OSCEOLA

Hurricane HANDBOOK

2018





KISSIMMEE
Founded 1883

ST. CLOUD
Celebrating Small Town Life

KUA
KISSIMMEE UTILITY AUTHORITY

OSCEOLA COUNTY FLORIDA

UF IFAS Extension
UNIVERSITY of FLORIDA

POSITIVELY OSCEOLA

A MESSAGE FROM KISSIMMEE UTILITY AUTHORITY



Dear Osceola County Resident,

With another hurricane season expected to be above average, it's time to start preparing your family for safety, beginning with this hurricane handbook. In this guide, you'll find helpful information on what to expect this season, tips on keeping your family safe during the storm and steps to take after the storm has passed.

Last year, we experienced a direct impact from Hurricane Irma. Irma caused severe flooding and power outages that affected more than 53 percent of our customers. Post storm, KUA, alongside additional line workers and tree trimmers, were able to restore power within 75 hours to all customers.

But the restoration didn't stop there. Shortly after, KUA linemen traveled to both Orlando and Lakeland to assist with their restoration. They then packed their bags and traveled to Key West and Puerto Rico to help restore power to communities when all power was lost. We are extremely thankful for our team and their commitment to providing help to other communities.

While the Kissimmee area may have recovered from Irma quickly, we still need to be aware of lessons learned in order to prepare for this season. Colorado State University forecasters predict greater than a 60% chance of a major hurricane hitting the U.S. coastline with 14 tropical storms for this year, seven of which are expected to become hurricanes, and three of those to become major hurricanes.

So, what can you do in the meantime? Prepare. Begin reviewing the information in this guide to help you and your family develop a plan. Take the time to know your evacuation routes or best practices for staying home during the storm. Consider home safety precautions, insurance policies and communications methods.

As you work on your plan, know that KUA has a team of nearly 300 highly-skilled employees ready to respond when you need us most.

Stay safe this season,

Sincerely,

James C. Welsh

James C. Welsh
President and General Manager

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KUA KISSIMMEE UTILITY AUTHORITY

OUTAGE MAP

To view a real-time map of outages affecting KUA customers, visit http://goo.gl/WV6Naz

OUTAGE ALERTS

To receive updates from KUA on power restoration following a hurricane or major storm, simply follow us on Twitter by clicking "Sign Up" at www.twitter.com/KUAdirect. The outage information will be delivered to your computer or mobile phone as it happens!

twitter

StormReady
NATIONAL WEATHER SERVICE

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Published by Kissimmee Utility Authority
Printed by Quad Graphics
A Special Supplement to the Osceola News-Gazette

Project Manager: Chris M. Gent, APR, CPRC

Special thanks to Annabella Pujalte, Nathan Gault, Marcello McDonald, Aaron Haderle, Clarence "Clak" Worthy, Ed McDonald, James C. Welsh, Popcorn Initiative, Sheila Lutringer Illustration, City of Kissimmee, City of St. Cloud, Osceola County, UF IFAS Extension in Osceola County, Osceola County Office of Emergency Management, Florida Department of Insurance, Florida Division of Emergency Management, Federal Emergency Management Agency, National Flood Insurance Program, National Oceanic and Atmospheric Administration and University of Florida IFAS Extension.

Back Cover Photo: Nathan Gault, apprentice lineman, Marcello McDonald, lead lineman

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DIRECTORY OF IMPORTANT NUMBERS AND LINKS

EMERGENCY NUMBERS

FIRE, POLICE, MEDICAL ...911

LOCAL INFO

Positively Osceola
www.positivelyosceola.com
facebook.com/PositivelyOsceola
positiveinfo@positivelyosceola.com

LOCAL GOVERNMENT

Osceola County Government
Emergency Information Hotline:
407-742-0000
www.osceola.org
www.facebook.com/OsceolaCountyFL
@OsceolaCountyFl

Office of Emergency Management
407-742-9000
emdo@osceola.org
mysafety.osceola.org
www.facebook.com/OsceolaEOC
@OsceolaEOC

City of Kissimmee
Hurricane Hotline: 407-742-0000
www.kissimmee.org
www.facebook.com/CityofKissimmee
@Kissimmee_FL

City of St. Cloud
Public Information Hotline:
407-957-7161
www.stcloud.org
www.facebook.com/StCloudCityHall
@StCloud_FL

POLICE DEPARTMENTS

Kissimmee Police Department
407-846-3333 – (Non-emergency)
www.police.kissimmee.org

Osceola County Sheriff's Office
407-348-2222 – (Non-emergency)
Administration Building: 407-348-1100
www.osceolasheriff.org

St. Cloud Police Department
407-891-6700 – (Non-emergency)
www.stcloud.org

HOSPITALS

Osceola Regional Medical Center
700 W. Oak Street, Kissimmee, FL 34741
407-518-3801 – (Emergency Room)
407-846-2266 – (Non-emergency)
www.osceolaregional.com

Florida Hospital Kissimmee
2450 North Orange Blossom Trail
Kissimmee, FL 34744
407-933-6632 – (Emergency Room)
407-846-4343 – (Non-emergency)
www.floridahospital.com/kissimmee

St. Cloud Regional Medical Center
2906 17th Street, St. Cloud, FL 34769
407-498-3620 – (Emergency Room)
407-892-2135 – (Non-emergency)
www.stcloudregional.com

Florida Hospital Celebration Health
400 Celebration Place, Celebration, FL 34747
407-303-4772 – (Emergency Room)
407-303-4000 – (Non-emergency)
www.celebrationhealth.com

Poinciana Medical Center
325 Cypress Parkway, Kissimmee, FL 34758
407-530-2100 – (Emergency Room)
407-530-2000 – (Non-emergency)
www.poincianamedicalcenter.com

ELECTRIC UTILITIES

Kissimmee Utility Authority
407-933-9800 or 877-582-7700
Report Outage: 407-933-9898
www.kua.com



Duke Energy
407-629-1010 or 800-700-8744
Report Outage: 800-228-8485
www.duke-energy.com

OUC (St. Cloud)
407-957-7373
Report Outage: 407-957-7373
www.ouc.com

Peace River Electric Cooperative
863-773-4116 or 800-282-3824
Report Outage: 800-282-3824
www.preco.coop

WATER COMPANIES

Toho Water Authority
407-944-5000
Poinciana: 863-496-1770
www.tohowater.com

St. Cloud Utilities
407-957-7344
www.stcloud.org/utilities

TRASH COLLECTION OUTSIDE THE CITY OF KISSIMMEE

Osceola County Solid Waste Division
& Recycling
Trash & Yard Waste: 407-742-7750
www.osceola.org

TRASH COLLECTION INSIDE THE CITY OF KISSIMMEE

City of Kissimmee Sanitation Division
407-518-2507
Debris Pickup: 407-518-2507
www.kissimmee.org/publicworks

For account and billing information:
Kissimmee Utility Authority: 407-933-9800

TRASH COLLECTION INSIDE THE CITY OF ST. CLOUD

City of St. Cloud Solid Waste Division
407-957-7289
www.stcloud.org/utilities

DIRECTORY OF IMPORTANT NUMBERS AND LINKS

COMMUNITY ASSISTANCE

2-1-1 Community Resources
& Elder Helpline:
407-839-4357 or 800-963-5337
www.hfuw.org
uw211help@gmail.com

American Red Cross
5 N. Bumby Ave., Orlando, FL 32803
407-894-4141 or 407-644-9300
www.redcross.org
www.midfloridaredcross.org

Senior Services
Osceola Council on Aging
700 Generation Point, Kissimmee, FL 34744
407-846-8532
Elder Helpline: 800-963-5337
www.osceolagenerations.org

Meals on Wheels
407-847-2144
www.osceolagenerations.org

GAS COMPANIES

(Natural)
TECO Peoples Gas
407-425-4662 or 877-832-6747
www.peoplesgas.com

(Propane)
Suburban Propane
407-847-3582 or 800-776-7263
www.suburbanpropane.com

TELEPHONE COMPANIES

CenturyLink
888-723-8010 or 855-716-5873
www.centurylink.com

TELEVISION CABLE

Spectrum
855-222-0102 or 866-309-3279
www.spectrum.com

Comcast Cable/Xfinity
800-934-6489 or 800-266-2278
www.xfinity.com

PERMITS

City of Kissimmee: 407-518-2130
www.kissimmee.org

City of St. Cloud: 407-957-7224
www.stcloud.org

Osceola County: 407-742-0200
www.permits.osceola.org

OTHER

Florida Poison Information Center
800-222-1222
www.poisoncentertampa.org

Osceola County Animal Services
407-742-8000
www.osceolacountypets.com

Osceola County Annual
Special Needs Shelter Application
407-742-9001
www.osceola.org

