



santee cooper®

# HURRICANE

**A guidebook  
to help before,  
during and  
after the storm**

# Be prepared!

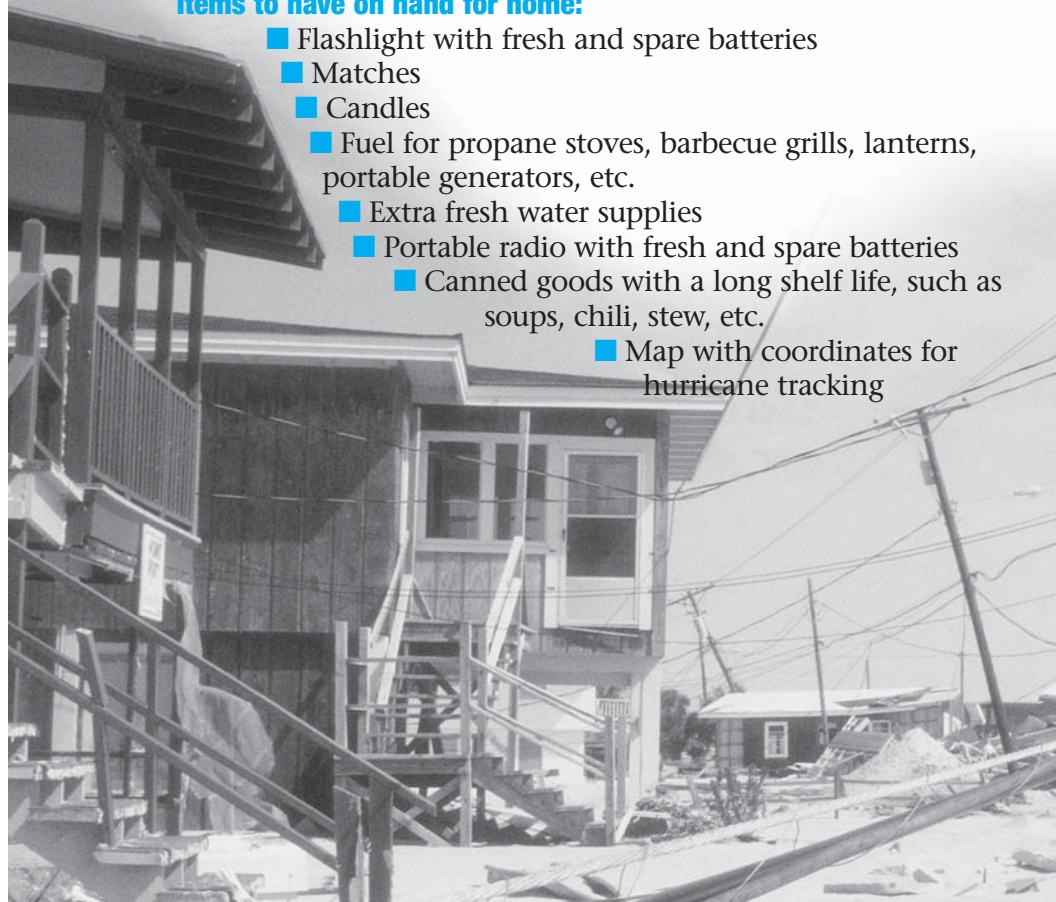
June through November is hurricane season along the Atlantic Coast. Packing sustained winds of 74 to more than 155 miles per hour, these powerful storms can pose a serious threat to anything in their paths. They kill and destroy and should not be taken lightly.

With today's technology, however, hurricanes can be detected long before they make landfall. Individuals in the possible strike zone and surrounding areas should be prepared for strong winds, heavy rainfall, extreme high tides along coastal areas, property damage, and possible loss of electric power.

Keep in mind that being prepared is your greatest defense in the face of a hurricane. Use this special guidebook to help you and your family stay safe and sound before, during, and after the storm. And remember that warnings of impending danger are of little use to those who do not heed them.

