

## Generator safety

If you decide to use a back-up generator, you must connect it and use it in an approved manner. This reduces the danger to you and to SMUD employees working on restoring your power, and protects your equipment and generator. Portable generators must stand alone and only be connected with the electrical device they are supplying.

**What not to do:** Do not connect generators directly to the internal wiring of your business unless a licensed electrician has installed an approved switch to prevent backfeed of electricity into SMUD's system. This reverse flow of electricity into SMUD's system poses a severe electrocution risk to our employees. The backfeed is converted to high voltage electricity by our transformers and may energize a part of our system that should not have high voltage present. An employee could touch this equipment and be severely injured or killed.

**Connecting:** A generator can be used to serve essential power needs in two ways. The electrical device can be plugged into a generator with an approved extension cord or the generator can be tied into the customer's electrical system with a UL 1008 certified automatic or manual

transfer switch. The purpose of the transfer switch is to ensure the customer's load is disconnected from SMUD's distribution system before the generator is used to restore power to the customer. A transfer switch must be installed by a qualified electrician and approved by city or county building inspectors. If a customer's generator is connected directly to SMUD's system and is operating when utility power is restored, the results could be catastrophic damage to equipment, generator, or internal wiring.

### Other generator safety tips:

- Only qualified employees should operate your generator and other electrical equipment.
- Never run a generator indoors or near an open window – the exhaust fumes can be deadly.
- Keep the generator dry and use ground fault interrupters to reduce the risk of electrocution.
- Use only grounded extension cords that are properly rated for your load requirements.
- Turn the generator off and let it cool down before refueling. Be careful when refueling, gasoline vapors will quickly seek the nearest source of ignition resulting in explosion and/or fire.

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## Winter storm tips for your business

For over 75 years, SMUD, your community-owned, not-for-profit electric service, has delivered on its promise to provide reliable power. When power outages occur, crews work around the clock to restore service as quickly as possible. Here are some tips to help ensure your safety and the safety of our crews during power outages.

Powering forward.  
Together.





## Before a storm

Become familiar with your service panel location and how to operate the main circuit breaker. Prepare a business continuity plan and basic emergency kit that contains a first aid kit, plenty of fresh drinking water, flashlight, portable cell phone charger and extra batteries.

## If the power goes out

Call our 24-hour outage line at: **1-888-456-SMUD (7683)** or visit [smud.org/Outages](https://smud.org/Outages). Also check [@smudupdates](https://twitter.com/smudupdates) on Twitter or enroll in My Account at [smud.org/MyAccount](https://smud.org/MyAccount) to receive real-time text alerts.

You will receive information about identified outages. If the outage in your area is not listed, you may be asked to supply your address and phone number.

Resetting the main breaker in your building's service panel or circuit breaker box may restore power to your building. If you're in an apartment or commercial

building, you can contact the manager or maintenance person for assistance.

Check to see if the main circuit breaker has flipped to the "off" or "trip" position. If it has, a qualified person, standing on dry ground, with dry hands, should attempt to reset the breaker. Firmly press all breakers to the "off" position starting with the small sub breakers first. Then turn "off" the large, main breaker. Firmly press each breaker back to the "on" position starting with the main breaker. If the breaker doesn't reset, please call a licensed electrician.

## Restoring power

During severe storms, our crews work hard to restore power outages based on these priorities:

1. Public safety hazards  
(*power lines/poles down*)
2. Hospitals, critical flood and sewage control pumps
3. Large area outages
4. Scattered smaller outages.

The first SMUD employee to your area will identify the problems and make minor repairs to restore electrical service when possible. If the problem is a tree or branch tangled in a power line, a tree crew will respond to remove debris. If there is substantial equipment damage, like downed power lines or utility poles, line workers or service crews will make the necessary repairs.

## If power lines are down

Immediately call **911** and SMUD at **1-888-456-SMUD (7683)**.

Stay away from power lines that have fallen. They can cause serious injury or even death to anyone close by. Assume the line is "energized" and warn others of the danger. Do not remove fallen tree limbs or other debris from a power line. Tree limbs and objects can conduct electricity that can shock anyone coming in contact with them.