

# BEING PREPARED

HAVE A  
POWER-OUT  
PLAN

Being prepared will help you and your family to stay safe in case of an emergency, such as an extended power outage.

Your emergency kit should include:

- Flashlights
- Candles
- Waterproof matches
- Battery-operated radio or hand-crank radio
- Spare batteries
- Bottled water
- Non-perishable food
- A manually operated can and bottle opener
- A first aid kit

**Power Outage Reports  
and Information:**

**Signalement de pannes  
et renseignements :**

**613-738-0188**

**Account Inquiries  
& General Information:**

**Questions relatives aux comptes  
et renseignements généraux :**

**613-738-6400**

**[www.hydroottawa.com](http://www.hydroottawa.com)**

1st Ten Digits of Your  
Account Number:

Les premiers dix chiffres de votre  
numéro de compte :

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## If the outage is prolonged:

- Unplug electronic equipment such as computers and TVs
- Turn off any electric appliances, such as the stove, that were in use when the outage occurred
- Listen to the radio for the latest updates



## Reliable service

*Did you know?* Hydro Ottawa customers enjoy uninterrupted power 99.9888 percent of the time. We are consistently among the top performers in the industry in providing reliable electricity service and restoring power quickly when outages do occur.

However, no utility can guarantee an uninterrupted power supply. Stormy weather, distribution system maintenance, a downed tree limb or a traffic collision can cause power outages day or night. As an added precaution, ensure all your smoke alarms have battery back-up (dual power) and will work during a power outage.

If your home or business is affected by a power outage, **call our Power Outage line at 613-738-0188**. Please have the first ten digits of your account number handy.