## Items to have on hand for home:

- Flashlight with fresh and spare batteries
- Matches
- Candles
- Fuel for propane stoves, barbecue grills, lanterns, portable generators, etc.
- Extra fresh water supplies
- Portable radio with fresh and spare batteries
  - Canned goods with a long shelf life, such as soups, chili, stew, etc.
  - Map with coordinates for hurricane tracking



### Items to have for evacuation:

- Personal hygiene items
- Pillows, blankets, sleeping bags, etc.
- Extra clothing packed in plastic bags
- Lightweight folding chairs and cots
- Ample supply of necessary medications

## Hurricane Watch - What To Do

A hurricane watch is an announcement for specific areas that a hurricane poses a possible threat to a coastal area generally within 36 hours. In the event that a hurricane watch is issued in your area:

- Prepare yourself to take action in the event a warning is issued by the National Weather Service
- Stay tuned to your radio or TV for official updates to stay informed of the storm's progress
- Fuel your car
- Check mobile home tie downs
- Tie down small craft or move to safe shelter
- Stock up on canned provisions
- Check supplies of special drugs and medicines
- Check batteries for radio and flashlights
- Secure lawn furniture and other loose material outdoors
- Tape, board, or shutter windows to prevent shattering
- Wedge sliding glass doors to prevent lifting from tracks





# Hurricane Categories

The Saffir-Simpson Scale ranks hurricanes in terms of wind speed and amount of damage:

**Category 1**

**74 to 95 mph winds causing minimal damage**

**Category 2**

**96 to 110 mph winds causing moderate damage**

**Category 3**

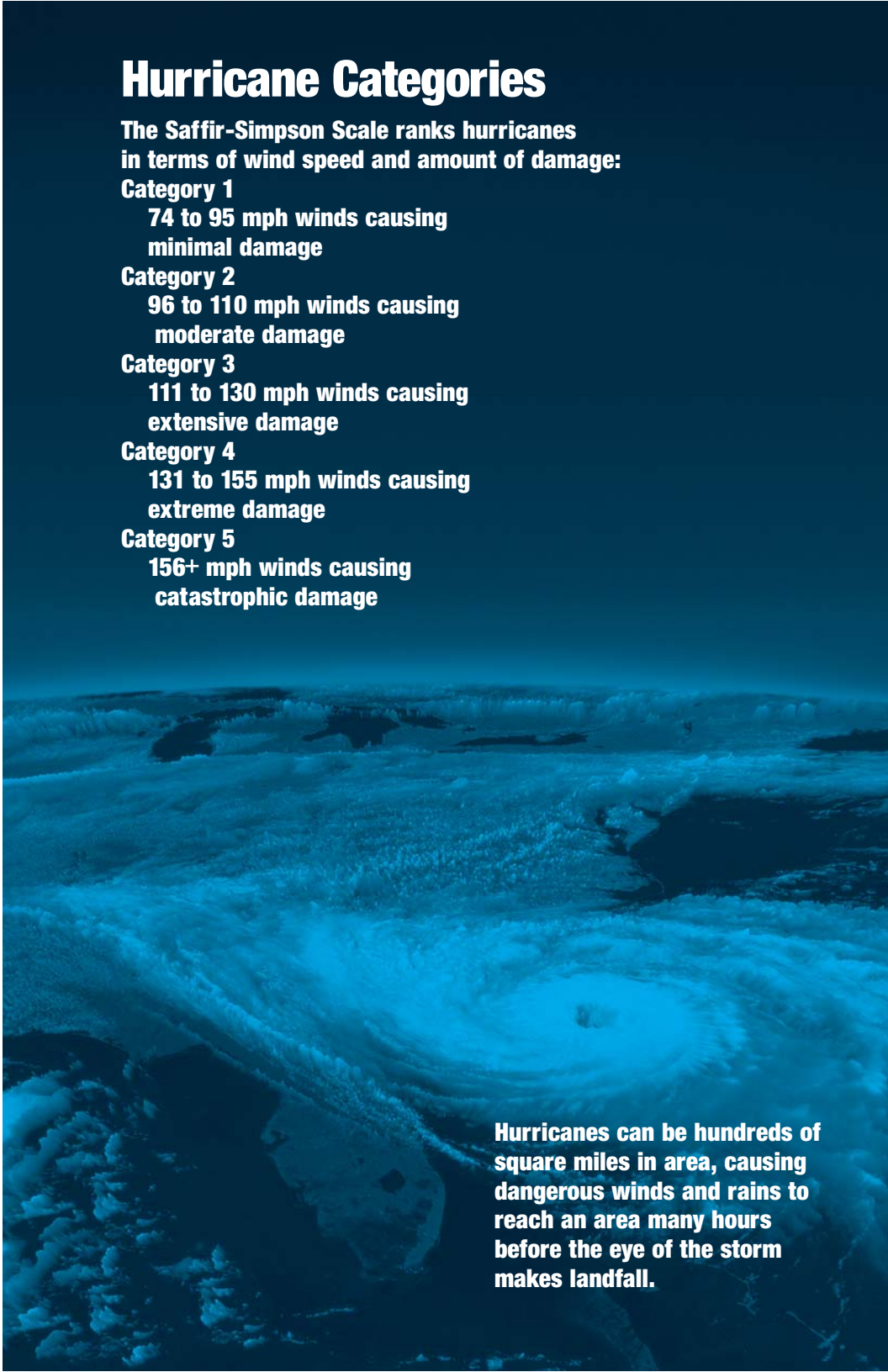
**111 to 130 mph winds causing extensive damage**