UF IFAS Extension in Osceola County
Tree Inspection/Licensed Arborists
Disaster Preparation and Recovery
321-697-3000
osceola.ifas.ufl.edu

Osceola County Mosquito Control
407-742-0200
www.osceola.org

Community Relations Office/School Closings
407-870-4007
Osceola District Schools
407-870-4600
407-870-4897 (Student Services)
www.osceolaschools.net

TRANSPORTATION

(Rail/Train)
Amtrak Information & Reservations
800-872-7245
www.amtrak.com

SunRail
855-724-5411
www.sunrail.com

(Bus)
Greyhound
800-231-2222
www.greyhound.com

Lynx Bus Service
407-841-5969
www.golynx.com

FEDERAL/STATE ASSISTANCE

FEMA: 800-621-3362
(Presidential Declared Disasters)
www.fema.gov

Fla. Building Contractor License Verification
Dept. of Business and Professional Regulation
850-487-1395
www.myfloridalicense.com

Florida Department of Agriculture and Consumer Services
800-435-7352 or 800-352-9832 (Espanol)
www.freshfromflorida.com

Florida Emergency Information Line
800-342-3557
www.floridadisaster.org

Price Gouging Hotline
866-966-7226 or 850-414-3990
www.myfloridalegal.com

State Department of Financial Services
Consumer Hotline: 877-693-5236
www.myfloridacfo.com

State Volunteer & Donations Hotline
850-414-7400
www.volunteerflorida.org

WEATHER LINKS

National Hurricane Center
www.nhc.noaa.gov
@NHC_Atlantic

National Oceanic & Atmospheric Administration
www.noaa.gov
@NOAA

The Weather Channel
www.weather.com
@weatherchannel

Florida Division of Emergency Management
www.floridadisaster.org
@FLSERT

Red Cross
www.redcross.org
www.midfloridaredcross.org
@RedCross

Download FEMA's Are You Ready? Citizen Preparedness Guide
www.ready.gov/make-a-plan

NOAA Weather Radio Information
www.nws.noaa.gov/nwr/

Weather Safety and Preparedness
www.weather.com/safety

2017

was by far the costliest hurricane season on record, with a total of at least $282.16 billion (USD) in damages.

IMPORTANT TERMS

EMERGENCY TERMS

EMERGENCY ALERT SYSTEM: (EAS) A digital system designed to give emergency information and instructions from federal, state and local authorities. The system is interfaced with the cable television system as well as radio and television stations. When activated, it broadcasts the latest information on weather reports, road conditions, evacuations, shelter locations and re-entry information.

EMERGENCY SHELTER: A shelter provided during and immediately following a disaster.

EVACUATION ORDER: The most important instruction you will receive from local government officials.

EVACUATION ROUTE SIGNS: Signs are located on all major evacuation routes.

SHELTER PERIOD: The interval of time from the point of evacuation until the primary situation or event has decreased to a level that will permit people to leave designated emergency shelters. The time may vary from several hours to several days, depending upon the severity of the hurricane.

SMALL CRAFT ADVISORY: When a tropical cyclone threatens a coastal area, small craft operators are advised to remain in port and not venture to sea.

WEATHER TERMS

EYE: The low pressure center of a hurricane. It is surrounded by the most intense area of the storm, and in contrast to the eye wall, winds are normally calm and sometimes the sky clears.

EYE WALL: The ring of thunderstorms that surrounds a storm's eye. The heaviest rain, strongest winds and worst turbulence are normally in this area.

FLASH FLOOD WATCH: The National Weather Service issues this type of watch when local flooding can be expected within 12 to 24 hours. Stay alert.

FLOOD WARNING: The National Weather Service issues a flood warning when flood waters are expected to exceed flood stage at any point on rivers and bayous. Most flood warnings will be issued 24 to 60 hours in advance of the crest.

GALE WARNINGS: Issued when winds of 39 to 54 mph (34-47 knots) are expected.

HURRICANE: Pronounced rotary circulation with a constant wind speed of at least 74 mph (64 knots).

HURRICANE SEASON: The portion of the year having a relatively high incidence of hurricanes. In the Atlantic, Caribbean and Gulf of Mexico, generally regarded as June 1 through Nov. 30.

HURRICANE WARNING: Hurricane conditions are expected somewhere within the specified coastal area, usually within 36 hours.

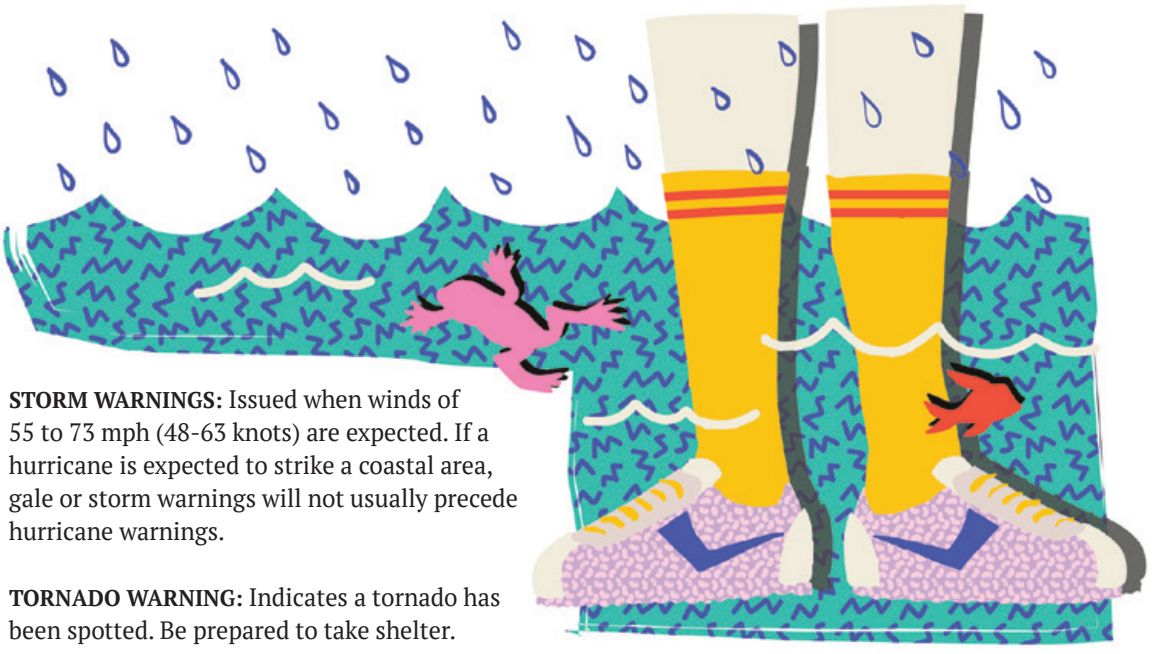
HURRICANE WATCH: Hurricane conditions are possible somewhere within the specified coast area, usually within 48 hours.

KNOTS: A measure of speed. It is one nautical mile that measures speed. A nautical mile is one minute of one degree of longitude and is slightly longer than the ordinary statute mile as used in the United States.

LANDFALL: The term used that indicates the moment the eye of a hurricane hits land.

MILLIBAR: A metric measure of air pressure.

STORM SURGE: A great dome of water, often 50 miles wide, that comes sweeping across the coastline near the area where the eye of a hurricane makes landfall.



STORM WARNINGS: Issued when winds of 55 to 73 mph (48-63 knots) are expected. If a hurricane is expected to strike a coastal area, gale or storm warnings will not usually precede hurricane warnings.

TORNADO WARNING: Indicates a tornado has been spotted. Be prepared to take shelter.

TORNADO WATCH: Conditions are favorable for this type of storm.

TROPICAL CYCLONE: A general term for all cyclonic circulations originating over tropical water.

TROPICAL DEPRESSION: Rotary circulation at the surface with a maximum constant wind speed of 38 mph.

TROPICAL DISTURBANCE: A moving area of thunderstorms in the tropics that maintains its identity for 24 hours or more. This type of disturbance is common.

TROPICAL STORM: Distinct rotary circulation with constant wind speed ranges of 39 to 73 mph.

TROPICAL STORM WARNING: Tropical storm conditions are expected within the specified coastal area within 36 hours.

TROPICAL STORM WATCH: Tropical storm conditions are possible within the specified coastal area within 48 hours.

TROPICAL WAVE: A kink or bend in the normally straight flow of the surface air in the tropics which forms a low pressure trough or pressure boundary, with showers and thunderstorms. These may eventually develop into a tropical cyclone.

