

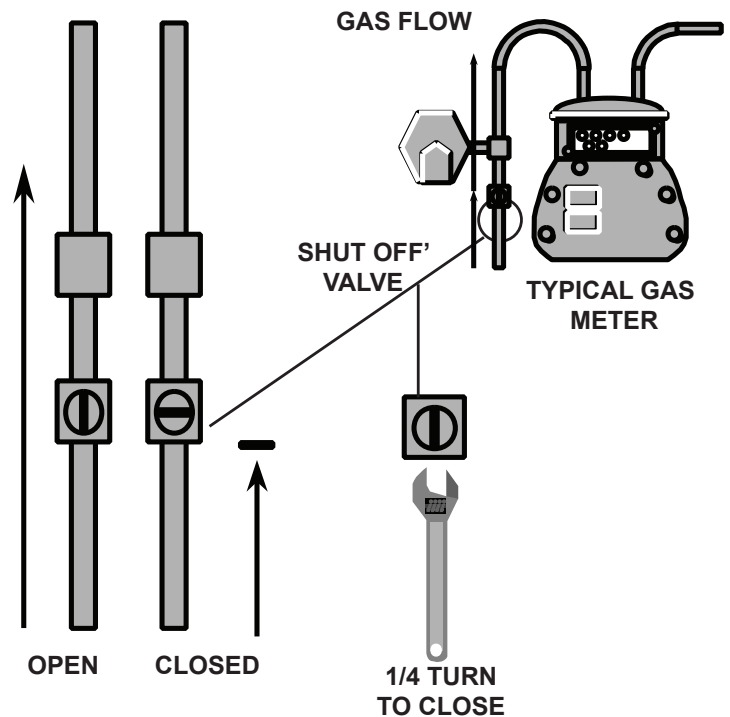


HOW TO SHUT OFF GAS SUPPLY

Do so **ONLY** if you notice structural damage to your house or if you smell or hear leaking gas.

1. The main shut-off valve is located next to your meter on the inlet pipe.
2. Use a crescent or pipe wrench and give the valve a quarter turn in either direction. The valve will now run crosswise on the pipe. The line is closed.

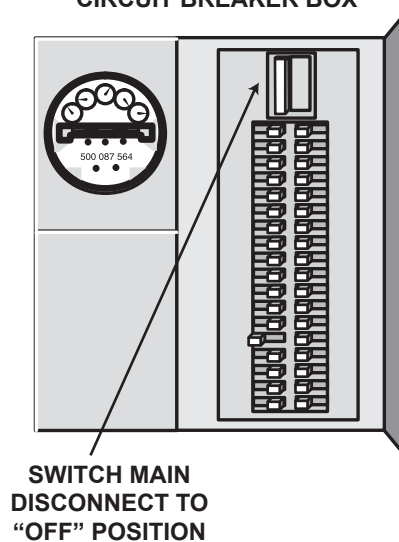
DO NOT turn on the gas again, let the gas company do-this.



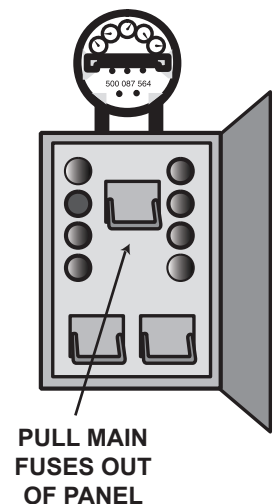
HOW TO SHUT OFF ELECTRICITY

1. Normally, most electric main disconnects (breaker/fuses) are located with the meter on an exterior wall.
2. Look closely at your circuit breaker box or fuse-type box.
3. Be certain that you can turn off the electricity in an emergency.

TYPICAL SWITCH TYPE
CIRCUIT BREAKER BOX



TYPICAL FUSE TYPE
CIRCUIT BOX





ELECTRIC AND GAS

Sierra Pacific Power Company wants to ensure your safety and reduce your frustration if an outage occurs. Listed are guidelines based on Sierra Pacific Power Company procedures.

WHO SHOULD I CALL?

Electric Emergency Information

There are some things you can do before you contact (Sierra Pacific) Emergency Repair.

- Check to see if your home or business is the only one on the street without power.
- All locations have either a circuit breaker panel or a fuse box.
- All service panels have a main switch. Check to see if your main circuit breaker switch tripped. Reset to the "on" position.
- Check fuse box. Replace fuses as needed.
- Contact your local Sierra Pacific Power Emergency Repair Service, or your local electric company.



Gas/Propane Emergency Information

- Life threatening concerns should be directed to 911, then contact the Reno/Sparks Sierra Pacific Power Emergency Repair Service at 834-4100, or your local gas or propane company.
- If you smell a strong odor of gas or propane inside or outside your home or building, evacuate everyone from the building and general area and keep the area clear. -
- Turn the valve at the gas meter or propane tank to the "off" position.
- Do not turn, on or off any electrical switches or appliances.
- Do not use the telephone. Go to a neighbor to call for assistance.



RESTORATION INFORMATION

How long you are without service depends on the nature of the outage.

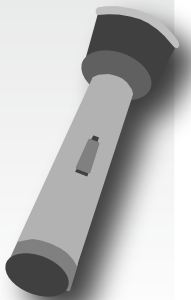
- All outages are considered important.
- When you contact the Emergency Repair Service your initial outage report is processed.
- Often, it is necessary to first send a troubleman to assess the problem. A crew will be dispatched later.
- Priority of response may be dictated by public safety concerns or if a state of emergency exists.
- The Emergency Repair Service message is updated when additional information becomes available.

BE PREPARED

Being prepared is extremely important. No one likes to be without service, but sometimes it's unavoidable. Safety is everyone's responsibility.

- Meters should be accessible by keeping bushes, trees and shrubs maintained.
- Keep flashlights and batteries where they will be easy to find. Have extra batteries on hand.
- Have an adequate water supply.
- A battery operated radio will help provide current safety and emergency information.

This is a partial list. For a complete list of items every household and business should keep on hand for emergency situations, contact your local American Red Cross office for a free brochure.



REMEMBER, YOUR SAFETY AND COMFORT ARE OUR CONCERN