**Category 4**

**131 to 155 mph winds causing extreme damage**

**Category 5**

**156+ mph winds causing catastrophic damage**



**Hurricanes can be hundreds of square miles in area, causing dangerous winds and rains to reach an area many hours before the eye of the storm makes landfall.**

If a hurricane threatens your area, it is ultimately your decision to stay or leave. However, in general:

**Plan to leave if:**

- You live in a mobile home.
- You live on the coastline or offshore islands.
- You live on a river or a flood plain.

It may be safe to stay if:

- You live on high ground in a sturdy home.

## **Hurricane Warning - What To Do**

A hurricane warning is an announcement for specific areas that a hurricane is expected to make landfall within 24 hours. In the event that a hurricane warning is issued in your area:

- Stay tuned to your radio or TV for official bulletins for advisories and safety information
- Leave beachfront and low-lying areas
- Leave mobile homes for more substantial shelter
- Stay indoors if your home is sturdy, on high ground and not near the beach, but if you are asked to leave by authorities, then go.

**If you plan to leave:**

- Do so early, in daylight if possible
- Shut off water and electricity at main stations
- Take small valuables, papers, and the necessities mentioned in the checklist, but travel light
- Leave food and water for pets or arrange somewhere for your pet to stay as shelters will not allow them
- Lock up house
- Drive carefully to nearest designated shelter using recommended evacuation routes

**If you plan to stay:**

- Board up garage and porch doors
- Move valuables to upper floors
- Bring in pets
- Fill containers (bathtub) with several days supply of drinking water
- Turn up refrigerator to maximum cold and do not open unless necessary
- Use phone only for emergencies
- Stay indoors on the downwind side of the house away from windows

# Hurricane tracking chart

Remember that hurricanes are large, powerful storms that can suddenly change speed and direction. Check frequently on the storm's progress until all National Weather Service "watches" and "warnings" for your area are cancelled.

