

## Other considerations

### Emergency lighting

Choose an emergency lighting system that most closely matches the needs of your business and allows you to function during a power outage.

The most common emergency lighting is a two-headed system with a battery pack. This system is used in strategic locations, such as stairwells and the paths to building exits.

### Emergency cooling

A closed refrigerator can safely preserve food for about 12 hours. A well-filled, closed freezer may be effective for two or three days. Open refrigerated cases should be covered with insulated panels.

Also consider other alternatives, such as:

- ✦ Renting a refrigerated truck for temporary food storage
- ✦ Using dry ice
- ✦ Identify sources for trucks, dry ice and generators in advance so you're prepared

### Flood-prone areas

If flooding is common in your area, follow these precautions to protect your employees and equipment:

- ✦ Make sure wiring and electrically powered equipment are situated above anticipated water levels.
- ✦ Never step into flooded areas because the water could already be in contact with energized equipment or electrical outlets. If power can safely be shut off at the main supply panel, do so.
- ✦ Have an electrician assess any water-damaged equipment to determine when and if it can be safely reactivated.



## It's your business

Whether your business is large, small or somewhere in between, we understand that a power outage presents special challenges for you. Our power lines and equipment provide safe, reliable electrical service under normal conditions, but severe storms, high winds, heavy icing conditions, tree damage, high demand for power during extreme hot weather and accidents can damage our equipment and leave you without power.

When an outage occurs, be assured that DTE Energy is committed to restoring your power and quickly getting you back in business.

Use the suggestions in this guide to help you prepare for a power outage and to cope with an outage should one occur. Visit [dteenergy.com/outagebiz](http://dteenergy.com/outagebiz) for additional information to help you cope with a power outage.



## Planning ahead

One of the best things you can do is plan ahead. Having an action plan in place helps you and your employees understand what to do in the event of a power outage. To help you be prepared, you can get sign up to receive free storm alert e-mails by visiting our Outer Center at [dteenergy.com/outagebiz](http://dteenergy.com/outagebiz).

Here are some suggestions:

- ✦ Assemble an emergency kit that includes, flashlights, a battery-powered radio, extra batteries, emergency contact phone numbers, a corded phone and a first aid kit.
- ✦ Develop an emergency plan that clearly defines roles for your key employees. Decide who will be responsible for initiating and maintaining contact with DTE Energy during a power outage.
- ✦ Make sure employees know when and how they will be notified of work schedule changes during severe weather emergencies.
- ✦ Find out where you can obtain dry ice, temporary refrigeration or a backup power source if needed. Update your list regularly.
- ✦ Determine how you will prevent data loss or damage to sensitive electronic equipment, such as computers.
- ✦ Consider installing an emergency lighting system, along with battery backups for your lighting and security systems.
- ✦ Install surge suppression and uninterruptible power supply devices to protect sensitive electronic equipment.
- ✦ Investigate alternate communication methods for handling customer or employee inquiries. Remember, your phone system may not operate if power is out.
- ✦ Primary service customers who maintain their own onsite transformers should speak with their account representatives for additional instructions on dealing with power outages.



## When severe weather strikes

### Reporting your power outage

If your electric power goes out during a severe storm, report your outage as soon as possible:

- ✦ Visit [dteenergy.com/outagebiz](http://dteenergy.com/outagebiz) from a location that has power and use our online outage reporting system
- ✦ Call **800.477.4747** and use our automated outage reporting system
- ✦ Use our Outage App from your from your web-enabled mobile device. Go to [dteenergy.com/outagebiz](http://dteenergy.com/outagebiz) to find out how to download the free app.

Do not assume we know you are without power. Report the problem.

Remember, if you close your business during a power outage; please let us know where we can reach you if we need more information or if our repair crews need access to your property.

You can get the latest storm information by visiting our Outage Center at [dteenergy.com/outagebiz](http://dteenergy.com/outagebiz) from a location that has power. It's one way you can keep track of the extent of storm damage and the progress of our restoration efforts. The local news media also provides regular updates on our storm restoration efforts.

### Make safety your top priority

It's important to stay at least 20 feet away from downed power lines and anything they may be touching. Be especially cautious near metal fences. Electric current will be strongest where a wire is touching, but even a connecting metal fence some distance away can be energized and dangerous.

If you are using a backup power generator, make sure all circuits are disconnected from DTE Energy power lines to protect your employees and our repair crews from dangerous electricity backfeed.



## Restoring power

### Our restoration priorities

In a storm emergency, our first priority is to protect the general health and safety of the communities we serve. That's why we first restore power to critical services, such as:

- ✦ Hospitals
- ✦ Police and fire departments
- ✦ Sanitation facilities
- ✦ Communication agencies, such as television and radio stations

We then complete repairs that allow us to restore service to the greatest number of customers at a time.

### When will your power be restored?

After a severe storm, it takes several hours for us to acquire and analyze damage reports and provide restoration estimates.

To obtain an estimate of your expected restoration time:

- ✦ Visit [dteenergy.com/outagebiz](http://dteenergy.com/outagebiz) from a location that has power
- ✦ Call **800.477.4747** and use our automated system

The severity of damage on your circuit, continued severe weather and other unforeseen circumstances might force us to revise your restoration estimate once crews are on the scene. Please be assured that we're working as quickly as possible to safely restore your power.

### Watch for signs of low voltage

During and immediately following a severe storm, watch for indications of low voltage, such as dimming lights and shrinking computer screen displays. To avoid possible damage to your equipment, shut off sensitive electronic equipment, such as computers, and unplug motor-driven equipment. Unplug or turn off equipment to reduce strain on the electrical system when power is first restored. Report your low-voltage problem as soon as possible by visiting [dteenergy.com/outagebiz](http://dteenergy.com/outagebiz) from a location that is not experiencing problems or by calling **800.477.4747** and using our automated system.

## Using a backup generator

Whether you choose to permanently install a backup power generator or rent equipment as needed, learn to operate it safely.

### Connecting your generator

Have a licensed electrician permanently install a properly-sized generator or the access outlets and a transfer switch for a temporary generator. A transfer switch ensures a mechanical and electrical separation from our system, protecting you and our repair crews from dangerous electrical backfeed. Backfeed occurs when electricity produced by a generator begins feeding back into our power lines.

### Operating your generator safely

Before using a backup generator, find out how much equipment and lighting can be operated safely by comparing their total wattage to the generator's capacity. Never exceed the backup generator's capacity. Always follow the generator manufacturer's operating instructions.

If more equipment must be operated than the generator is capable of handling at one time, the power will have to be shared. This means disconnecting equipment and lights, and alternately reconnecting others as needed. This ensures that the generator is not overloaded.

The voltage of the generator and equipment used must also match. Large equipment operating on 240 volts must operate on a generator with the same amount of voltage.

Keep the following tips in mind:

- ✦ Properly ground the generator.
- ✦ Place generator in a dry location outdoors.
- ✦ Provide good ventilation and make sure your backup generator is located away from windows and doors to minimize dangers from deadly carbon monoxide emissions.
- ✦ Make sure your hands are dry and you are standing in a dry place when operating the generator.
- ✦ Protect your equipment once the generator is on. This means turning on equipment and lights one at a time to avoid overload.