



BE PREPARED



Preparing Yourself



Before a power outage happens, be prepared:

- Make a plan of action with everyone in your household.
- Regularly check the batteries in your smoke detectors.
- Protect electrical equipment by installing surge protectors.
- Make sure the water lines under your home are properly insulated.
- Like NTPC Northwest Territories Power Corp on Facebook or follow @NTPC_News on Twitter.
- Get a phone that connects directly into the phone jack without an electrical cord – it will work during a power outage.
- Put together a **Family Emergency Kit** that will help you for a minimum of 72 hours. It should contain the following items:
 - Flashlights and batteries (or a hand cranked flashlight)
 - Radios and batteries (or a hand cranked radio or car radio)
 - Candles and matches (protect from children)
 - Non-perishable and ready-to-eat foods
 - Bottled water
 - Manual can opener
 - Warm clothing and blankets
 - First Aid kit
 - Games, cards, and books
 - Emergency contact numbers

Even without an emergency situation being declared, a long power outage in -30°C or colder weather can cause damage to your home and impact your routine.

When the Power Goes Off

Check whether the power failure is limited to your home. If your neighbours' power is still on, check your circuit breakers or fuse box.

If the power outage is neighbourhood-wide, call Northland Utilities (day: 867-873-4865; Emergency 24h: 1-877-642-8802) about the outage so they can send the right crews and equipment to the right location.

During an outage

- Turn off all lights except for one inside and one outside your home.
- Never use a camp stove, barbecue, or propane/kerosene heater indoors. Deadly odourless carbon monoxide gases can build up and kill you.
- Candles can be a fire hazard. Flashlights are a better alternative.
- When the power lines are re-energized, sudden demand can cause breakers to trip. Appliances that generate heat should be unplugged. Also, turn off or unplug your appliances and entertainment units.



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Preparing Your Home



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- Candles can be a fire hazard. Flashlights are a better alternative.
- Sensitive equipment and electronics should be plugged into a surge protector.
- When the power lines are re-energized, sudden demand can cause breakers to trip. Turn off or unplug your appliances and entertainment units. Appliances that generate heat should be unplugged.

Protect Your Plumbing

Water in pipes or toilet bowls may freeze during a long cold-weather power outage. Your house will cool from the top down. This means that toilets and plumbing on upper floors are more vulnerable. If the outage is a shorter one, leaving a tap running slowly will keep water moving.

Keep the water moving

Before a power outage, make sure the water lines under your home are properly insulated. The City's water supply is powered by backup generators to make sure it continues to flow during a power outage. Most homes in Yellowknife have dual water lines connected to a circ pump. When the power goes out, it is important to draw water from both water lines in order to prevent a freeze up. For detailed information, read the City's Water Line Freeze Protection brochure at yellowknife.ca.

Heat Sources

Propane Stove

You can turn on a burner to warm water, but do not use it to heat your house. Never use any propane heaters or barbecues inside your home for heat because they emit carbon monoxide, a harmful and potentially deadly gas.

Propane Fireplace

Most new propane fireplace models will function without power. Their fans won't work, but most generate enough radiant heat to make a difference.

Woodstove

Set aside some firewood as part of an emergency pile. Energy-efficient fireplaces and stoves are a safer and more efficient choice. A new woodstove is an excellent heat source. Heat-generated fans can be placed on top of the woodstove to direct hot air within your home.

Pellet Stove

Have a back-up power system or battery that you can plug the stove into, so your pellet auger and fan continue to operate.

After an Outage

- Expect a momentary power fluctuation when electricity is restored.
- Check your refrigerator and freezer to make sure they have power. Dedicated circuit breakers for larger appliances may trip when the power goes out.
- Turn on or plug in your appliances after 15 minutes.



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Preparing Businesses



Before an Outage happens, be prepared - Have your **Workplace Emergency Kit** ready.

A typical 10-person workplace kit may include:

- 4 light sticks
- 10 emergency blankets
- 2 box waterproof matches
- 3 emergency candles
- 1 battery-operated radio
- 1 industrial flashlight
- batteries for flashlights & radio
- 1 emergency whistle
- 1 army knife
- 1 tarp
- 1 rope
- 2 pairs of work gloves
- 10 rolls of toilet paper
- drinking containers
- 1 roll of duct tape
- 1 survival handbook
- 3 days of food rations

Computers

- Back up computer files frequently.
- Consider buying an Uninterruptible Power Supply (UPS) for critical computers and other equipment. This provides temporary battery backup power to allow you to save data and turn the computer off safely.

Back-up Equipment

- Routinely check backup battery systems for security, lighting, phone and computer equipment to make sure they are fully functional.
- Make sure that emergency lighting systems are functional and are adequate for evacuating the building.
- If your elevators are connected to an alternate power supply, verify the maximum number of elevators that can run without overloading the generator.

Employees

Review procedures in the case of an outage with employees, including:

- Procedures for continuing or stopping work
- Security procedures
- Alternate evacuation routes if elevators are not working

Ventilation

Adequate ventilation can become an important concern if power is out. Gas stoves in restaurants will continue to operate, but fans will be out of service. Inadequate ventilation can lead to a build-up of carbon monoxide and other hazardous materials. When turning off equipment, make sure that air conditioning and ventilation systems for the elevator equipment room are not shut off, to prevent equipment from overheating.

After an Outage

When power is restored, turn equipment back on over a 30-minute period, to protect your own equipment and help Northland Utilities resume service.



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Emergency Information



Record the details of your family's emergency plan below. Make sure every member of your household knows where to find it.

Emergency Meeting Place (outside the home)

Location: _____

Family Doctor

Doctor's Name: _____

Doctor's Phone Number: _____

Prescriptions: _____

Allergies/Special Needs: _____

Local Emergency Contact

Name: _____

Home Phone: _____

Cell Phone: _____

Home Address: _____

Work Phone: _____

School(s)/Daycare

Name: _____

Phone Number: _____

Out of Area Contact

Name: _____

Cell Phone: _____

Home Phone: _____

Work Phone: _____

Insurance Agency/Company

Company Name: _____

Phone Number: _____

Home Policy Number: _____

Vehicle Number: _____

Police

Any Yellowknife prefix plus 1111 (e.g. 873-1111)

Fire & Ambulance

Any Yellowknife prefix plus 2222 (e.g. 873-2222)

City of Yellowknife

Email: emergency@yellowknife.ca

Phone: Business Hours: 867-920-5600

Phone: After Hours: 867-920-5699

Website: www.yellowknife.ca

Facebook: Our Yellowknife

Twitter: @OurYellowknife

Northland Utilities Ltd.

Emergency (day): 867-873-4865

Emergency 24h 1-877-642-8802

Website: www.northlandutilities.com

Northwest Territories Power Corporation

Toll-free: 1-855-575-NTPC (6872)

Head Office: 867-874-5200

Website: www.ntpc.com

Facebook: NTPC-Northwest Territories Power Corporation

Twitter: @ NTPC_News

Notes
