

# HURRICANE Preparation Guide



## REPORT AN OUTAGE

at [bemc.org](https://www.bemc.org), through SmartHub,  
or by calling or texting “outage” to **(800) 682-5309**.



**BRUNSWICK ELECTRIC**  
MEMBERSHIP CORPORATION

# Be Prepared for a Hurricane

Brunswick Electric Membership Corporation is providing this information so you will be prepared for storms and power outages. We want to ensure you have the information, checklists and resources available to protect yourselves, your loved ones and your property.

**Hurricane season is June 1st to November 30th.  
The time to prepare is now!**



*Get some cash.*



*Gas up your vehicles.*



*Charge cordless devices  
& cell phones.*



*Secure loose items  
outside your home.*



*Fill containers and  
bathtubs with water.*

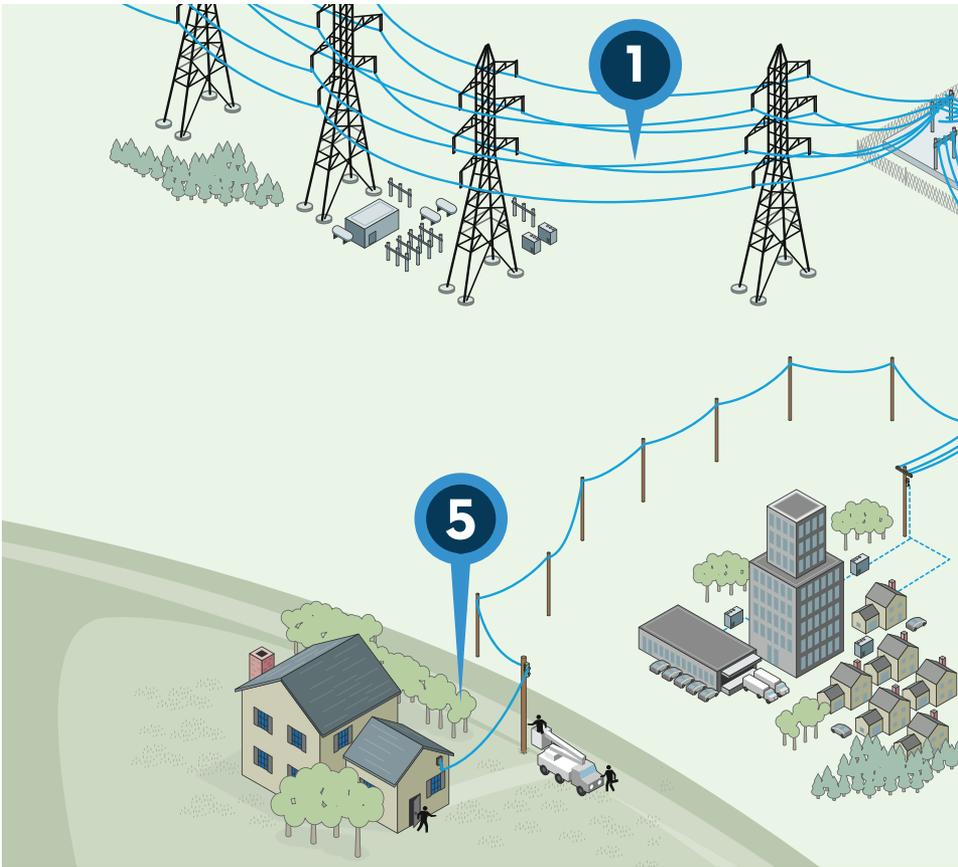


*Know your closest evacuation  
shelters by checking with local  
authorities and monitoring  
the media.*

*Create a plan where you would  
ride out a storm if you are told  
to evacuate. Establish a family  
communication plan.*



