

11. Power Outage Readiness

Before a power outage occurs, it is time to plan ahead. Tacoma Public Utilities (TPU) offers these helpful tips as we approach winter storm season:

- ❄️ If you have Life Sustaining Equipment, call 253-502-8600. TPU will notify you before planned outages and tag your meter with a medical seal if your doctor completes and sends them a Healthcare Provider form.
- ❄️ [Register](#) for the Tacoma Power outage platform. TPU's outage portal, website, and outage map are mobile responsive, so you can access them via your smartphone when your power is out.
- ❄️ Update your notification preferences so you can report outages online and via text and receive updates by email.
- ❄️ Keep the TPU outage number handy: 253-502-8602.
- ❄️ Prepare an emergency kit. These kits could include batteries, flashlights, non-perishable food, and water. A checklist can be found at [Make A Plan | Ready.gov](#).
- ❄️ Have a list of contacts available and keep your cell phone(s) charged.
- ❄️ Ask TPU to trim or remove hazardous trees away from power lines by calling 253-502-8729. TPU will remove trees and related debris that are unlawful for a qualified contractor to remove.

During a power outage, follow these tips to learn more and stay safe:

- ❄️ Visit TPU's [Power Outage Map](#) to report your outage and view information about outages in progress.
- ❄️ Turn off and unplug electronics such as computers, TVs, and security systems.
- ❄️ Turn off all appliances, water heater, air conditioning and heating units, and lights.
- ❄️ Keep your refrigerator closed to keep food cold. Remove ice cream from the freezer; it is one of the first things to melt and is messy. For tips on food safety, see the Centers for Disease Control's [website](#).
- ❄️ Turn on a porch light and one inside light so you and TPU's crews will know when your service is restored.
- ❄️ Stay inside. If outside, stay away from any damaged or downed power lines – always assume they are energized. Move away and call 911.
- ❄️ Do not use a natural gas range to heat your home. Don't burn charcoal for heat or cooking indoors. Both fuels give off dangerous fumes.
- ❄️ Use flashlights, not candles. Candles may start a fire.
- ❄️ Use generators properly. Never plug portable or auxiliary generators into a wall outlet. Learn more about generator safety at [Safety Information - Tacoma Public Utilities](#).

What to do once your power is restored:

- ❄️ Turn lights and appliances back on one at a time to avoid overloading circuit breakers.
- ❄️ If you see downed power lines, do not go near them. Call 911

To learn more about how TPU restores power, visit [How We Restore Power - \(mytpu.org\)](#).