



Winter Storm Kit

Storm and Outage Safety

Other resources

- Learn how storm outages occur on our [storm outages page](#)
- View and report outages through an [interactive map](#)
- View the media newsroom page to get the [latest news on outages and restoration](#)

Learn how to react to downed power lines

Treat all downed power lines as if they are energized and extremely dangerous. Keep yourself and others well away from them and immediately call 911, then notify PG&E at 1-800-743-5002.

Prepare for power outages

- Keep a battery-operated flashlight and radio within easy reach. Ensure those items are always accessible and that your batteries are fresh. Listen for updates on storm conditions and power outages.
- Plan for another way to communicate. Don't depend on a phone that requires electricity to communicate. Keep a standard handset or mobile phone ready as a backup.
- Use safer LED candles. Wax candles are not recommended. If you must use wax candles, keep them away from drapes, lampshades and small children. Do not leave candles unattended.
- Store water-filled plastic containers in your freezer. You can use them as blocks of ice to prevent food from spoiling.
- If you have a stand-by generator, notify PG&E and make sure that it's installed safely to avoid risking damage to your property and endangering PG&E workers who could be working on power lines in your neighborhood.
- If your power goes out, unplug or turn off electric appliances to avoid overloading circuits and fire hazards when power is restored. Simply leave a single lamp on to alert you when power returns. Turn your appliances back on one at a time when conditions return to normal.

Report power outages to PG&E

- Check to see if other neighbors are affected. This will confirm if an outage is impacting the neighborhood or just your residence.
- If only your residence is without power, check circuit breakers and/or fuse boxes to see if the problem is limited to the home electric system.
- If your outage is not limited to the home electric system, report your outage to PG&E's Electric Outage Information Line at 1-800-743-5002.
- Our phone lines may become very busy during major storms, and we appreciate your patience if you are trying to reach us.