

Personal Emergency Action Planner



Please complete the following sections to prepare for an emergency that might include a **power outage**.

Emergency Phone Numbers

Dial **911** if service is available in your area.

Local fire department

Ambulance service

Medical equipment supplier, if applicable

Physician

Follow the TEP Outage Map for updates
tep.com/outages

Outage Reporting:

- My account
- Mobile app
- Or call, **520-623-7711**

Please make sure we have your
updated contact information.

Other Phone Numbers

Caregivers or pet sitters

Nearby lodging accomodation

Hospital or healthcare facility

Name and telephone number of persons to contact
in the event of an emergency:

Other important numbers: _____

Preparing for a Power Outage Emergency

- | | | |
|---|--|---|
| <input type="checkbox"/> I have shared my updated contact information with TEP and other utility providers so they can reach me in an emergency. | <input type="checkbox"/> If I have an electrically operated garage door, I know how to open it manually. | <input type="checkbox"/> I have asked my physician and my medical equipment supplier about how to manage refrigerated medication or powered medical devices in the event of an outage. If appropriate for my condition, I have signed up for TEP's Medical Alert Program. |
| <input type="checkbox"/> I have enough canned food, a manual can opener, bottled water, flashlights and batteries always on hand, along with ice chests. Make sure to have enough food and water for your household pets. | <input type="checkbox"/> If I lose phone service, I have a hard-wired or cellular (not cordless) phone for backup. | <input type="checkbox"/> I have conducted an emergency drill in my home. |
| <input type="checkbox"/> I know where my community's cooling centers are and have considered other arrangements that might be possible in an extended outage. | <input type="checkbox"/> I have made contact with my neighbors so we can support each other if necessary. | <input type="checkbox"/> My family has a plan to reconnect in the event we are separated in an emergency. |
| | <input type="checkbox"/> I know to keep the fridge and freezer closed. Refrigerators will keep food cold for about four hours, and a freezer can preserve food for about 48 hours. | <input type="checkbox"/> I have reviewed the information on https://www.tep.com/power-outages/ |

Personal Emergency Action Planner



Managing a Power Outage at Home

Stay informed

For information about the expected length of a power outage:

- Visit our website at tep.com/outages for updates on our Outage Map, including estimates on when power will be restored.
- Call our Customer Care line to report an outage and ask for updated information by phone. You can reach us at **520-623-7711**.
- Make sure we have your primary phone number and email so our texts and emails can reach you. Push notifications are available through our mobile app.

Leaving your home

Determine whether you will leave your home based on your situation and the expected length of the outage. Consider the following guidelines to help make the proper arrangements.

If I choose to leave my home, I will go to:

- | | |
|---|--|
| <input type="checkbox"/> Family member | <input type="checkbox"/> Hotel |
| <input type="checkbox"/> Friend | <input type="checkbox"/> Healthcare facility |
| <input type="checkbox"/> Local shelter (when available) | <input type="checkbox"/> Other |

Before leaving, I have:

- ☐ Packed appropriate clothing and personal care items.
- ☐ Packed prescriptions and other medical necessities.
- ☐ Packed personal identification and medical insurance cards.
- ☐ Contacted family or friends as needed.
- ☐ Closed windows and doors, disconnected equipment or appliances and locked my home.

Destination

Address

Telephone number

My transportation plan