

Important Numbers

Utilities

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

Storm Drains

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

Citywide Emergencies

Emergency regular phone: 911
Emergency cell phone: (650) 321-4433
Non-life threatening: (650) 329-2413
Update on citywide emergencies: (650) 329-2420
Poison control: (800) 222-1222

Radio Stations

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

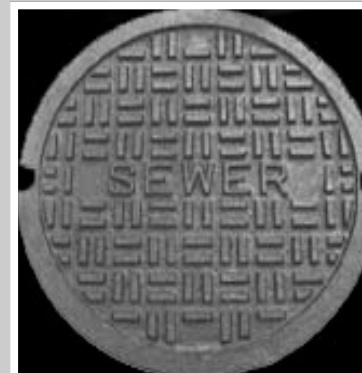
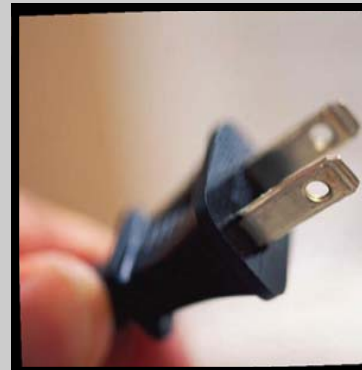
Websites

www.paneighborhoods.org/ep
www.cityofpaloalto.org/emergency
www.cityofpaloalto.org/safeutility
www.cityofpaloalto.org/outageinfo



Utilities Disruptions and Emergencies

Are YOU Ready?



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.



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:

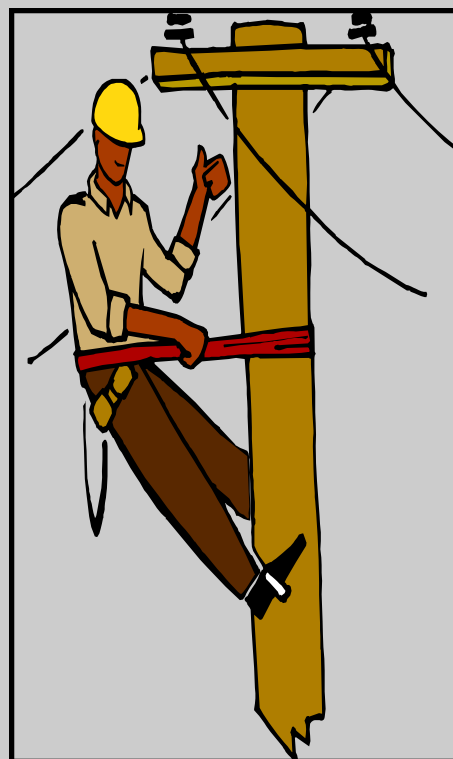
→ Call **(650) 496-6914** to report:

- 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:

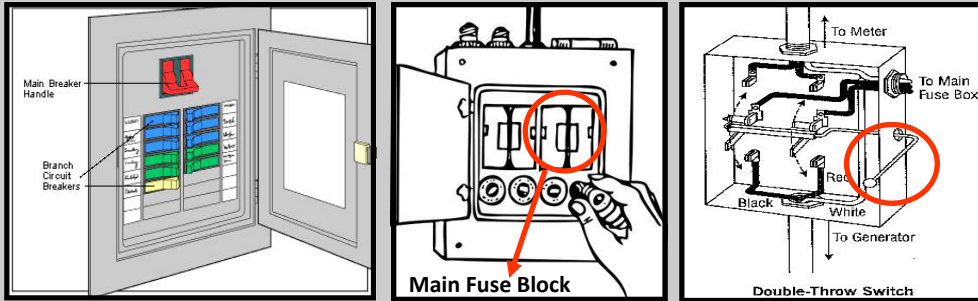
www.cityofpaloalto.org/outages



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



1.

2.

3.

Different homes have different control boxes. Determine which type your home has and follow the appropriate instructions below.

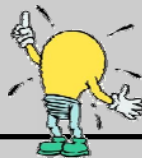
1. **Circuit Breaker:** Turn off all power to the house by flipping the larger, main breaker switch (red) to the off position first, then flip all the other breaker switches (blue, green and/or yellow).
2. **Fuse box:** Pull the main fuse block all the way out and leave it out until power has been restored. Then unscrew the other fuses.
3. **Lever Switchbox:** Move the handle to the off (down) position to remove power to the home.

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, call **911**.
- 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.



