line feeds, repairs must be completed on the main line first in order for your branch line to be able to receive electricity supply. We also work to bring on the largest pockets of outages first to restore power to the highest numbers of customers as quickly as possible.

Communications

We endeavour to keep all of Bermuda informed and updated on our progress throughout the restoration process. Regular updates are provided through posts on belco.bm, and BELCO social media channels in the lead up and throughout restoration, until the last customer is on.

BELCO remains fully dedicated to providing safe and timely power restoration to all customers during outages.

Medical Patients



In the case of a severe storm and major or extended power outages, BELCO may advise our medical priority customers to attend the King Edward VII Memorial Hospital to ensure they have access to the care and resources they require.

This is because, depending on the severity of the damage to the transmission and distribution in your area, BELCO may not be able to guarantee restoration to your home within a 24-hour period.

Be prepared

- Home health care patients should discuss emergency plans with their physician or health representative beforehand and make appropriate arrangements.
- If necessary, make prior arrangements with the Hospital to stay there if you must evacuate your home.
- If you must go to a hospital or emergency facility, be sure to take your medicines and medical supplies with you.

Timely power restoration to all of our medical priority customers will always be a focus for BELCO and we remain committed to responding to your needs as quickly and as safely as possible.



Generator Safety



Before using a generator, be sure to read the manufacturer's manual carefully and follow all instructions.

Generators should be properly grounded in accordance with the instruction manual provided by the manufacturer. Keep the following safety tips in mind when operating generators:

- **Never** use generators indoors.
- **Do not** plug the generator's power into a household outlet because the power can backflow into the utility lines and energise a line, making it unsafe for utility crews when they are making repairs. The correct way to use a generator is to connect a heavy-duty, outdoor-rated power cord to the generator. Appliances can then be connected to the power cord.
- Portable generators emit carbon monoxide, a poisonous gas that is odourless. For this reason, portable generators should **never** be used indoors or outdoors near open doors, windows, or vents.
- **Do not** run a generator in your garage or porch and keep it at least 10 ft. away from your house.
- Ventilation of the generator's exhaust and cooling systems must be well designed to minimise the impact of noise, dangerous fumes and overheating.
- Reserve fuel must be stored in a safe place away from the generator or any other equipment that may ignite the fuel.
- Use containers designed for fuel storage.
- To avoid possible damage to your appliances or generator, use only those appliances that do not exceed the generator's capacity.

Contacts



Customer Care and
Tree Trimming



295.5111

Outages and
Power Emergencies



955

During and immediately following storms, we ask you NOT to report outages until BELCO advises the public to do so.

E info@belco.bm

f [@BELCOBermuda](https://www.facebook.com/BELCOBermuda)

t [@BELCOBermuda](https://twitter.com/BELCOBermuda)

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



Storm Smart Checklist



Prepare your Storm Smart Emergency Kit with the following:

- | | |
|---|--|
| <input type="checkbox"/> Battery operated AM/FM radio | <input type="checkbox"/> Tarpaulin |
| <input type="checkbox"/> Batteries | <input type="checkbox"/> Seven-day supply of nonperishable foods |
| <input type="checkbox"/> Flashlights, lanterns or candles | <input type="checkbox"/> Water (minimum of one gallon per person, per day) |
| <input type="checkbox"/> Matches or a lighter | <input type="checkbox"/> Pet food and water |
| <input type="checkbox"/> Portable Stove | <input type="checkbox"/> First Aid Kit and medications |
| <input type="checkbox"/> Gas/Propane | <input type="checkbox"/> Personal hygiene & sanitary supplies |
| <input type="checkbox"/> Cooler and ice | <input type="checkbox"/> Mosquito repellent |
| <input type="checkbox"/> Buckets | <input type="checkbox"/> Cash as ATMs may be inaccessible |
| <input type="checkbox"/> Rope | |

Please remember to:

- Ensure tree limbs are cut back ten feet from power lines.
- Listen to emergency broadcast station FM 100.1 MHz during the storm.
- Bookmark and follow belco.bm and BELCO's social media channels to ensure you receive up-to-date information on storm-related outages.
- Shut off valves on propane gas tanks and cylinders.
- Turn off your electricity at the main switch if you have to evacuate, if you expect flood water to approach your home or if your home is flooded.
- Unplug appliances and computers, if possible, and turn off nonessential lights.
- Charge your mobile phone(s) and electronic handheld devices.
- Close windows, doors and hurricane shutters. If you do not have hurricane shutters, close and board up all windows and doors with plywood.
- Crack windows on the leeward side of the house to relieve pressure build-up.
- Place important documents in waterproof containers. These might include insurance cards, medical records, and bank account numbers.
- Fill bathtubs, sinks and extra containers with water and have household bleach on hand to purify water (one drop per liter or four drops per gallon).
- Fill vehicles with gas or ensure electric vehicles have been charged.
- Make sure pets are indoors.
- Secure and tie down outdoor items.



Hurricane
Awareness