



## How the U.C. Restores Power

If a hurricane causes large-scale power outages, the U.C. will restore service to our customers in a safe, orderly, and effective manner and will do so as quickly as possible.

### Restoration is determined by priority

- Priority is given to circuits with large numbers of customers and shorter restoration times.
- Priority is given to critical areas such as hospitals, police, fire stations, and other emergency facilities.
- Priority is also given to grocery stores, gas stations and other essential service providers.

### Please Note:

- If you live where there are trees and overhead lines, it requires time to get the trees cut from the lines and repair/replace broken poles to restore service.
- If you have underground lines, there may be damages due to brackish water flooding and longer repair times will be necessary for locating and repairing transformers and other equipment.

### Why does My Neighbor Have Power But I Don't?

- You may be on a different feeder line or transformer than nearby neighbors.
- The service line to your home may have been damaged and need repairs before you can be reconnected. The U.C. is responsible for repairing the service line and electric meter.
- The weatherhead connection, where the electric lines meet the electric meter on your home, may have been damaged. The customer is responsible for having a licensed electrician repair the weatherhead and meter base before the U.C. can restore power.

## Responsibility for Damaged Utilities

### Who is Responsible for Repairs?

	U.C.'s Responsibility	Customer's Responsibility
Electric	Damage to the U.C.'s conductors (residential), electric meters and service line.	The meter box and your weatherhead or riser which are the technical names for the pipes and wires coming into and out of the meter box and house.
Water	Everything from main service up to the water meter.	The pipe running from the water meter to the house.
Wastewater	Damage to lines outside the property line (at the clean out).	Repairs within the property line (between the clean out and home).

## Important Contact Information

**CUSTOMER SERVICE:**  
386.427.1361

**AFTER HOURS ELECTRICAL OUTAGE LINE:** 386.427.1366

**AFTER HOURS WATER RESOURCE (WATER & SEWER) OUTAGE LINE:** 386.427.1368

**WEBSITE:**  
[WWW.UCNSB.ORG](http://WWW.UCNSB.ORG)



**REMEMBER! WATCH FOR DOWNED POWER LINES. DO NOT APPROACH THEM. CALL 386.427.1366 TO REPORT THEM.**

Last October's Hurricane Matthew was challenging for our community, and it was a good reminder about the need for hurricane preparation. This guide provides you with utility-related information about preparing for an impending storm, as well as information to help you during the storm and after it has passed.

### What Can I Do To Prepare Now?

- Make sure the U.C. has your correct phone number on file by calling Customer Service at [386.427.1361](tel:386.427.1361) before a storm hits.
- Trim your trees properly to minimize their potential impact on your home and neighborhood. Do not attempt to trim any vegetation growing on or near any overhead power lines. Only trained line-clearing professionals should work around power lines. Check your local listings to locate a contractor qualified to trim vegetation around power lines.
- The U.C. regularly maintains trees growing near high-voltage power lines (these are lines that are not directly connected to your home.) Let us know if you see trees that are endangering high-voltage power lines. They will call the U.C. to de-energize the lines if required.
- If someone in your home is dependent on electric-powered, life-sustaining medical equipment, review your family emergency plan for back-up power or make arrangements to relocate when a storm warning is issued. The Utilities Commission cannot promise uninterrupted service due to several factors, including severe weather events such as a hurricane.

## Issuing A Boil Water Notice

If the water treatment and distribution system loses pressure or is temporarily interrupted, the U.C., in consultation with the Volusia County Health Department, may issue a Precautionary Boil Water Notice. This means, as a precaution, all water used for drinking, cooking, or brushing teeth must be brought to a rolling boil for a minimum of three minutes.

Once water service has been restored to the affected area, the U.C. will test the water. The laboratory testing takes a minimum of 24 hours to complete. The precautionary boil water notice will remain in effect until all testing confirms that the water quality meets or exceeds all applicable drinking water standards. Once all water tests results are acceptable, the U.C., in consultation with the Volusia County Health Department, will issue another notification to lift the precautionary boil water notice, which means water no longer has to be boiled for drinking, cooking or brushing teeth.

### WATER PURIFICATION

Residents under a boil water notice should bring water to a rolling boil for one minute to kill any disease-causing microorganisms. The "flat" taste of boiled water can be improved by pouring it back and forth from one clean container into another (aeration), allowing it to stand for a few hours or adding a pinch of salt for each quart of water boiled. Drinking bottled water is also an option for people whose water is contaminated.

If you cannot boil water, add six drops of newly purchased, unscented liquid household bleach per gallon of water, stir well and let the water stand for 30 minutes before using it. Remember that bleach will not kill parasitic organisms. You can also use water-purifying tablets from your local pharmacy or sporting goods store.

From: [www.fema.gov](http://www.fema.gov)



## Water Safety: Before and After A Storm

### Before the Hurricane

- Locate your residence's emergency water shut-off valve and remove any shrubbery or obstructions. Test the water shut-off valve to be sure that it is operational. If the shut-off valve is not operational, have it repaired or replaced.
- Turn off the emergency water shut-off valve if you are leaving your residence prior to a storm. This will help minimize damage to your home's interior should a pipe burst inside the home.
- If you turn off water to your home, follow the manufacturer's recommendations on turning off your hot water heater. Some hot water heaters may be damaged if water supply is turned off for an extended period of time without proper procedures.
- Locate your sewer clean-out lid and remove any shrubbery or obstructions in case the clean-out needs to be utilized after the storm.

### After the Hurricane

- Due to power outages, our water treatment plant could be operating under limited conditions and pressures could be reduced.
- Due to power outages, lift stations that are used to convey sewage to the Water Reclamation Facility may not work or have only limited operations. Over-use of toilet flushing or water going down drains may cause lift stations to overflow and backup into your home. For this reason, **DO NOT LIFT SEWER COVERS TO DRAIN STORMWATER FROM YOUR YARD OR STREET. THIS CAN PLACE EXTREME STRAINS ON THE OPERATIONS OF LIFT STATIONS AND THE TREATMENT FACILITY.**

Because of reduced pressures and limited operations of lift stations, **WATER CONSERVATION IS A MUST!** Remember, just because power has been restored to your home, does not mean that power has been restored to all lift stations within your neighborhood. So please:

- Limit the amount of toilet flushing.
- Abstain from running dishwashers and clothes washers.
- Limit the amount water used during a shower or the amount to fill the bathtub.
- Turn off all sprinklers! Remember to reset your irrigation timer once power has been restored.
- Abstain from pressure washing, car washing, or any other outdoor use of water that is not necessary.

### Broken Water Mains and Running Water

If you see a broken pipe with running water, avoid contact with the water and report it to the U.C. at **386.427.1368**.

### Standing Water

Avoid all standing water. It may be contaminated or be energized by a downed power line.

### Septic Systems

If you utilize a septic system and your property floods, do not use your septic system until the water recedes.

### Private Well Water

Well water is unsafe to drink in all of the following circumstances: surface water inundation of a water supply well has occurred, the water has a foul odor and/or the water looks cloudy or dirty.

Play it safe if you have a concern. Drink only bottled water or water that you know has been properly treated. See notes on purifying water on left hand side.