

IMPORTANT NUMBERS

UTILITIES

Electrical problems/outages.....	(650) 496-6914
Gas/water leaks.....	(650) 329-2579
Street light outages.....	(650) 496-6914
Sewer backups.....	(650) 496-6995
Call before you dig.....	811
Traffic signal outages/malfunctions	(650) 496-6916

STORM DRAINS

Weekdays (7am—5pm)	(650) 496-6974
After hours.....	(650) 329-2413

OTHER EMERGENCY NUMBERS

Emergency regular phone	9-1-1
Non-9-1-1/Emergency Public Safety.....	(650) 329-2413
City Public Information Hotline	(650) 329-2420
Poison control	(800) 222-1222
Traffic Signal Malfunction.....	(650) 496-6916
Other public safety numbers may be found at www.cityofpaloalto.org/publicsafety	

RADIO STATIONS

KZSU (local)	90.1 FM
KCBS.....	740 AM/106.9 FM
KSJO (Chinese)	92.3 FM
KSOL (Spanish).....	FM 98.9
KSJX (Vietnamese).....	1500 AM

WEBSITES

- www.cityofpaloalto.org/preparedness
- www.cityofpaloalto.org/outageinfo
- www.cityofpaloalto.org/storms



Utilities Disruptions and Emergencies

ARE YOU READY?



Inspired by a brighter tomorrow.

www.cityofpaloalto.org/safeutility



SEWER

AVOID SEWER EMERGENCIES

- Properly maintain your sewer lines to prevent overflow in your bathroom or yard.
- Know where your sewer lines and clean-outs are. Don't plant trees and shrubs with invasive root systems near them.
- Keep clean-out accessible for emergency maintenance.
- Never put cooking grease or other fats down the drain.
- Never put solid materials (e.g. cement, diapers, rags or wipes) down the toilet or drains.
- Consider purchasing a portable camping toilet to use during extended periods without available water supply or broken sewer mains.

IF YOUR SEWER BACKS UP

Utilities crews will come out, at no cost, to verify whether the blockage is on your or the City's portion of the sewer line. If it is on your portion, we can confirm that it is safe for you or your plumber to clear the line. Report a backup or overflow immediately to the City's **24-Hour Dispatch Service: (650) 496-6995**.

HOUSEHOLD HAZARDOUS MATERIALS

Your family's safety depends on you properly storing and disposing of hazardous waste (paint, oil, cleaners etc.) in your home and garage. For detailed information on easy, effective ways to deal with these materials visit www.cityofpaloalto.org/hazwaste or call **(650) 496-6980**.



POWER OUTAGES

IF THE POWER GOES OUT, CALL (650) 496-6914 TO REPORT

- Your address.
- If and where power lines are down.
- If your house lights are affected.
- If neighbors have power.
- If you see flashes, noises or other possible sources of the problem.

LINE BUSY? Try multiple times as you may have info others don't.

HAVE ONLINE ACCESS? Check the status of known outages at: www.cityofpaloalto.org/outageinfo

MINIMIZE PROPERTY DAMAGE DURING OUTAGES

- **Do not connect portable generators** to house wiring as you could damage your property and endanger the lives of utility workers who are repairing power lines.
- **Keep your refrigerator and freezer closed** which should normally keep food safe for several hours.
- **Leave one light switch on** to show when power resumes.

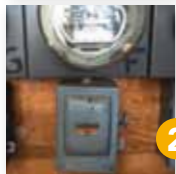


ELECTRIC

SHOULD YOU NEED TO TURN OFF THE POWER, DIFFERENT HOMES HAVE DIFFERENT CONTROL BOXES



1 CIRCUIT BREAKER: Turn off all power to the house by flipping the larger, main breaker switch (red) to the off position first, then flip all the other breaker switches (blue, green and/or yellow).



2 FUSE BOX: Pull the main fuse block all the way out and leave it out until power has been restored. Then unscrew the other fuses.



3 LEVER SWITCHBOX: Move the handle to the off (down) position to shut off power to the home.

Determine which type your home has and follow the appropriate instructions below.

INDOOR SAFETY TIPS

- **No cords** under carpets or furniture.
- **Don't add plugs** with outlet extenders.
- **Always unplug** appliances while cleaning or repairing them.
- **Keep electric cords away** from water.
- **Properly ground appliances** with a three-prong plug.
- **Cover unused outlet sockets** to block out metal objects.
- **Make sure light bulb wattages** do not exceed wattage limits.
- **Never place a halogen floor lamp** near combustible materials.

OUTDOOR SAFETY TIPS

- **If an overhead power line** has fallen; do not touch or go near it. Call 9-1-1!
- **If a power line hits your vehicle**, stay inside and wait for rescue personnel.
- **Never let anything you are holding** touch a power line.
- **Keep metal objects away** from power lines. These items can cause outages or power surges which may harm your appliances.
- **Call 811 before digging** in your yard so all underground utilities can be marked. Hitting them is dangerous and expensive.
- **Never release Mylar® balloons** into the atmosphere, which could become tangled within power lines.

GAS

RECOGNIZE SIGNS OF A GAS LEAK

Smell, see or hear gas? Leave your home immediately! Then call 9-1-1 from your cell phone or a neighbor's phone.



A distinctive, strong odor similar to rotten eggs.



A white cloud, mist, fog, bubbles in standing water, blowing dust or vegetation that appears to be dead or dying for no reason.