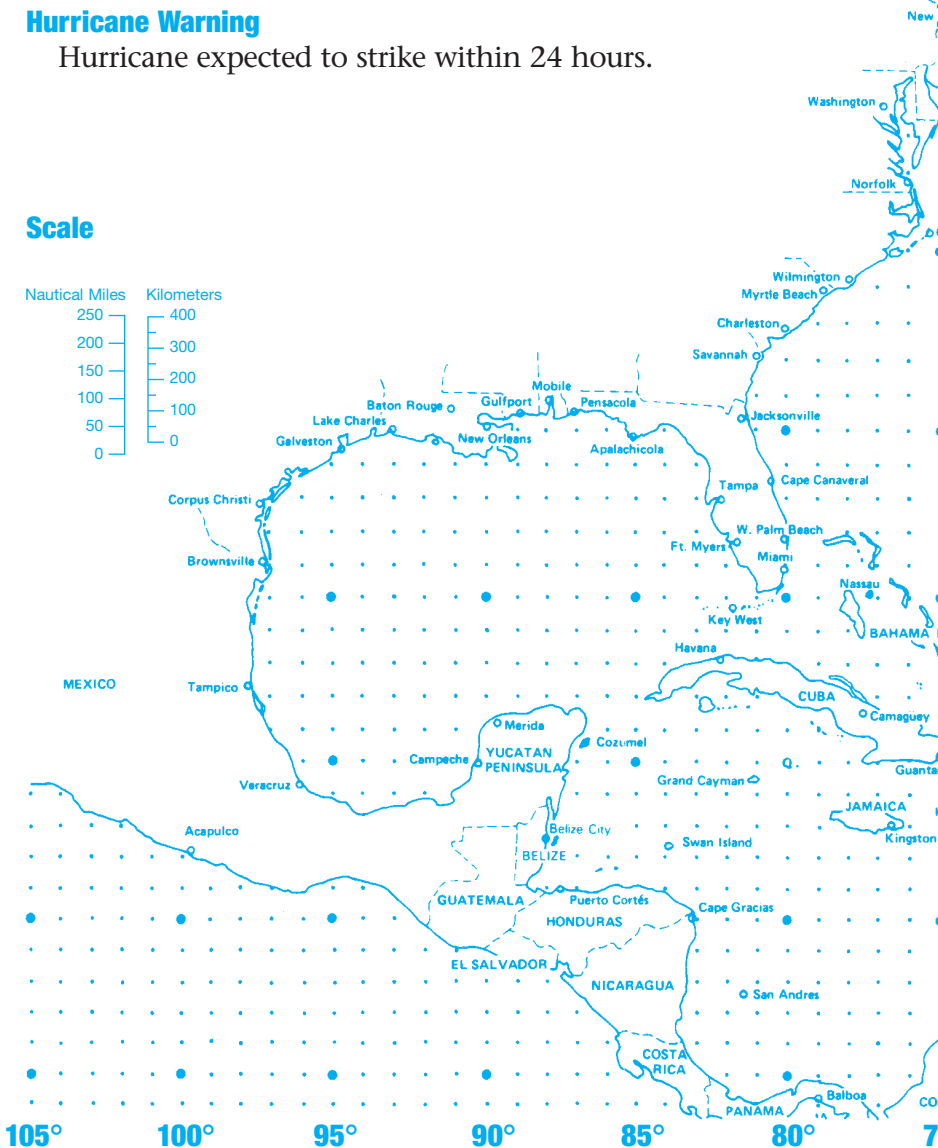
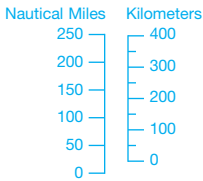
## Hurricane Watch