ORGANIZATIONS, PEOPLE AND PLACES TO KNOW

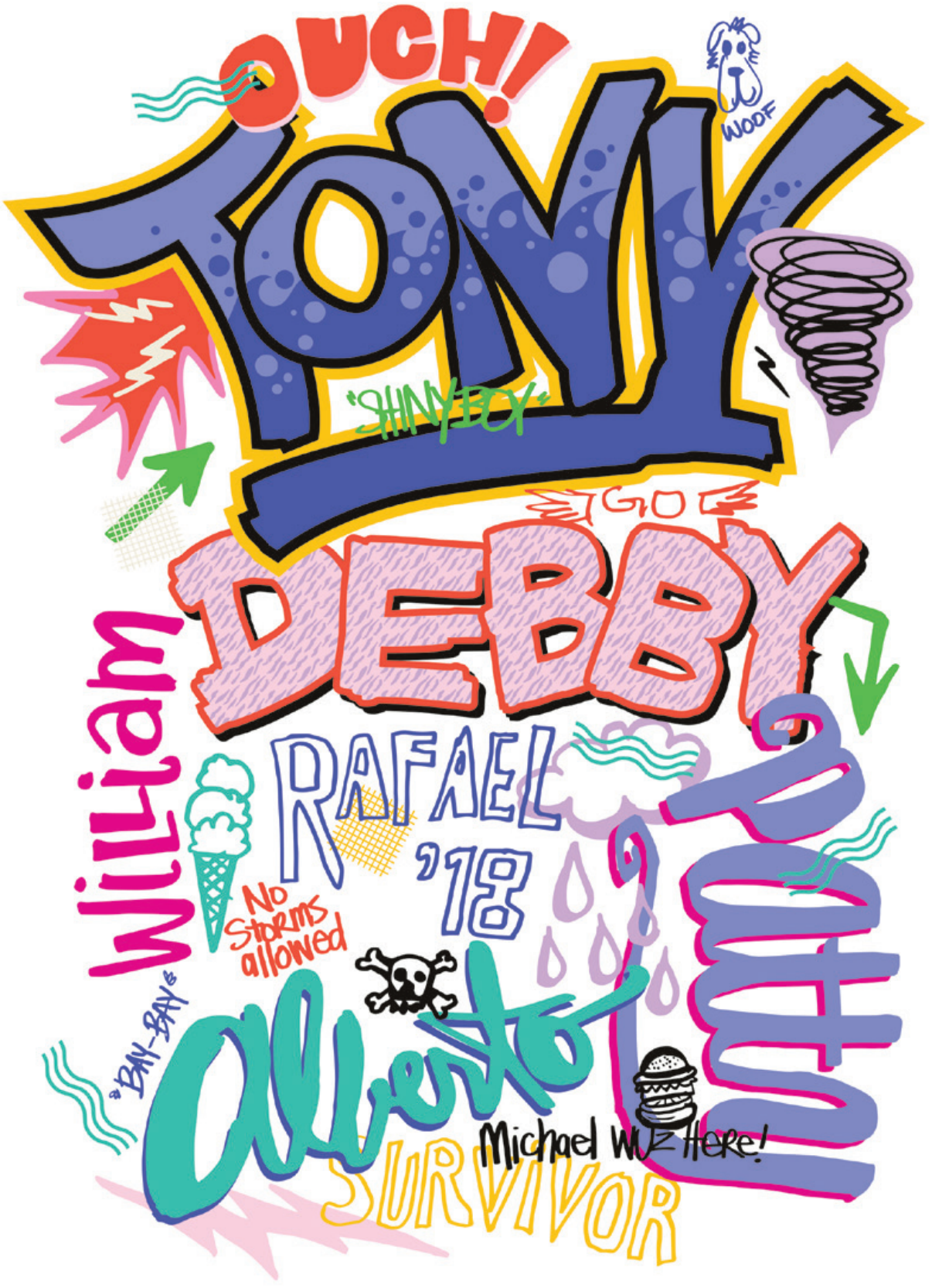
FEDERAL EMERGENCY MANAGEMENT AGENCY (FEMA): The agency that assists state and local governments, as well as citizens, in recovering from a disaster. FEMA is part of the federal Department of Homeland Security.

NATIONAL OCEANIC ATMOSPHERIC ADMINISTRATION (NOAA): Provides a continuous broadcast of weather conditions in Central Florida. The broadcast frequency is 162.475 - Orange or Osceola or 162.550 - Polk, Tampa and Melbourne.

OSCEOLA COUNTY OFFICE OF EMERGENCY MANAGEMENT: The county department responsible for providing the coordination of the preparedness, response, recovery and mitigation of natural and man-made disasters that may affect the residents and visitors of Osceola County. Public Information Hotline: 407-742-0000.

OSCEOLA COUNTY SPECIAL NEEDS PROGRAM: Residents with disabilities, medical problems or mobility problems who may need transportation assistance or disaster shelter during an emergency may register with the Osceola County Special Needs Program. To register call the Osceola County Special Needs Program at 407-742-9001.

STORM NAMES


OUCH!
TONY
WOOF
"SHINYBOY"
GO
DEBBY
William
RAFAEL
'18
No Storms allowed
"BAY-BAY"
Alberto
Michael WZ Here!
SURVIVOR

2018 TROPICAL CYCLONE NAMES

Alberto, Beryl, Chris, Debby, Ernesto, Florence, Gordon, Helene, Isaac, Joyce, Kirk, Leslie, Michael, Nadine, Oscar, Patty, Rafael, Sara, Tony, Valerie, William

SAFFIR-SIMPSON WIND SCALE

To help reduce confusion about the impacts associated with the various hurricane categories as well as to provide a more scientifically defensible scale, the National Oceanic and Atmospheric Administration in 2010 introduced the Saffir-Simpson Hurricane Wind Scale. The scale divides hurricanes into five categories distinguished by the intensities of their sustained winds:



CATEGORY 1
74-95 MPH
Very dangerous winds will produce some damage. Usually cause no significant structural damage to building structures; however, they can topple unanchored mobile homes, as well as uproot or snap trees. Poorly attached roof shingles or tiles can blow off. Extensive damage to power lines and poles will likely result in power outages.



CATEGORY 2
96-110 MPH
Extremely dangerous winds will cause extensive damage. Storms are strong enough to lift a house and inflict damage upon poorly constructed doors and windows. Mobile homes, whether anchored or not, are typically damaged, and many manufactured homes also suffer structural damage. Near-total power loss is expected with outages.



CATEGORY 3
111-129 MPH
Devastating damage will occur. These storms can cause structural damage to small residences and utility buildings, particularly those of wood frame or manufactured materials. Buildings that lack a solid foundation, such as mobile homes, are usually destroyed. Electricity could be unavailable for several days to a few weeks after the storm passes.



CATEGORY 4
130-156 MPH
Catastrophic damage will occur. Complete roof structural failure on small residences. Mobile and manufactured homes are leveled. These storms cause extensive beach erosion, while terrain may be flooded far inland. Most trees will be snapped or uprooted and power poles downed. Electricity could be unavailable for several days to a few weeks after the storm passes.



CATEGORY 5
157+ MPH
Catastrophic damage will occur. These storms cause complete roof failure on residences and industrial buildings. Very heavy and irreparable damage to wood frame structures and total destruction to mobile/manufactured homes is prevalent. Massive evacuation of residential areas may be required if the hurricane threatens populated areas. Power outages will last for weeks to possibly months.

PREPARATION IS KEY



In any kind of emergency — especially one involving an approaching hurricane — advance planning and preparation are the keys to weathering the storm safely.

Work as a "family team" to utilize this handbook and construct your own Family Disaster Plan. Once the plan has been assembled, build the "Survival Kit" (described on page 38) and rehearse your family preparedness plan. Make sure everyone in your family understands the plan completely and knows exactly what to do. Once you have completed the preparations, keep the document in a safe place where it will be easy to find during hurricane season.

The first step toward building your Family Disaster Plan is to consider what preparations can be done before hurricane season to alleviate stress once the season begins. Use this checklist to get your pre-hurricane season preparations underway:

INSURANCE INVENTORY

Inventory information should include values for each insured item as well as date of purchase and serial number. Having the appropriate insurance will help you minimize your losses. Ask your insurance agent to review your current policy.

There are four types of property insurance on the market today:

HOMEOWNERS INSURANCE: This type of insurance usually covers losses caused by wind, storm and broken water pipes. However, flooding is not covered. It may be a good time to review what your policy covers.