GAS

Recognize Signs of a Gas Leak

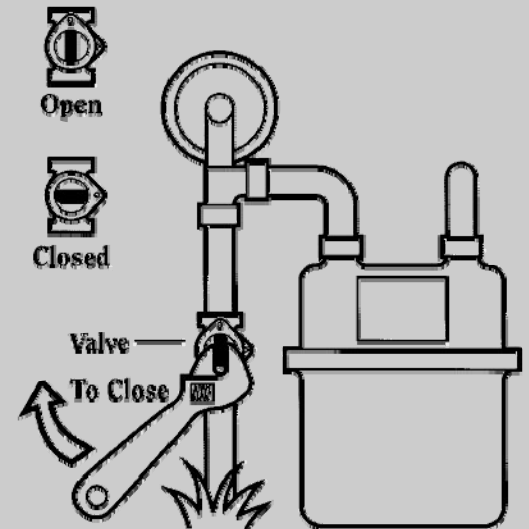
- **Smell** — a distinctive, strong odor similar to rotten eggs.
- **See** — a white cloud, mist, fog, bubbles in standing water, blowing dust or vegetation that appears to be dead or dying for no reason.
- **Hear** — a roaring, hissing or whistling sound.
- **Smell, see or hear gas?** Leave your home immediately! Then call **911** from your cell phone or a neighbor's phone.

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 911.

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.

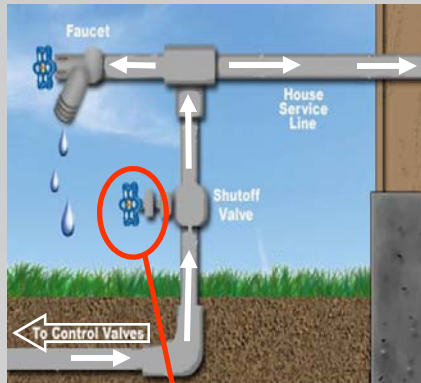


3. **NEVER turn the gas meter BACK ON YOURSELF.** Leave the gas meter off until it can be restored safely by utilities staff.

WATER

To locate ALL water shutoff valves, check your:

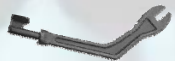
- ☑ Pipe connecting to the home
- ☑ Outdoor water meter
- ☑ Water heater
- ☑ Indoor valves—usually located on pipes under sinks or toilets



Shutting Off Water at the Pipe Entering Your Home

Stop water leaks inside the home by turning 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.

Shutting off Water at Your Outdoor Meter



Meter key



Crescent wrench

1. In an emergency when you need to stop a leak between the street 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
4. If meter box is dislocated, reset to avoid a tripping hazard.



Turning off Indoor Water Fixtures

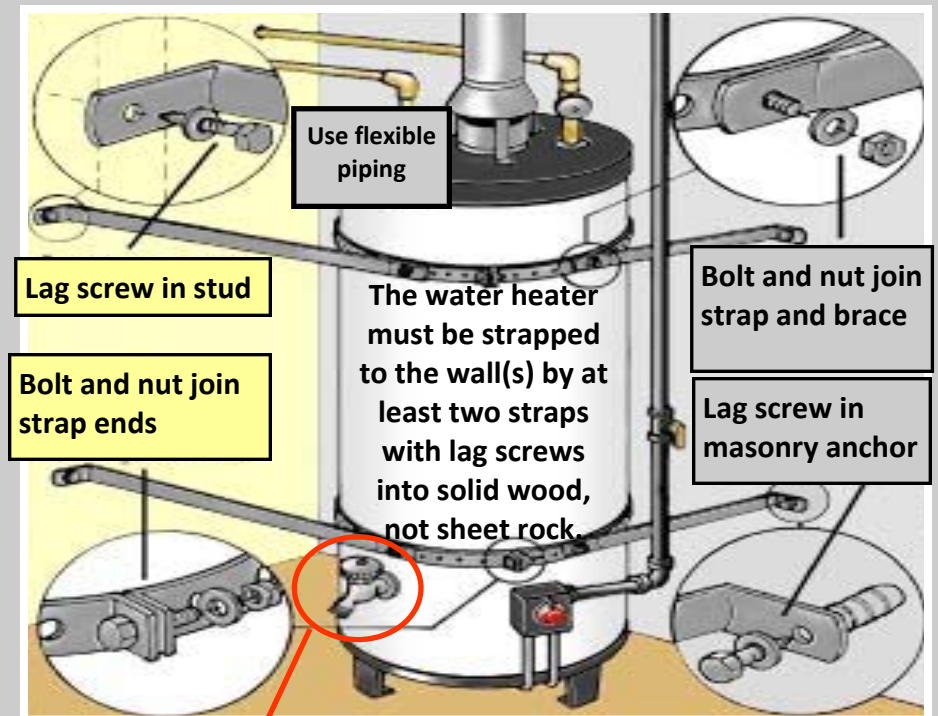
To stop water leaking from a specific fixture, you should turn off the water shutoff valve at the source. Close the valve by turning it clockwise.

Water Heater Shutoff

To preserve water in the tank, turn off all valves going into the house.



WATER HEATER EARTHQUAKE SAFETY



For information on how to drain water from your water heater, please visit the following website:

www.wikihow.com/Flush-a-Water-Heater