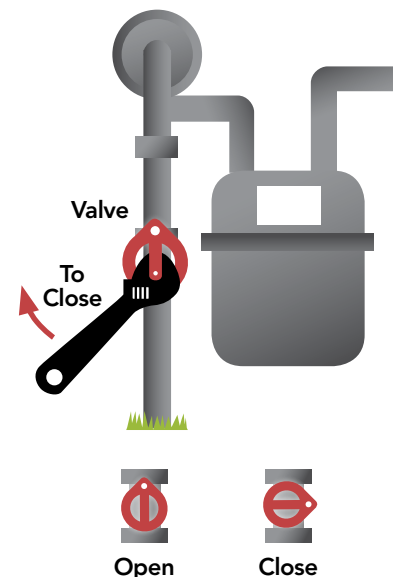
A roaring, hissing or whistling sound.

TURNING OFF YOUR GAS METER

You should only turn off the gas meter yourself under emergency conditions.

All other times when you smell gas, simply leave the area immediately and call 9-1-1.

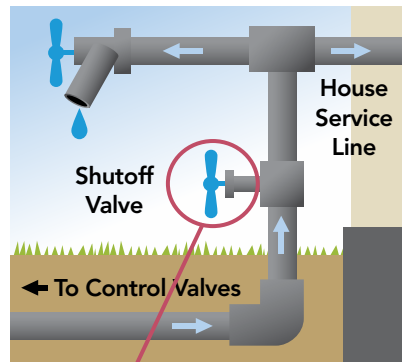
- 1** The shut off valve is usually the first valve on the pipe after it emerges from the ground and before the pipe gets to the pressure regulator.
- 2** Use a **crescent wrench** to turn the 1-inch long rectangular knob a quarter turn only. The gas is off when the knob is at right angles with the pipe. Do not turn any further.
- 3** **Never turn the gas meter back on yourself.** Leave the gas meter off until it can be restored safely by utilities staff.



WATER

TO LOCATE ALL WATER SHUTOFF VALVES, CHECK YOUR:

- Pipe connecting to the home
- Outdoor water meter
- Water heater
- Indoor valves—usually located on pipes under sinks or toilets



SHUTTING OFF WATER AT THE PIPE ENTERING YOUR HOME

Before attempting to fix a leak, turn off the valve (knob or lever) on the water pipe leading into the pipe that actually enters your home. Turn it clockwise until it is firmly closed. Some pipes also have a pressure control valve located nearby, but it has no knob and can be ignored.



- 1 In an emergency when you need to stop a leak between the meter and your home, go to the City water meter near the sidewalk.
- 2 Remove the cover with a thin tool, e.g. a screwdriver or meter key.
- 3 If the valve doesn't turn easily, use a small wrench or curb key. The water is off when the valve knob is at a right angle with the pipe. Do not turn it further.
- 4 If unable to turn off the meter yourself, call Utilities at (650) 329-2579.
- 5 If meter box is dislocated, reset to avoid a tripping hazard.

TURNING OFF INDOOR WATER FIXTURES

To stop water leaking from a specific fixture, you should turn off the water shutoff valve at the source. Close the valve by turning it clockwise.



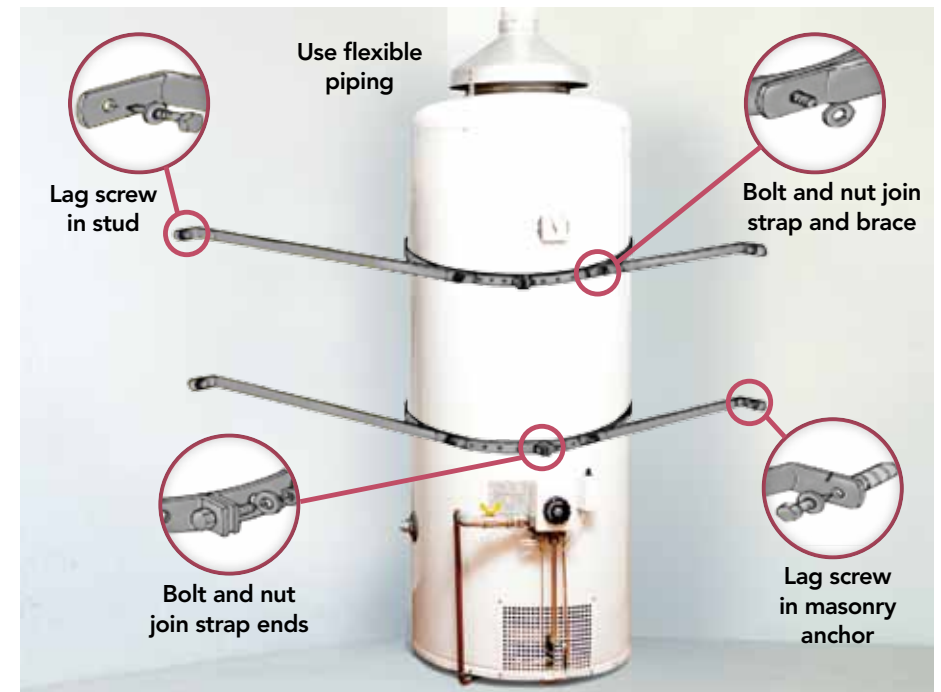
LEAKY WATER HEATER

Turn the water supply off by twisting the handle on the water supply shut off valve clockwise until it stops. This valve is typically located on top of the water heater, on the right side cold line. Doing this will prevent and reduce water damage.



WATER HEATER EARTHQUAKE SAFETY

The water heater must be strapped to the wall(s) by at least two straps with lag screws into solid wood, not sheet rock.



For information on how to drain water from your water heater, please visit the following website: www.wikihow.com/Flush-a-Water-Heater