WIND AND HAIL INSURANCE: This type of insurance covers losses due to storm winds in coastal areas. It is an underwritten policy provided by insurance providers when it is not included in the basic homeowners policy.

FLOOD INSURANCE: This type of policy is underwritten by the National Flood Insurance Program. The policy is available to those communities that adopt and enforce flood plain management regulations. Important note: There is a 30-day waiting period before a policy is activated.

RENTERS INSURANCE: Both property protection insurance and flood insurance for contents are available for those who live in rental units. Contact your insurance agent for details.

IMPORTANT PAPERS INVENTORY

Gather copies of your family's important paperwork, and store them in a secure location that will be well within reach if you have to locate them quickly because of an approaching storm. Consider including copies of the following for each family member:

- Social Security Cards/Visas
- Passports
- Driver's license
- Vehicle registration and proof of insurance
- Local map
- Wills, Deeds, Powers of Attorney
- Insurance policies (life, health, property)
- Medical and vaccination records, including medicine or food allergies and other specific health conditions
- Copies of prescription medicine labels
- Birth and marriage certificates
- Tax or other important business and personal records
- Emergency contact list and phone numbers
- Veterinary and vaccination records for pets

FAMILY PREPAREDNESS PLANS

You've already taken the first step toward additional disaster planning by acquiring a copy of the Osceola Hurricane Handbook — now, it's time to put the handbook to good use by completing your Family Disaster Plan (see page 16). Use this checklist to assist you:

PROPERTY INVENTORY: Create a thorough inventory of your property and possessions using photographs, video and/or manual records.

INDOOR SAFETY PLAN: Anything that can move, fall, break or cause a fire is a hazard during a hurricane. An indoor home inspection and teaching responsible family members how to cut off utility connections at the source will minimize potential problems and hazards.

OUTDOOR SAFETY PLAN: An inventory of small outdoor items such as toys, potted plants and lawn furniture should be made. Give family members responsibility for knowing their locations as well as how and where to secure them.

CARING FOR TREES: To increase storm resistance of trees, they need to be checked yearly and pruned if necessary by an insured, licensed and qualified International Society of Arboriculture Certified Arborist. Call UF IFAS Extension in Osceola County at 321-697-3000 or visit www.treesaregood.org for a list of arborists.

FINANCIAL PLANNING: You should be prepared to sustain yourself and your family away from your home for several days, keeping in mind it could be several weeks. Government agencies may not be able to react with assistance as quickly as you think they can. The following breakdown will give you an idea of expenses for a family of four with one of the four having "special needs" requirements.

DISASTER SUPPLIES KIT: Water, food, first aid kit, clothing, bedding, tools and special needs items. $100 or more. (Additional to items you may already have.) (see page 38).

HOME AND PROPERTY PREPARATION: The estimated cost of securing a 1,400 sq. ft. home with 11 to 13 openings requiring 5/8" plywood, visqueen, screws, duct tape, etc., $250 to $350.

- Prepare your property by keeping ditches, ponds, inlets and swales free of debris and report clogs.
- Prevent flooding at your home by using proofing measures and elevate utilities on the property.

EVACUATION EXPENSES: These expenses include fuel expense, restaurant expense and your stay in hotels. The average hotel night is $120. Add to that the fuel and eating expense, and you may need to budget $220 per day.

PET BOARDING: Average boarding costs, depending on the animal, are $20 to $35 per night.

PRESCRIPTION MEDICINES: You should budget enough money to pay for a one-month supply.

CASH ON HAND: During a disaster, credit and bank card use may be limited due to loss of power. The amount of cash you have on hand should be determined by what you believe your needs will be.

TIPS FOR EMERGENCY STORAGE

- Store emergency supplies in airtight plastic bags. Keep a supply on hand to use throughout your hurricane preparations.
- Have enough waterproof containers, such as plastic bins or buckets, to store last-minute items such as clothing, evacuation supplies, groceries and more.
- Reevaluate your "Survival Kit" at least once a year to confirm it still meets your family's needs.
- Replace batteries according to expiration dates recommended by manufacturer. Check at least every six months, and keep a large enough supply of fresh batteries on hand to operate radios and other emergency equipment for several days.
- Reevaluate all clothing items, rain gear, sleeping bags and similar supplies every six months.
- Ask your pharmacist how long prescriptions may be stored and make arrangements to have refills available in case you need them.

BEFORE THE STORM



By the time a storm watch or warning is issued for our area, all but the most last-minute of your family's emergency preparations should be completed.

Here are a few tips to help you complete those last-minute details once a tropical storm or hurricane watch has been issued:

- Check food, water, first aid, batteries, pet and other stored supplies to make sure they are fresh, adequate and ready to use.
- Start a "last-minute" shopping list for any items you may need and pick them up as soon as possible.
- Fill your car with gas; check oil, tires and other maintenance points.
- If you plan to evacuate, place items you'll need in your car.
- Complete any laundry or other household chores to ensure your family will be more comfortable if you have to spend time at home without electricity.
- Pick up loose items around your property and store them until after the storm passes.
- Check the tools and supplies you'll need to secure windows, doors and other storm-vulnerable areas.
- Make sure your generator, if you plan to use one, is ready with gas, oil and a safe location for operation.
- Update your family's emergency phone list if necessary.
- Contact your doctor, veterinarian, dentist or pharmacist to arrange for any extra prescriptions or other medications you need to have on hand.
- Once a hurricane "Warning" has been issued for Osceola County, check with your local government on their sandbag distribution policy and locations.

PREPARATION PAYS OFF

By the time a tropical storm or hurricane warning is issued for our area, options for dealing with the storm will be limited to two fundamental choices – remaining in a secured, prepared home or evacuating. Use these guidelines for last-minute preparations involving either of those choices:

IF YOU STAY HOME

SECURE YOUR HOME AND PROPERTY
The most susceptible areas of your home are the exterior windows, glass doors, garage doors and roof and gable ends. If hurricane winds enter any of these openings, increased internal pressure and uplifting on walls and roof supports can cause major damage. Address any danger areas early in the season, so you can be ready to take action quickly when a storm approaches.

- Secure your home and property to protect it from hurricane-related damage. This includes boarding up windows, securing all doors, including garage door, turning off power at the source, etc.
- Make sure all family members and pets are safely indoors, and that they stay there until the danger has passed.
- Make sure your vehicle is parked in the safest possible location to minimize storm-related damage.
- Continue monitoring local news and weather updates.
- Keep in touch with friends and family during the storm to let them know how you're faring.

EXTERIOR WINDOWS
The most secure coverings for windows are shutters. If there are no shutters on your home, temporary coverings can be made of 5/8" plywood that must be installed with a 4" overlap on all sides. The plywood should be bolted to the house. This procedure will ensure it will stay in place and not become detached during a hurricane.

LARGE WINDOWS AND GLASS DOORS
Reinforcement of plywood over large windows and glass doors can be accomplished by bolting a two-by-four support beam across the plywood and angling another two-by-four beam from that beam to an anchor that has been firmly set in the ground.

GARAGE DOORS
Garage doors can be reinforced by adding horizontal bracing to each panel at its weakest point. Kits are available at your local home improvement center.

ROOF GABLE ENDS
Hurricane force winds can cause damage by lifting off the roof when entering unsecured openings of roof gable ends. Use the same temporary shutter procedures for exterior windows to cover the openings in this area.

ROOF PROTECTION
Hurricane straps can increase the strength of your roof against the uplifting forces of hurricane winds by 50 to 75 percent. They are galvanized metal bracing materials designed to hold the roof joist to the top plate and reinforce the bonding strength beyond that of regular nails. Retrofitting your home with these straps is not considered a "do-it-yourself" project. A professional should be contracted.

WIND-BLOWN DEBRIS
Check around the yard for loose objects, such as toys, gardening tools, barbecue equipment, lawn chairs and other items that could cause damage if blown around. Have a "cleanup drill" to practice gathering these items quickly and putting them in a safe location.

IF YOU ARE EVACUATING

- Secure your home and property to protect it from hurricane-related damage. This includes boarding up windows, turning off power at the source, etc.
- Continue monitoring local news and weather updates.
- Let your family, friends and neighbors know where you will be, how you can be reached and when you plan to return home.



- Leave the area as soon as possible to help minimize traffic delays along evacuation routes. Plan to leave early and allow extra driving time.
- Once you arrive at your destination outside the risk area, call to let your loved ones know you have arrived safely. Plan to stay until local officials give the "all-clear" for returning home.

KEEPING CASH

After a disaster, you may need cash for the first few days, or even weeks. Income may stop if you can't work. To help stay solvent, consider keeping a small amount of cash or traveler's checks at home in a place where you can get at it quickly in case of a sudden evacuation. A disaster can shut down local ATMs and banks.