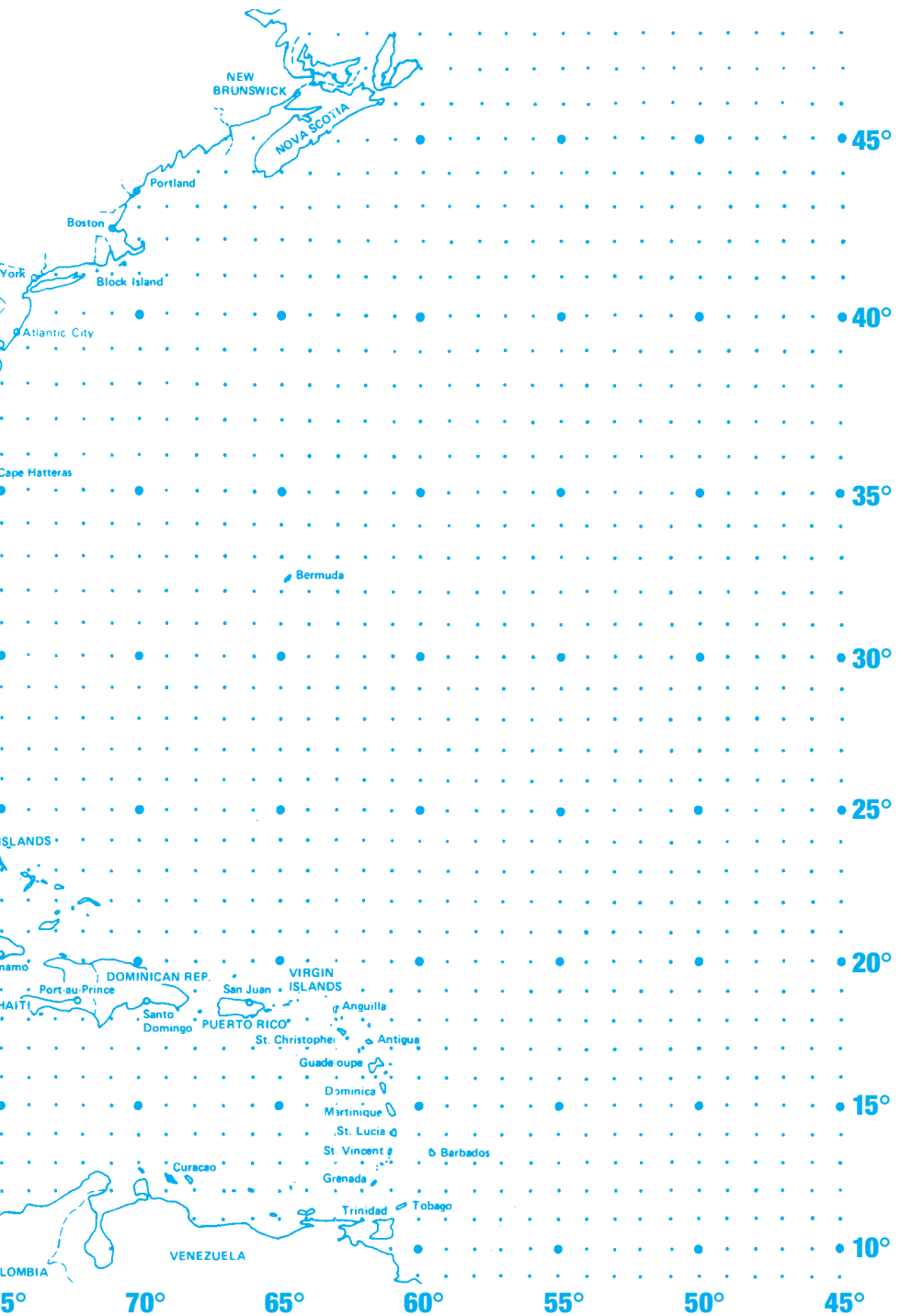
Hurricane may threaten your area within 36 hours.

## Hurricane Warning

Hurricane expected to strike within 24 hours.

## Scale





# If electric power is lost

- Check to see if neighbors' lights are off.

- Check fuses or breakers in your switch box panel.

- If fuses or breakers are okay, call Santee Cooper. *Please remember though, that during major outages, telephone lines will be busy most of the time. You may have to try many times before your call is answered.*

- Turn off all electrical appliances that were on.

- Turn on your portable radio and monitor newscasts and special messages from Santee Cooper.

- Keep refrigerator and freezer doors closed. Open only when necessary, then close quickly.

- Report hazards such as fallen or sparking power lines, broken gas or water mains, overturned fuel tanks, etc., to police or utilities immediately.

- Cook, if necessary in fireplace or outdoors on a barbecue grill or camping stove.

