

# Storm Safety & Preparedness

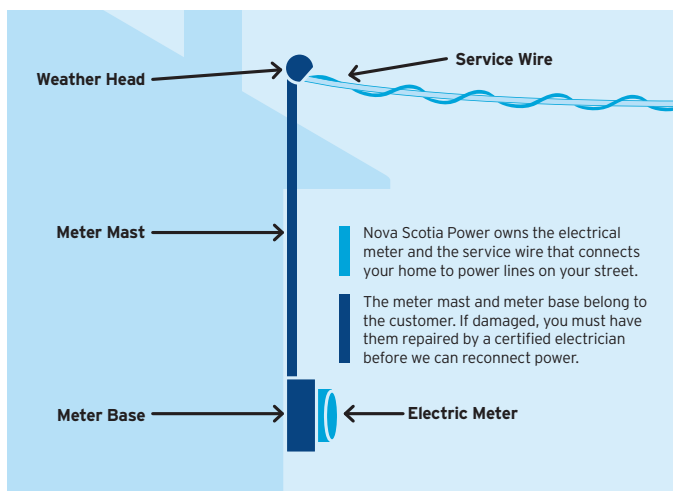
## Customer checklist

### Before a storm

- Add our 24/7 outage line number, 1-877-428-6004, to your contact list on your cell phone.
- Bookmark [outagemap.nspower.ca](http://outagemap.nspower.ca) and the online outage reporting tool available on the outage map.
- [Follow us on Twitter](#) for updates.
- Fully charge all mobile phones and a power bank charger.
- Prepare a 72-hour emergency kit.
- Ensure your flashlights are working.
- Bring outdoor items such as patio furniture inside.
- Plug your electronics into a surge protector or unplug them if you don't have one installed.
- Don't touch electrical equipment that may have been exposed to water.
- Lower the temperature of your fridge to 40°F/4°C and your freezer to 0°F/-18°C.
- Make sure we have your contact information up to date on MyAccount.

### During a storm

- Report a power outage to 1-877-428-6004 or through [outagemap.nspower.ca](http://outagemap.nspower.ca).
- Check the outage map for the most up-to-date information and estimated time of restoration. The map updates every 10 minutes.
- Unplug all TVs, electronics and appliances at home.
- Turn off all light switches except one—so you know when power is restored.
- Avoid opening the fridge and freezer to retain the cold.
- Stay inside and away from windows and doors.
- Check the local news for weather updates and our Twitter feed.



### After a storm

- Consider all wires live, stay clear and report it to us at 1-877-428-6004.
- If your meter mast is damaged, you will need to get an electrical contractor to make repairs before we can restore power.
- If you don't know of an electrician in your area, give us a call and we'll help contact one for you.
- You can also find a list of electricians who are ready to help at [nspower.ca/outages/repair-damaged-meter](http://nspower.ca/outages/repair-damaged-meter)
- Turn on appliances and electronics one at a time to avoid a power surge.
- Ensure you refill your supplies to be ready for the next time a storm hits.

For more information visit [nspower.ca](http://nspower.ca)

# Storm Preparedness

## Staying storm ready

Our focus is providing safe, reliable service to our customers. The number one reason for outages during storms is trees coming into contact lines. We know how frustrating outages can be and that's why we work year-round to make improvements and are investing more each year to strengthen service for our customers.

- **We have a dedicated Reliability team** in place and hired 4 Reliability Advisors who help work with communities across Nova Scotia to address reliability concerns.
- **We are holding community meetings** to talk to customers about their concerns and incorporating that feedback into our work plans.

- **We are investing over \$230 million this year (2024)** to upgrade and strengthen equipment on our system to better withstand the extreme weather we've been experiencing.
- **We are investing more in removing and trimming trees** - \$45 million this year (2024) up from \$32 million last year and \$25 million the year before that.

This work is critical in preparing our system and reducing the number of outages during major storms.

## Our storm process

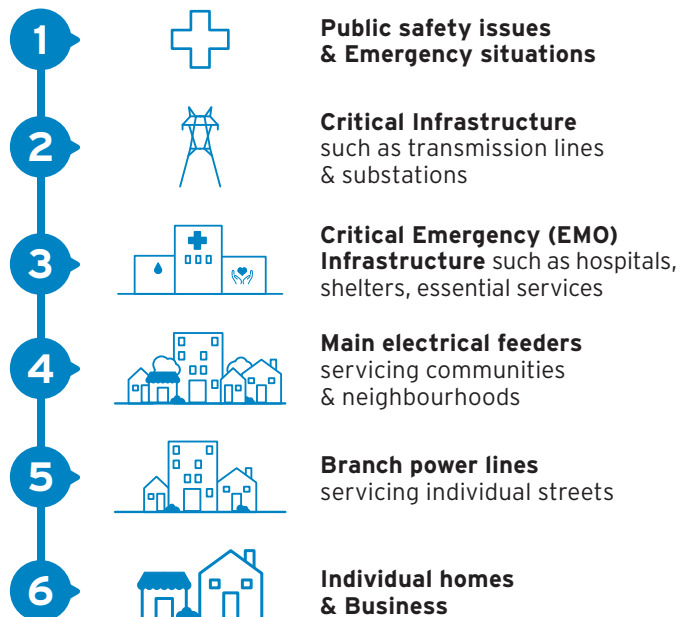
- We monitor multiple weather forecasts 24 hours a day.
- The Control Centre is constantly analysing impacts of the weather on the power grid.
- Our team meets regularly with partners outside of storms to ensure we are prepared. This includes members the Dept. of Public Works, Emergency Management Office and Labour, Skills & Immigration.
- If a major storm is forecast to impact Nova Scotia, we activate the Emergency Operations Centre (EOC).
- The EOC is staffed by people across the company, 24/7, and is the central hub to coordinate our storm preparation and response. It remains open until the storm is over and all customers are restored.

## Damage prediction and planning

We use a damage prediction tool and scenario planning model that allows us to estimate the impact of an incoming storm. The damage prediction is based on weather conditions, the expected path of the storm, and data gathered during previous storms. It allows our team to:

- Determine areas expected to be impacted the most.
- Position crews across the province, ahead of the storm.
- Bring in extra resources, including power line technicians, damage assessors and forestry workers.
- Estimate restoration times, and update throughout the storm, so we can provide the best information to our customers.

## How we restore power



For more information about how to stay safe before, during and after a storm, visit [nspower.ca/stormready](https://nspower.ca/stormready)