# BEMC's Power Restoration Plan



*Here's what will be going on if you find yourself in the dark.*

**1**

## **High-Voltage Transmission Lines**

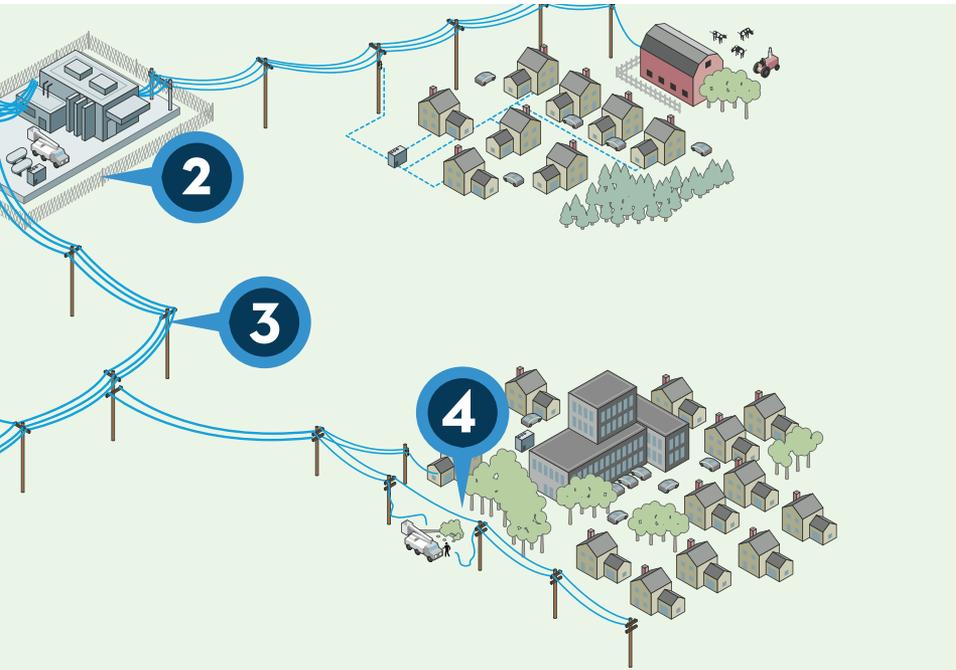
Transmission towers and cables that supply power to transmission substations rarely fail. But when damage occurs, these facilities must be repaired before other parts of the system can operate.

**2**

## **Distribution Substations**

Each substation serves hundreds or thousands of consumers. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself, or if problems exist down the line.

Report an outage at [bemc.org](http://bemc.org), through SmartHub, or by calling or texting “outage” to **(800) 682-5309**.



*When electricity goes out, most of us expect power will be restored within a few hours. But when a major storm causes widespread damage, longer outages may result. Co-op line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible. **BEMC takes each outage personally, and works as quickly as possible to get power back on for everyone.***

### **3 Main Distribution Lines**

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to groups of consumers in communities or housing developments.

### **4 Tap Lines**

If local outages persist, supply lines, called tap lines, are inspected. Tap lines deliver power to transformers, either mounted on poles or placed on pads for underground service.

### **5 Individual Homes**

If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call to report an outage to help line crews isolate these local issues.

# When the Power Goes Out

- Report your outage by:  
Calling 800-682-5309  
Texting “outage” to 800-682-5309  
Using SmartHub  
Using BEMC’s online outage form at [bemc.org/report-power-outage](http://bemc.org/report-power-outage)
- Visit [www.BEMC.org](http://www.BEMC.org) and click on the Outage Map to track outages in your service area.
- Limit the number of times you open your refrigerator.
- Put frequently used items into a cooler with ice.
- If the air conditioning had been on, close blinds and curtains to keep cool as possible.
- Use non-essential battery-powered items, such as phones, only when needed.
- If you are using a generator, follow the safety tips on the next page
- To request the status of an existing outage and estimated time of restoration, text “status” to 800-682-5309.



# When Power Is Restored

- Stay away from downed power lines.
- If you are driving and come to an intersection where the stoplight is out, always yield to the car on your right.
- Go room to room and turn off lights and appliances that may have been on when the power went out.
- Set all your clocks to the proper time.
- Discard any spoiled food.
- Take photos of damage and report it to your insurance company.
- Check on your neighbors.

# Generator Safety

Improperly used or installed generators can cause harm to you, your family, and the people restoring your power.

- Be sure to follow manufacturers' directions for installation and operation.
- To prevent electric shock, make sure generator is properly grounded.
- Never connect generators directly to your home's wiring. When power is restored, the reverse flow of electricity can electrocute an unsuspecting utility worker and destroy your appliances.
- Operate electric generators or other fuel-powered machines outside where deadly carbon monoxide fumes cannot enter the home.
- Use generator only in well-ventilated, dry areas located away from air intakes to the house. Do not use generator in an attached garage.
- Do not overload generator by operating more appliances and equipment than the generator can handle.
- Individual appliances should be plugged directly into the receptacle outlet of the generator using appropriately sized extension cords to carry the electric load.
- Make sure cords are rated for outdoor use, have a grounded, three-pronged plug, and are in good condition.
- Never plug a generator into a household outlet.
- Turn off all equipment powered by the generator before shutting it down.

## EMERGENCY NUMBERS:

### BRUNSWICK COUNTY

Public Information (910) 253-2565  
Emergency Management (910) 253-5383

### COLUMBUS COUNTY

Public Information (910) 640-6630  
Emergency Management (910) 640-6610



## About Brunswick Electric

Committed to a brighter energy future, Brunswick Electric provides safe, reliable and affordable energy to the homes, schools, farms and businesses in eastern North Carolina. We serve over 100,000 members across four counties, making us the second-largest co-op in the state and the 35th largest in the country.

Since our founding in 1939, we've maintained a longstanding commitment to enrich the lives of those living and working in the communities we serve.



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