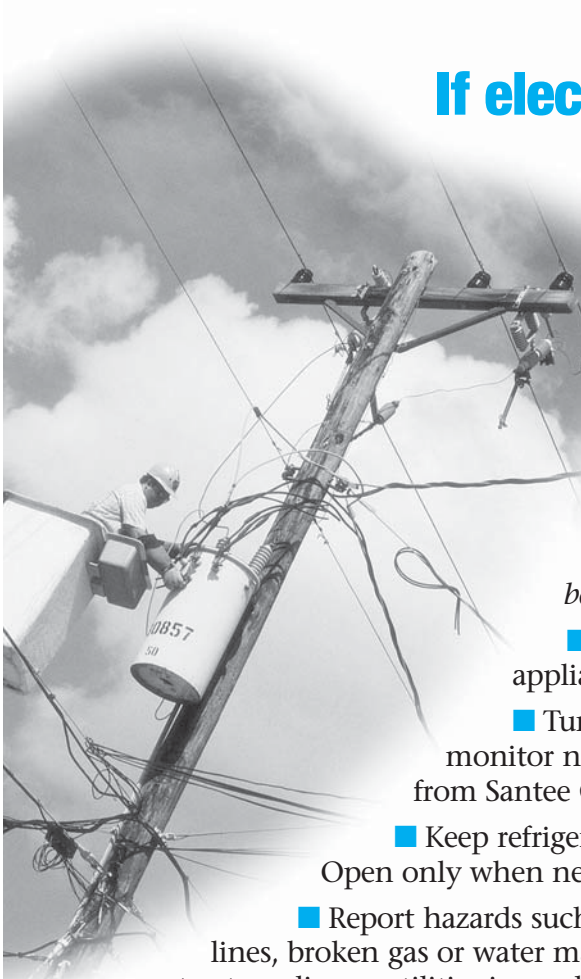
- If necessary, open windows and doors for ventilation.

## Reporting outages

Should you experience a power outage, call Toll Free:

# 1-888-769-7688

Our new automated outage reporting system matches your service address telephone number with your Santee Cooper service address so repairs can be made quickly to restore your power.





# Bringing back the light

During hurricanes and other major storms, high winds and other elements brought on by Mother Nature cause many power outages. Downed power lines and other hazards can pose a serious threat. In such cases, Santee Cooper may be instructed by civil defense and other emergency preparedness officials to intentionally disrupt power to protect human life and property. *Only in such cases will Santee Cooper intentionally disrupt service.*

Santee Cooper knows that power is much more than a convenience. It is a necessity. Santee Cooper line crews and other personnel will work vigorously to restore lost power. Priority will be given to evacuation centers, hospitals, shelters, nursing homes, and other important sites. Even though line crews may not be visible in your area, this does not mean that they are not working to restore your power. Crews are working to restore power to the most customers in the shortest period of time. Electricity must travel from the generating station to your home. Should the problem occur anywhere on the system before power reaches your home, you may be without power. The diagram below illustrates the path electricity takes from the generating station to you and approximately how many customers can be restored along the path.

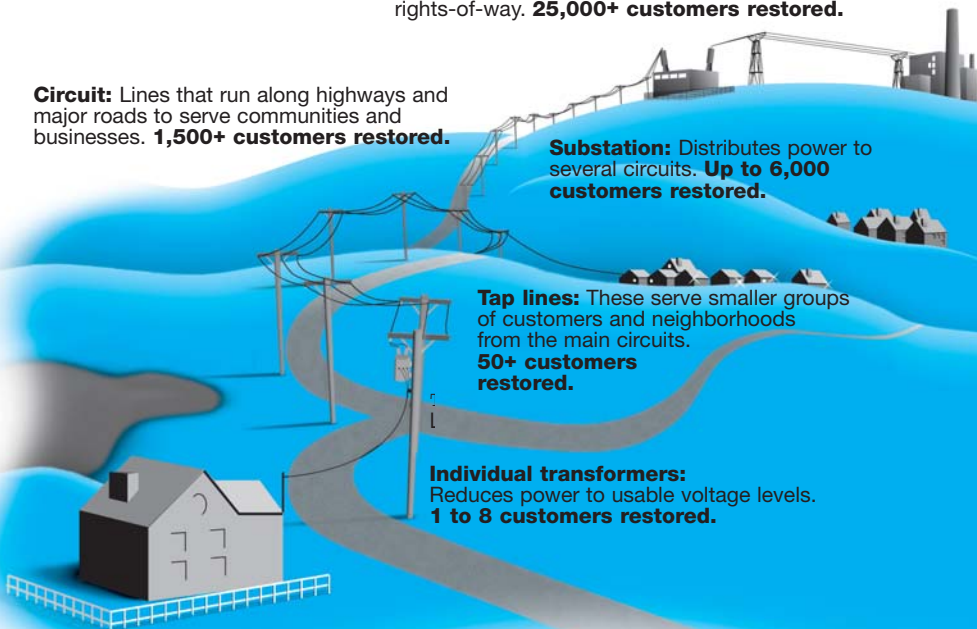
**Transmission Lines:** High voltage power lines that run cross country or along major roads on cleared rights-of-way. **25,000+ customers restored.**