CREATE A FAMILY DISASTER PLAN

TO PREPARE YOUR FAMILY FOR A DISASTER SITUATION, FOLLOW THESE FIVE STEPS.

STEP ONE: GATHER INFORMATION

Contact your local emergency management or civil defense office and your local American Red Cross Chapter for the following information:

- What disasters are most likely in your community?
- How would you be warned?
- How should you prepare for each?

STEP TWO: SHARE INFORMATION WITH YOUR FAMILY

Meet with all in your household to share information in these areas:

- Discuss the types of disasters that could occur.
- Explain how to prepare and respond.
- Discuss what to do if advised to evacuate.
- Practice what you have discussed.

STEP THREE: PLAN HOW YOUR FAMILY WILL STAY IN CONTACT IF SEPARATED BY A DISASTER

In a disaster, normal communications may not be possible. To contact your loved ones, you should choose a meeting place:

- A safe distance from your home in case of a fire.
- Outside your neighborhood in case you can't return home.
- An out-of-state friend as a check-in contact for everyone to call. Sometimes it is easier to make long-distance calls than to make local calls in a disaster situation.

STEP FOUR: PREPARE YOUR FAMILY AND HOME

- Post emergency telephone numbers by every phone.
- Show responsible family members how and when to shut off water, gas and electricity at main switches.
- Install a smoke detector on each level of your home, especially near bedrooms; test monthly and change the batteries twice each year.
- Contact your local fire department to learn about home fire hazards.
- Learn first aid and CPR. Contact your local American Red Cross chapter for information and training.

STEP FIVE: MEET WITH YOUR NEIGHBORS

Plan how the neighborhood could work together after a disaster.

- Know your neighbors' skills.
- Determine how you could help neighbors who have special needs, such as elderly or disabled persons.
- Make plans for childcare in case parents cannot get home.

HOUSEHOLD INVENTORY

KEEPING A HOUSEHOLD INVENTORY AND PROTECTING VALUABLE RECORDS

A disaster strikes. Your home and possessions are destroyed. Will you be able to pick up the pieces? You will, if you:

- Keep an up-to-date household inventory.
- Keep this guide and other valuable documents in a secure location.

KEEPING A HOUSEHOLD INVENTORY

An up-to-date household inventory is a valuable resource. Before a disaster, the inventory will help you determine if you have enough insurance to cover the contents of your home. After the disaster, the inventory will help prove the value of the possessions that are damaged or destroyed for insurance or tax deduction purposes.

An inventory consists of a:

- Description of each item (include model and serial numbers)
- When you bought it
- How much it costs

It is highly recommended to have photos or a video to accompany your inventory.

Do not forget less expensive items, such as towels and clothes. It will be costly to replace them entirely. Be thorough. Do not forget lawn furniture or tools in the garage. Keep the inventory up to date.

PROTECTING VALUABLE RECORDS

The key to a smooth recovery is documentation. Secure your valuable papers in a waterproof, fireproof container.

Table 1 is a list of the valuable papers that need to be in a safe deposit box, especially during a disaster such as a hurricane. Table 2 is a list of valuable papers that need to be in your possession at home at all times in a waterproof, fireproof locked box. Additional copies of valuable records should be in the care of a lawyer, the administrator of wills, business associates or trusted family members residing outside of your home.

TABLE 1. VALUABLE PAPERS TO KEEP IN YOUR SAFE DEPOSIT BOX

PROPERTY
- Property records (deeds, titles, leases)
- Household inventory
- Home improvement records
- Automobile title and bill of sale
- Copies of insurance policies

FINANCIAL
- Income tax returns
- Copyrights and patents
- Contracts (including promissory notes)
- Copies of insurance policies
- Certificates for stocks, bonds, etc.
- Important receipts and bills of sale
- Supporting documents for years of large transactions, unusual losses or deductions

IDENTIFICATION
- Social security cards
- Citizenship papers
- Passports
- Birth certificates
- Death certificates

OTHER
- Divorce decrees
- Adoption/Custody papers
- Military service records
- Retirement papers
- Religious records
- Copies of your and your partner's wills
- Trust agreements, living wills, powers of attorney and health care powers of attorney

TABLE 2. VALUABLE PAPERS TO KEEP AT HOME IN A WATERPROOF, FIREPROOF LOCKED BOX

GENERAL
- Safe deposit box key
- Safe deposit records and inventory of items
- List of emergency contacts (doctors, vets, financial advisors, clergy, reputable repair contractors and family members)

PROPERTY
- Rental property records
- Guarantees and warranties
- Appliance manuals
- Copies of insurance policies

FINANCIAL
- Income tax returns
- Current bank balances
- Loan payment books
- Employee benefits
- Bank account, loan, credit card, investment account numbers

IDENTIFICATION
- Social security numbers
- Drivers license numbers
- Copies of citizenship papers
- Copies of birth certificates
- Copies of marriage certificates
- Educational records

HEALTH
- Health records
- Copies of immunization records
- Copies of prescriptions for medicines and eyeglasses
- Copies of veterinary/ vaccination records
- Health, dental or prescription insurance cards

FAMILY MEMBERS WITH SPECIAL NEEDS

Residents with disabilities, medical problems or mobility problems who may need transportation assistance or disaster shelter during an emergency may register with the Osceola County Special Needs Program at 407-742-9001. Keep these considerations in mind when making plans for your loved ones who have special needs:

HOME HEALTH CARE AND HOME BOUND LIFE-SUPPORT PATIENTS

Notify your health agency where you will be during a hurricane and when care can be re-established. Contact your physician if you are homebound and under the care of a physician, but not a home health agency. If you require respirators or other electric dependent medical equipment, you should make prior medical arrangements with your physician.

If you require oxygen, check with your supplier about emergency plans. If you evacuate, remember to take medications, written instructions regarding your care, your walker, wheel chair, cane or special equipment, along with your bedding.

If you do not evacuate, keep a list of the names and phone numbers of friends or family, so you can make quick arrangements to stay with them in the event of a power interruption. Also, locate the nearest hospital that can help provide emergency power for your life support equipment.

Remember that although KUA does give priority to life support customers during isolated electric outages, during a time of a widespread outage from a natural disaster, such as a hurricane, it is often impossible to give priority because of the extent of damage and the order in which power must be restored.

CARING FOR THOSE WITH SPECIAL NEEDS AT HOME

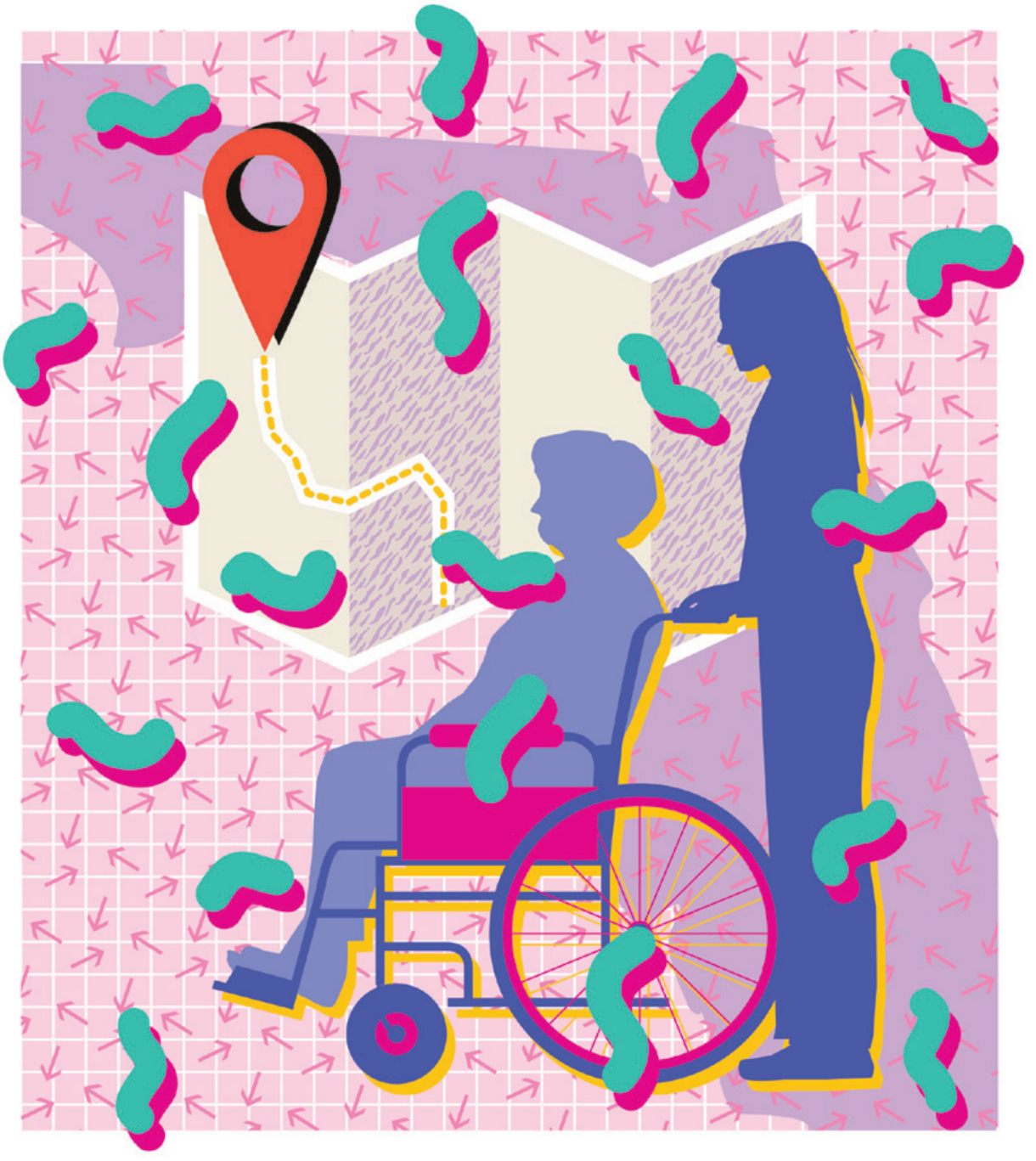
Some disabled and elderly citizens may have special needs that hinder them from being able to leave their homes during emergencies. Government and emergency personnel recognize the needs of this segment of the population. However, due to their increasing numbers, it is almost impossible to provide aid for everyone. You can be a part of a care program to offer assistance to those family members who are cannot help themselves by:

- Educating and physically helping them prepare their homes and property for emergencies such as hurricanes.
- Helping them shop for their necessary supplies.
- Helping them create and post their "Family Disaster Plan Checklist" (see page 36) in a visible location as a reminder to them and others.

SPECIAL NEEDS FAMILY MEMBERS IN NURSING HOMES

Special needs family members in nursing homes also need assistance in preparing for disasters. You can ensure the safety of your family members by inquiring if their health care providers are adequately prepared for disaster or emergency situations. These agencies should have the following:

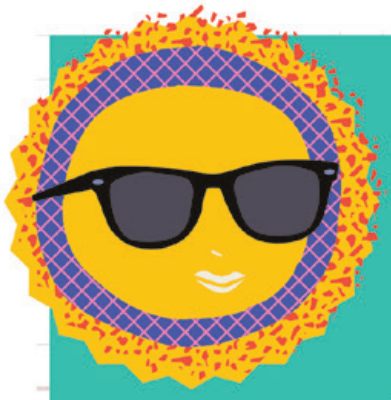
- A disaster plan that is reviewed annually by administration and staff.
- Policies that provide for in-house emergency preparedness training for employees.
- Identification procedures for patients, such as bands or cards that indicate names, ages, medical conditions and current medications.



- Transportation services for evacuations that are renewed annually.
- Agreements with other health care providers that are renewed annually.
- A list of items that will accompany him/her if your special needs family member is evacuated, including an adequate supply of medications and special foods.
- Maps with evacuation routes highlighted.
- Transfer forms readily available authorizing admissions into hospital facilities if necessary.
- A list of friends and family members who have agreed to help in emergency situations.

The best and safest arrangements for special needs family members may be to bring them with you when you evacuate.

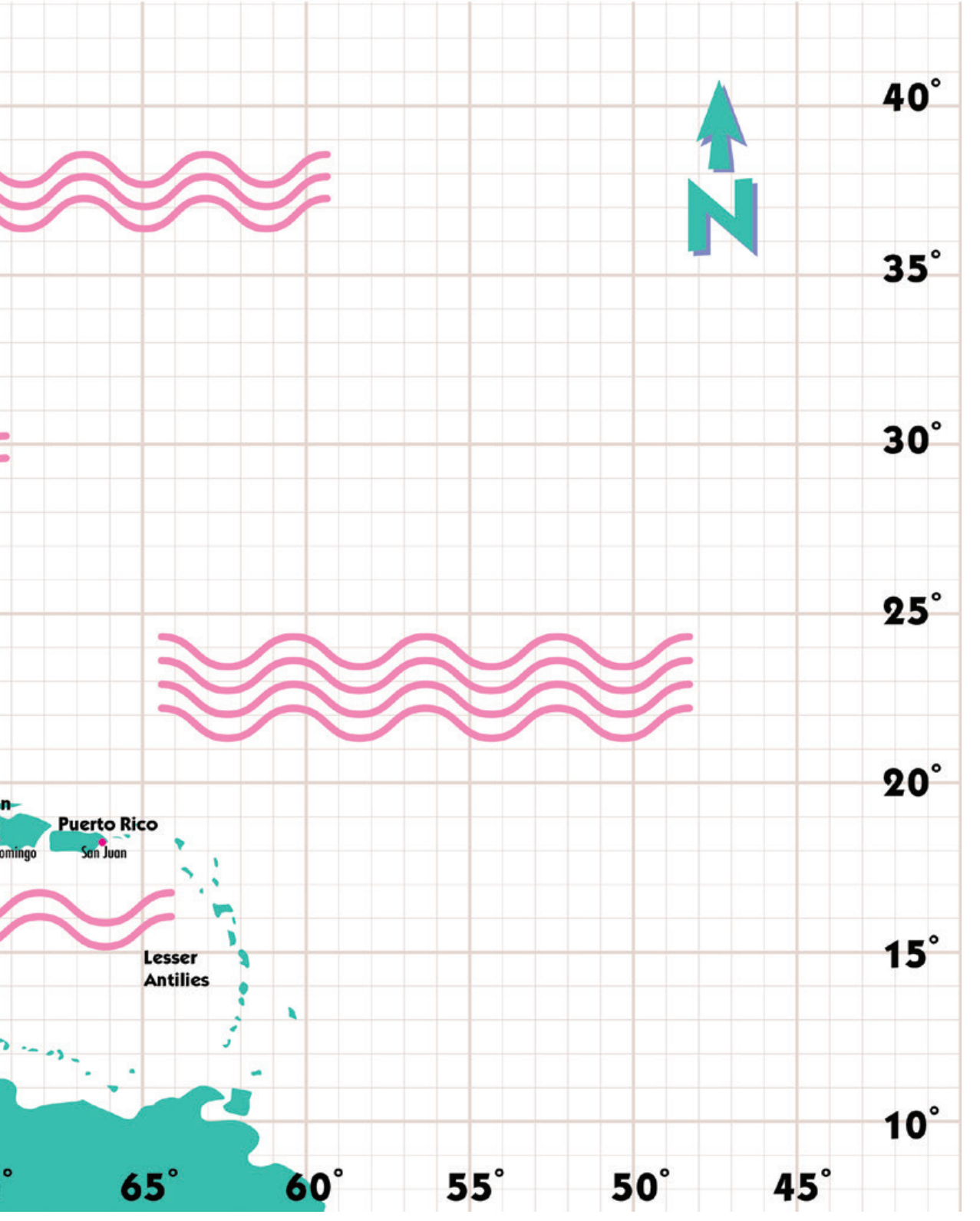
TROPICAL CYCLONE TRACKING



2018 TROPICAL CYCLONE NAMES

- ☐ ALBERTO
- ☐ BERYL
- ☐ CHRIS
- ☐ DEBBY
- ☐ ERNESTO
- ☐ FLORENCE
- ☐ GORDON
- ☐ HELENE
- ☐ ISAAC

CHART



- [ ] JOYCE
- [ ] KIRK
- [ ] LESLIE
- [ ] MICHAEL
- [ ] NADINE
- [ ] OSCAR
- [ ] PATTY
- [ ] RAFAEL
- [ ] SARA
- [ ] TONY
- [ ] VALERIE
- [ ] WILLIAM

WHAT ABOUT PETS?

While the first priority in any emergency situation should be ensuring the safety of yourself, your family, neighbors and friends, it's important to remember the needs of non-human significant others. Family pets need care and attention during hurricanes, too.



Keep these checklists handy to make sure you have not overlooked preparations to ensure their health and safety — not to mention your own peace of mind.

