



Yavapai County

Our Mission: "Yavapai County will serve and protect its citizens through efficient management of all its resources to enhance the lives of those we serve."

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2020

Contact Information:
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What to Do During a Power Outage

September is National Preparedness Month and Yavapai County Emergency Management would like to ensure that county residents stay safe and informed. The Yavapai County Board of Supervisors, and Yavapai County Emergency Management, working in collaboration with Arizona Public Service (APS) would like to remind you of what to do before, during and after a power outage. During high-risk fire conditions, APS takes extra steps to reduce the risk of wildfires, which could increase the duration of the outage.

Prepare before an outage:

- Check your batteries in flashlights and medical devices regularly especially before a storm is forecasted.
- Sign up now to receive text/email alerts when there is an outage in your neighborhood by going to aps.com/outages and ensure that your APS account contact phone numbers are updated.
- If you have life-support medical equipment please register for the Medical Preparedness Program at 602-371-7171. This alerts APS of your needs in the event of an outage.
- If you have an automatic garage door, be sure you know how to open the door manually in case you are without power.

During an outage:

- APS doesn't always know when you are without power, you can report a power outage and obtain real-time restoration times by calling 602-371-3680 or through the APS mobile app, or at aps.com/outages.
- Keep your refrigerator and freezer doors closed. Food will stay fresh for several hours if the doors are kept closed.
- In case of an extended outage APS will reimburse customers for ice purchases to keep the food in your fridge fresh. Please keep your receipt and mail it to APS System Outage Communications PO Box 53999 Sta. 3255 Phoenix AZ 85072-3999.



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- Additionally, Yavapai County and Red Cross will coordinate to establish warming or cooling stations during prolonged outages, these will show on the APS outage map and on Yavapai County Emergency Management Facebook page.
- If you see a power line down, stay 100' away and call 911
- Turn off and unplug all unnecessary electrical equipment and appliances. Wait until 5-10 minutes after power is restored to plug in and turn on to protect from electrical surge damage.
- During high-risk fire conditions, APS takes extra steps to reduce the risk of wildfires. This can include taking power lines out of service so first responders can enter the area safely. Or, APS may need to take extra time to inspect lines to ensure they are not damaged before restoring power.

After an outage:

- If your home is the only one without power in your neighborhood, please check your home's circuit breaker before calling APS.
- Don't try to repair electrical problems on your own. Electricity can be deadly.
- If you have sensitive electrical appliances and equipment. There are very affordable whole home surge protectors that are available from most hardware and electrical companies that will protect your house from electrical surges.

If you have any additional questions please visit aps.com/outages, or facebook.com/YCOEM.

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For information about Yavapai County Community Health Services or food recalls, please contact David McAtee at 928-442-5509 or email David.McAtee@yavapai.us. Or visit www.Yavapai.us

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