



Utilities Commission (UCNSB) News

Connecting you with the quality of a New Smyrna Beach life.

MAY 2009

Hurricane Preparation ■ Electric Safety Month ■ Generator Safety ■ Storm Names

Prepare for Hurricane Season

May 24-30 is National Hurricane Preparedness Week. Created by the National Hurricane Service (NHS), this week's goal is to help educate residents about all hurricane hazards—such as storm surge, high winds, tornadoes, and flooding—and encourage residents to be prepared.

NHS recommends you are able to answer these questions before a hurricane threatens:

- What are the hurricane hazards and what do they mean to you and your family?
- What actions should you take to be prepared?

NHS recommends that you and your family have a disaster plan which includes plans for evacuation if necessary or mandated. For more information on hurricanes, hazards, and preparation, visit the NHS website: www.nhc.noaa.gov.

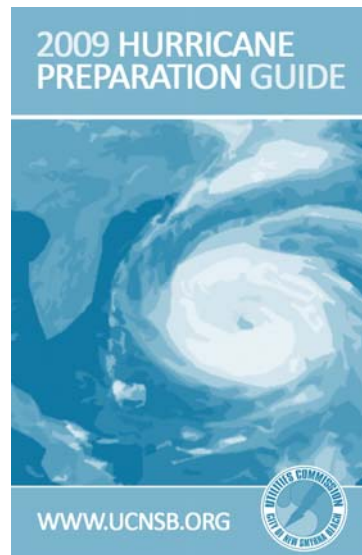
Although hurricane experts are predicting an “average” season, don't let that deter you from preparing for a major storm. You can see this season's predictions from Colorado State University on the back of this newsletter.

“The main thing to remember,” says Rusty Pfof, head of the National Weather Service's Miami office, “is that

it only takes one storm to have a bad season.”

UC's 2009 Hurricane Preparation Guide

To help you prepare, the UC has created a pocket-sized 2009 Hurricane Preparation Guide which features information to help you before, during, and after a storm event. These handy guides will be available starting May 26 in the lobby of the UC's downtown office at 200 Canal St.



2009 Hurricane Preparation Guides available starting May 26.

IMPORTANT NUMBERS & WEBSITES

For all emergencies, call 911.

NSB Police: (386) 424-2000

NSB Fire & hazard planning:
(386) 424-2162

Volusia County Sheriff: (386) 423-3352

UCNSB: (386) 427-1361

or www.ucnsb.org

Emergency Electric: (386) 427-1366

Emergency Water/Wastewater:
(386) 427-1368

NSB Public Works: (386) 424-2212

Volusia County Public Works:
(386) 943-7889

Special Needs: 1-866-600-9416

or www.volusiahealth.com/specialneeds.asp

Volusia County Emergency

Management: (386) 423-3395
or www.volusia.org/emergency

Florida Emergency Management:

www.floridadisaster.org

National Hurricane Center:

www.nhc.noaa.gov

National Weather Service:

www.weather.gov

NSB Citizen Information Hotline:

(386) 424-2113, (386) 424-2114

Volusia County: 1-866-345-0345
(active during a disaster only)

Electric Safety During & After a Storm

May is Electric Safety Month. Keeping with our discussion of hurricane preparations, the UC offers these electric safety tips to keep you and your family safe during and after a storm.

- If your power goes out, call the UC outage reporting system at (386) 427-1366. In emergency events, this is an automatic response system that gives known outages at the time. If we have your correct phone number on file, your name and address will appear on our screen and we can see where the problem is. Prepare now by calling Customer

Service at (386) 427-1361 to make sure the UC has your correct phone number.

- Immediately unplug appliances that will go on automatically when the power is restored. Turn off appliances such as washers, dryers, computers, and TVs. Once power is restored, turn appliances back on one at a time to avoid a power surge.
- Leave one light, alarm clock or ceiling fan in the "ON" position so you can tell when the power has been restored.
- Be careful when using candles, matches, propane stoves or any other flammable material for

light or cooking. Use battery-powered flashlights and lanterns, rather than candles, gas lanterns or torches.

- Notify the UC via the outage reporting number, (386) 427-1366, as soon as possible that lines are down or damaged. Do not attempt to move or repair power lines.
- Do not drive through standing water if downed power lines are in the water. If a power line falls across your vehicle while driving, continue to drive away from the line.

Reminders Regarding Generator Safety

While generators can make living through power outages more bearable, they can pose some significant safety risks.

AVOID ELECTRICAL HAZARDS:

- NEVER plug a portable generator into a wall outlet or electric panel. This practice, known as **backfeeding**, can cause an electrocution risk to utility workers and others served by the same utility transformer.
- Permanent generators should be installed properly with a safety disconnect switch (NEC code) by a licensed contractor.
- Keep the generator dry and operate it on a dry surface under an open, canopy-like structure.
- Plug appliances directly into generator or use a heavy-duty outdoor-rated extension cord. Make sure the entire extension cord is free of cuts or tears and the plug has all 3 prongs, especially a grounding pin.

AVOID CARBON MONOXIDE HAZARDS:

- Always use generators outdoors—away from windows, doors, and vents. Never use generators in homes, garages, basements, crawl spaces, or other enclosed or partially enclosed areas, even with ventilation.
- Install a battery-powered carbon monoxide detector.

Source: <http://www.usfa.dhs.gov/downloads/pdf/fswy24.pdf>

2009 HURRICANE NAMES

Ana	Henri	Odette
Bill	Ida	Peter
Claudette	Joaquin	Rose
Danny	Kate	Sam
Erika	Larry	Teresa
Fred	Mindy	Victor
Grace	Nicholas	Wanda

2009 SEASON PREDICTION

12 named storms,
6 of which will be hurricanes, and
2 of those will be major hurricanes
(winds faster than 110 MPH)

Source: Colorado State University



200 Canal St., NSB
(386) 427-1361 | www.ucnsb.org