WHAT TO DO WITH PETS

- Gather up pedigree and health records (including vaccination records) and lists of special dietary or other needs for your family's pets. Keep this information together so you have quick access to it.
- Include contact information for your family veterinarian in the "Important Numbers and Notes" page of this handbook.
- Keep at least a one-month supply of any food and medications your pets may need, including flea and tick treatments, special shampoos, dietary supplements, etc. Label them clearly with your pet's name and instructions for safe use of each product.
- Keep blankets, toys, and cleaning supplies including paper towels, spray bottles and trash bags in air tight bags within a plastic tote container.
- Be sure to have enough pet carriers, leashes, muzzles and any other restraining equipment you might need, and label them with your pet's name, your name and your contact information.

- You should have one clean, ready-to-use carrier for each pet, of the proper size to allow your animal sufficient room to move around.

- Decide ahead of time whether you will leave your pets at home, board them, or take them with you if you decide to evacuate.

BOARDING

- It won't help to board pets anywhere within the area threatened by a hurricane — they won't be any safer than they would be at home. Choose boarding facilities well out of the threatened area, and make arrangements in advance to get your pets to that location.
- Budget for boarding costs of $20 or more per animal per night, depending on the animal's size and special needs.
- Make arrangements with a trusted friend or relative to serve as your "backup" to pick up or drop off animals for you, just in case you can't do it yourself while you are preparing for or recovering from a hurricane.

HOTELS

- If you plan to keep pets with you in a hotel, motel or campground, confirm ahead of time that the facility will accept your pets.
- Find out in advance if your lodgings have special requirements about where pets may be walked outdoors.

- Study your travel map ahead of time to determine where you will be able to stop to feed, water and exercise your pet.

STAYING AT HOME

- The safest thing to do is evacuate before a hurricane ever arrives — but if for some reason you can't evacuate (or choose not to evacuate), make plans to keep your pets indoors until the emergency is over.
- Don't let pets go outdoors until you're certain it's safe. Be sure power lines, dangerous tree limbs, wildlife and other hazards have been addressed before any family member or pet goes outdoors alone.

SHELTERS

Ideally, it is best for pet owners not to rely on pet-friendly shelters; they should make plans in advance to take pets with them to a location out of the threatened area. However, if no other option exists, pet-friendly shelters will serve as locations where pets and their owner can stay in the same building. Owners should bring the following supplies:

- A crate to house your pet with enough room to stand up, lie down, and stretch out
- Label crates with pet owner's name and phone number
- Medications stored in a waterproof bag
- Food that is in a waterproof bag, water and bowls
- Blankets and toys
- Cleaning Supplies including paper towels, spray bottles and trash bag
- A leash and harness collar with identification tags
- Veterinary records for each pet in an air tight bag

Osceola County has three approved Pet-Friendly Shelter locations:

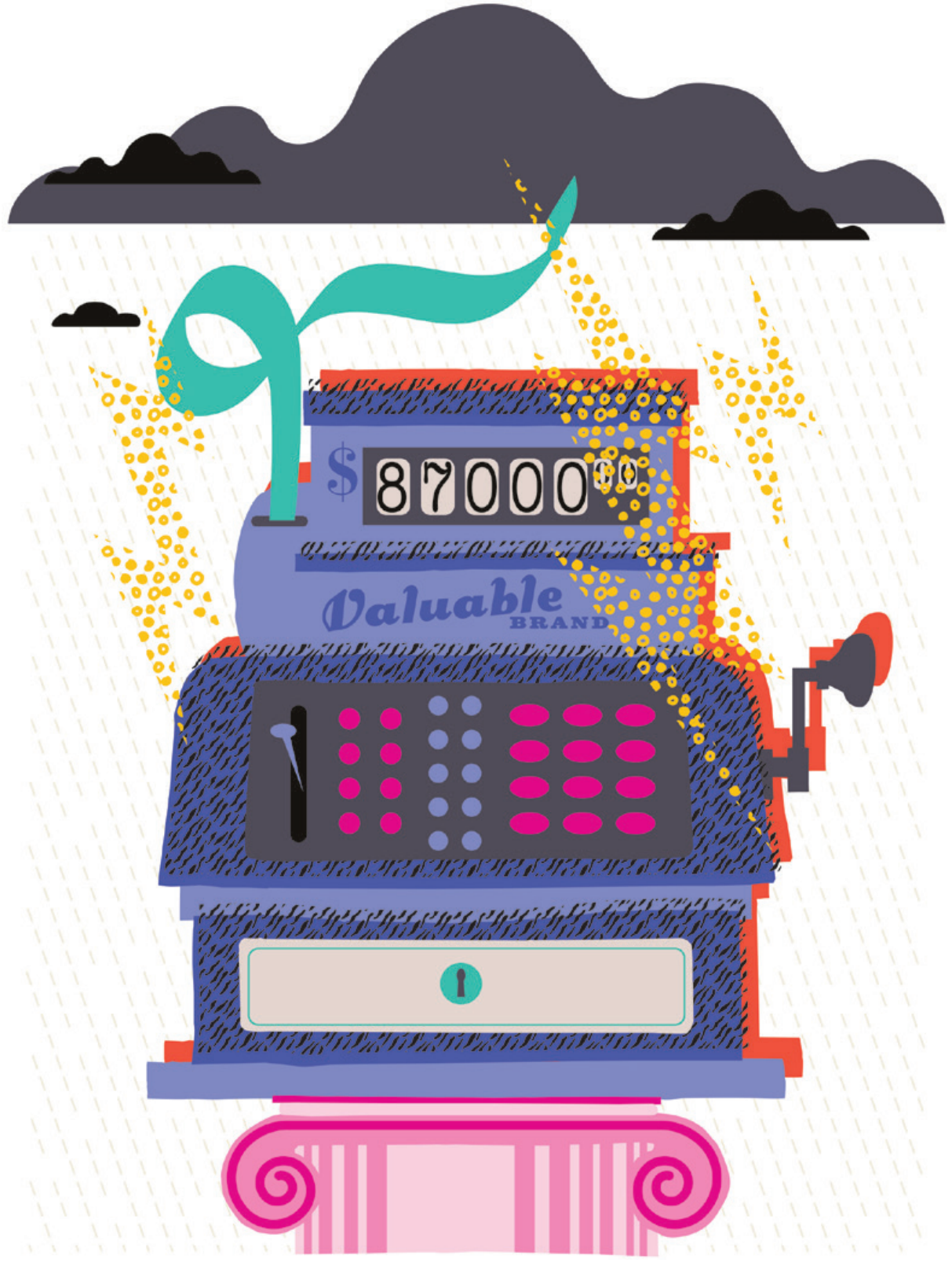
Harmony High School
3601 Arthur J. Gallagher Blvd.
Harmony, FL 34771

Liberty High School
4250 Pleasant Hill Blvd.
Kissimmee, FL 34746

Kissimmee Middle School
2410 Dyer Blvd.
Kissimmee, FL 34741

As with all shelters, specific locations are announced prior to an event.

PREPARING YOUR BUSINESS



PREPARE YOUR BUSINESS TO WEATHER THE STORM

Businesses are just as likely to suffer hurricane-related damage as are private homes. Businesses, however, also carry the risk of lost productivity due to hurricane damage, or to the absence of key employees who may not be able to make it to the office for several days after a storm has passed. Here are practical steps you can take to prepare your business for a storm:

MAKE YOUR PLAN

Your business can benefit from using the information presented throughout the Osceola Hurricane Handbook — simply convert the guidelines from home use to business use. Then, make your emergency preparation plan, share it with your employees and practice the plan before it must be used in a real weather emergency.

PROTECT YOUR WORKERS

- Create an Evacuation Plan and post it on each level of your building. Be sure to conduct evacuation drills annually with employees.
- Speak with your employees to learn who may have special needs or circumstances in the event of a hurricane. If so, make arrangements to cover these employees' duties in case storm related events keep them away from the office longer than other employees.
- Determine with your employees how much time they might need away from the office to make last-minute preparations in the event of an approaching storm. By putting employees in a position to prepare early at home, you will be better positioned to have their help in preparing your business to weather the storm.
- Decide ahead of time if or when your business will close early because of a storm. Communicate this to your employees so they can plan their own preparations accordingly.

PROTECT YOUR WORK FLOW

- Photograph all of your office equipment and keep a current inventory of all office machines and supplies.
- Store copies of valuable paperwork, files and data in a safe location, preferably outside the risk area. Or, prepare portable backup files that can be driven out of the risk area.
- Follow instructions in this handbook for securing your property to make sure your offices will be protected.
- Consider adding insurance coverage to help you recover from productivity lost as the result of a hurricane.
- Make sure key employees are cross-trained and able to handle one another's duties in case a staff member has to be out for an extended period of time because of an evacuation or storm damage.
- Think about whether you might try to relocate your operation or ask your employees to work from home if storm damage prevents you from returning to your normal location for an extended period of time.
- Keep a record of companies that provide disaster recovery services such as cleanup.