**Circuit:** Lines that run along highways and major roads to serve communities and businesses. **1,500+ customers restored.**

**Substation:** Distributes power to several circuits. **Up to 6,000 customers restored.**

**Tap lines:** These serve smaller groups of customers and neighborhoods from the main circuits. **50+ customers restored.**

**Individual transformers:** Reduces power to usable voltage levels. **1 to 8 customers restored.**



# Portable generator safety

Although most power outages are short-lived and do not warrant the use of auxiliary power, some homeowners use portable electric generators for this purpose. To ensure the safety of yourself, those around you, and Santee Cooper line technicians, portable electric generators should be operated according to strict guidelines.

- Always follow manufacturer's instructions completely.
- Never connect portable generator to existing house wiring.
- Connect generator directly to appliances instead. Refer to owner's manual for specific instructions on load capacity, approved power cords, etc.
- Operate generators outside, as they emit harmful fumes and contain combustible fuel.
- Add fuel to the generator only when it is not running and has had time to sufficiently cool.
- Always properly ground generator before operating. Refer to owner's manual for specific instructions.



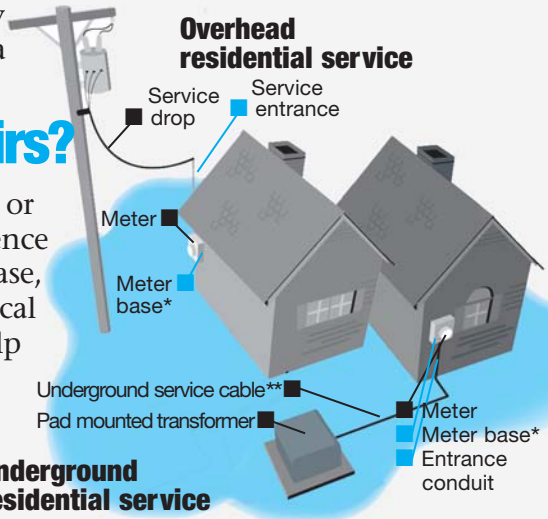
# When power is restored

- Turn on appliances one at a time as needed.
- Check food for possible spoilage.
- Should your neighbors' power be restored before yours, don't panic. You may be connected to a different transformer and will have power soon.

■ Make a note to restock any supplies you may need should a future power outage occur.

## Who makes repairs?

In the event of a hurricane or other storm, you may experience damage to the cable, meter base, etc., that supplies your electrical service. This diagram may help you determine who is responsible for repairs.



### Underground residential service

■ Santee Cooper's responsibility

■ Customer's responsibility

\*The meter base is provided by Santee Cooper, but installed by the customer

\*\*In a small number of cases, the customer owns the underground service cable





## The Source of the Power

Santee Cooper is South Carolina's state-owned electric and water utility, and the state's largest power producer. The ultimate source of electricity for 2 million South Carolinians, Santee Cooper is dedicated to being the state's leading resource for improving the quality of life for the people of South Carolina. For more information, visit [www.santecooper.com](http://www.santecooper.com).

Should you experience a power outage, call Toll Free:

**1-888-769-7688**

Our new automated outage reporting system matches your service address telephone number with your Santee Cooper service address so repairs can be made quickly to restore your power.

