

Preparing for Outages During Covid-19



At Dominion Energy, we're committed to providing the electricity customers need, while also managing the spread of the coronavirus. If you lose power, we will respond as safely and quickly as possible, but being prepared can make dealing with these events easier and safer for everyone, especially when many are now working from home.



WORKING FROM HOME ESSENTIALS

If your power is out, working from home can be a challenge. Here are some tips and suggestions to make these events more manageable.

- Keep mobile phones and other portable devices charged.
- Enable Low Power / Battery Saver mode on your devices, even if fully charged. This will turn off unnecessary components, limit background data usage, and dim screen brightness to extend battery life.
- A portable power bank is a simple and affordable handheld battery that can recharge small electronic devices multiple times before needing a recharge.
- For recharging larger electronic devices, such as laptops and some appliances, a power inverter is another inexpensive option.* It works by converting power from your car's engine into a usable form of electricity.
- An Uninterruptible Power Supply, or UPS, can provide immediate undisturbed power for a short time if there is an outage, allowing you to save work and properly shut down your device.
- A portable generator will not only keep your electronic devices charged; it can also power many household appliances.*
- Use your smartphone as a personal hotspot to provide internet access over Wi-Fi to multiple devices at once.
- Unplug electronic devices and appliances before a storm or connect them to a surge protector.
- Keep important phone numbers handy (local fire department, paramedics, police, hospital, doctor, relatives, friends, internet service provider, other utilities, etc.).
- Download the mobile outage reporting app below to easily report and track your outage. We don't know your power is out unless you tell us!

*Consult with an expert prior to purchasing a power inverter and generator. Improper use can result in property loss, injury, and even death.



HOUSEHOLD ESSENTIALS

If your power is out for more than a couple of hours, you should take steps to minimize food loss and stock up on supplies to keep all members of your household as comfortable as possible.

- Water (one gallon per person per day for at least three days, for drinking and sanitation).
- At least a three-day supply of nonperishable food items. Plan for extra food and supplies if you have pets.
- Freeze refrigerated items that you don't need right away, such as meat and poultry, and refrain from opening freezer and refrigerator doors.
- Make sure all prescription medications are filled or fill your prescriptions through a mail-order service.
- Visit [DominionEnergy.com/medical-conditions](https://www.dominionenergy.com/medical-conditions) if you or someone in your household requires the use of electrically-powered medical equipment.
- Battery-powered or hand-crank radio and a NOAA Weather Radio with tone alert, and extra batteries for both.
- Face masks, should you need to leave your home.
- Moist towelettes, hand sanitizer, garbage bags and plastic ties for personal sanitation.
- Flashlight and extra batteries
- First aid kit.
- Beware of and avoid any downed power lines. Always assume lines are energized and remain at least 30 feet away.
- If a utility worker is in your area, please keep social distancing in mind to protect yourself and our workers.



REPORT AND TRACK OUTAGES

- Visit <https://www.dominionenergy.com/outages/report-and-check-outages>
- Call **1-866-DOM-HELP (1-866-366-4357)**
- Use our mobile app, scan the appropriate QR code to download the app on your mobile phone:



COVID-19 ASSISTANCE

If you are facing hardship or financial difficulty, please visit <https://www.dominionenergy.com/company/coronavirus> for more information about our response to the coronavirus pandemic and how you can get help.