

# Emergency Preparedness Tips

In the event of severe weather, listen to the local news or NOAA Weather Radio for emergency updates.

- 1 Establish an Emergency Plan for your household and be sure everyone knows it.
- 2 Keep people and pets at least 30 feet away from downed power lines. Don't touch anything in contact with a downed line, such as a car, tree, or fence. Please call MTE's member service team immediately at 877-777-9020 to report a downed line.
- 3 If a tree or limb falls on a power line and is creating a spark, please report the emergency by calling 911.
- 4 Keep your phone charged and have a fully charged portable charger on hand.
- 4 Never operate a generator inside your home. Always keep it outside for proper ventilation.
- 5 Only a qualified, licensed electrician should attempt to connect a generator to your home or business's main electric panel. If connected improperly, power can "backfeed" onto utility lines, creating a dangerous situation for line crews.
- 6 If power goes out, keep your refrigerator and freezer closed to preserve food. Food in the fridge will last up to four hours and a full freezer will be safe for 48 hours\*.

*\*U.S. Department of Agriculture, 2021*

# Emergency Kit Checklist



It's important to have an emergency kit prepared ahead of time – you may not be able to receive immediate help following a natural disaster or emergency. Here are the items recommended by TEMA and the American Red Cross:

- Water (one gallon per person/pet for several days)
- Food (at least a several-day supply of non-perishable food)
- Manual can opener
- Flashlight
- Battery-powered radio or hand-crank radio (NOAA Weather Radio, if possible)
- Extra batteries
- First aid kit
- Essential medications (7-day supply) and medical supplies (hearing aids, glasses, contact lenses, syringes, etc.)
- Baby supplies (bottles, formula, baby food, diapers, wipes, etc.)
- Pet supplies (collar, leash, ID, food, carrier, bowl)
- Whistle to signal for help
- Sanitation and personal hygiene items
- Multi-purpose tool
- Local maps
- Cell phone with charger (and extra battery pack) or solar charger
- Cash or traveler's checks and change
- Copies of personal documents (deed/lease to home, passports, birth certificates, insurance policies, etc.)
- Emergency blanket

# MTE Outage Preparedness Information

MTE needs your correct contact information in the event of an emergency outage situation. If your primary phone number or email address has changed, update your information through the myMTE app or web portal, by calling **877-777-9020** or stopping by your local office. If anyone in your home depends on life-support equipment, download ([mte.com/LifeSupport](https://mte.com/LifeSupport)) and return the Life Support Program form to your local county office.

[Download the myMTE app to sign up for outage updates.](#)

Add your cell phone as a contact under **Settings > Contact Methods**.



Go to **Settings > Manage Notifications > Service** and add your phone number for the desired alert types, including outage notifications.



Text the word **'OUT'** to **800-546-5492** to report an outage or **'STATUS'** to get updates about outages on your account.

## Report an Outage

Report an outage through the myMTE app or by calling **877-777-9020**.

View known outages:  
[mte.com/Outages](https://mte.com/Outages)

Download the myMTE app.



For future reference, cut this card out and add to your fridge or wallet.

For future reference, cut this card out and add to your fridge or wallet.



Sign up for  
emergency  
notifications  
in your county.



# Local Emergency Management Agencies

When severe weather happens, can MTE or your local emergency services reach you with critical alerts?



Update your contact information or sign up for emergency notifications from your county.

[mte.com/EMA](https://mte.com/EMA)

---

**If you experience a life-threatening or emergency situation, call 911.**