43%

of businesses that experience a disaster and have no emergency plan never reopen.

THINGS TO DO BEFORE YOU LEAVE

When it comes to hurricanes, we're usually fortunate to have notice of the storm's approach several days in advance. The smartest plan for those who live in the storm's path is to make arrangements to evacuate the area early and safely, and to travel far enough to be sure you will be out of the at-risk area.

Use this list as a guide for making your evacuation process as smooth and efficient as possible:

- REMEMBER: When you evacuate, your family will be one of many with the same need to get out of town quickly. Expect driving times to be approximately four times longer than normal because of heavy traffic.
- Stay calm and set a good example for your family members, friends and neighbors.
- Fuel and check your car. Make sure you have an extra set of keys.
- Check your disaster supplies, and make sure you have at least a three-day supply to take with you.
- Make sure you have flashlights and extra batteries.
- Make sure you bring cash. Your credit cards may not work.
- Include items for family members with special needs (elderly, infants, disabled, etc.).
- Bring your important documents (household inventory list, insurance documents, mortgage papers, etc.).
- Turn off electricity at home at the main box. Simply turning off lights and appliances is not enough.
- Gas heating and cooling systems must be turned off.
- Lock your home.
- Let trustworthy family and friends know when you leave and where you are going.
- Use recommended evacuation routes.
- Make arrangements for your pets. Remember, only a few emergency shelters accept pets.
- Stay tuned to the local EAS radio broadcast stations for status of the storm and evacuation shelter information.

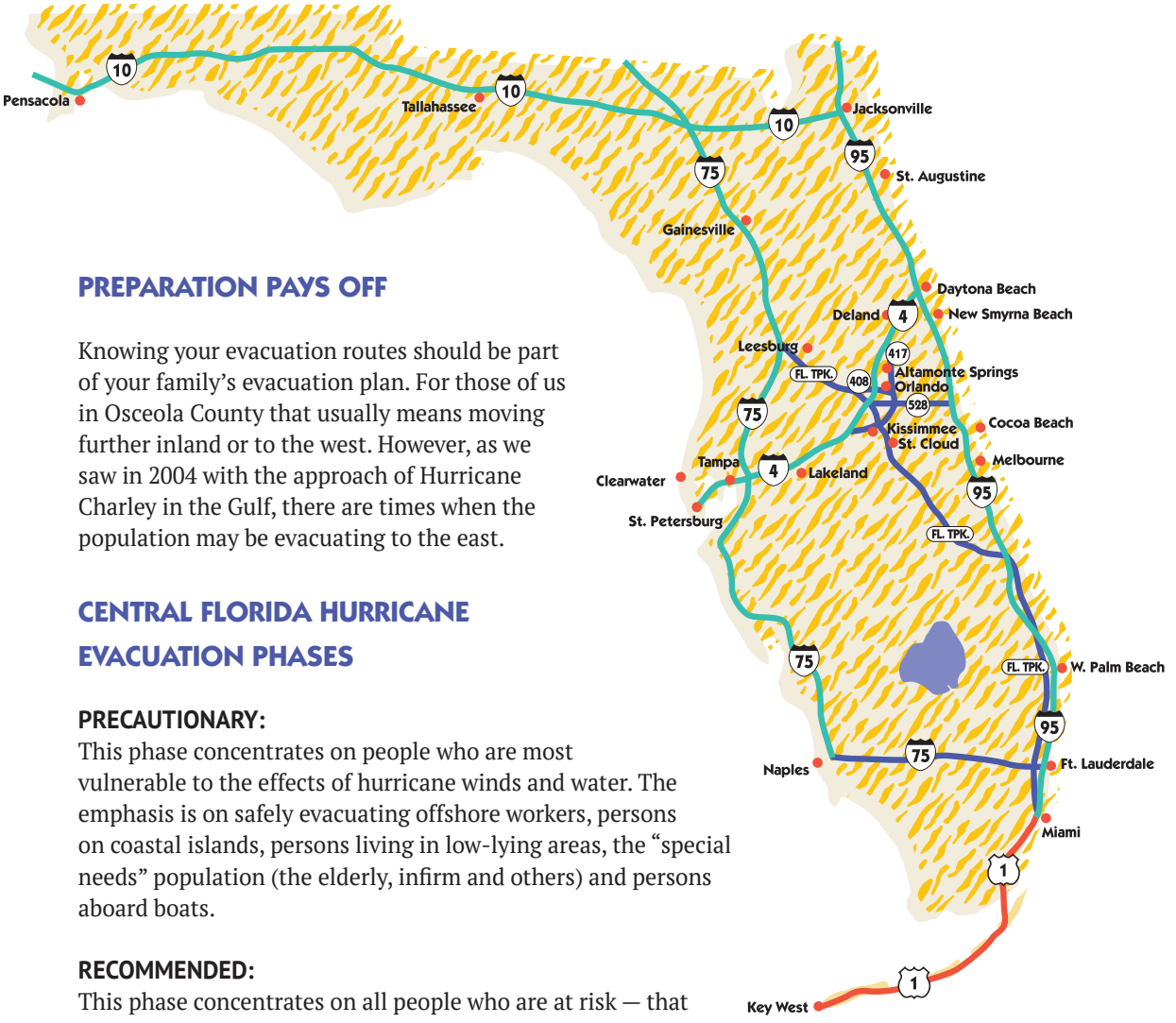
EMERGENCY CONTACTS

As an element of your family preparedness plan, choose an out-of-area contact for all family members to call in case of an emergency. Your contact should live far enough away that he or she will not be affected by the disaster.

39/74

For a tropical storm to get a name, its top sustained winds must reach 39 mph. To qualify as a hurricane, those peak sustained winds must hit 74 mph.

HURRICANE EVACUATION ROUTES



PREPARATION PAYS OFF

Knowing your evacuation routes should be part of your family's evacuation plan. For those of us in Osceola County that usually means moving further inland or to the west. However, as we saw in 2004 with the approach of Hurricane Charley in the Gulf, there are times when the population may be evacuating to the east.

CENTRAL FLORIDA HURRICANE EVACUATION PHASES

PRECAUTIONARY:
This phase concentrates on people who are most vulnerable to the effects of hurricane winds and water. The emphasis is on safely evacuating offshore workers, persons on coastal islands, persons living in low-lying areas, the "special needs" population (the elderly, infirm and others) and persons aboard boats.

RECOMMENDED:
This phase concentrates on all people who are at risk — that is those who live in a low-lying or flood prone area, and those who live in a manufactured home (mobile home, RV, etc.).

MANDATORY:
In this stage, maximum emphasis will be employed by authorities to encourage evacuation of everyone except essential emergency personnel out of the risk area. Entry back into the risk area will be curtailed and monitored by public safety and emergency personnel. When the hurricane is close to the risk area, even the designated evacuation routes will be closed — so it's important to get out early, before your "escape routes" are no longer passable.

EMERGENCY SHELTERS OFFER A TEMPORARY HOME

HOW TO PREPARE

- First, make sure your emergency shelter destination is well outside the storm risk area. Businesses or other organizations offering shelters inside the hurricane warning area will still be at risk to suffer the full effects of the approaching storm.
- Plan to leave extra early — several hours ahead of your desired arrival time — because travel will be slow due to worsening weather and heavy traffic.
- Be ready to use an alternate route to your shelter, in case primary evacuation routes become too congested.
- Pack what you need — and only what you need. Emergency shelters will not have space to house your "family treasures," so limit your packing to necessities only.
- Let family and friends know exactly which shelter you plan to use and where it is located. Make a plan to let loved ones know you've arrived safely.
- Be sure your vehicle is filled with gas and in good operating condition.
- Make other arrangements for pets, because emergency shelters won't accept them.

WHAT TO DO WHEN YOU ARRIVE

- Register at the shelter as soon as you arrive.
- Find a safe place that is as private as possible for your family to use as "home base."
- Help each family member locate the restrooms and exits.
- Work to make the best of the situation by cooperating and working with others.
- Follow the shelter guidelines at all times, and make sure your children understand the rules as well.
- Treat shelter staff, volunteers and other sheltering families with kindness, patience and compassion. Remember, they're in the same predicament as you and your family.

FAMILY MEMBERS WITH SPECIAL NEEDS

If your family has "special needs" relatives, it is important to decide what you will do in the event of an emergency or evacuation. Evacuation centers will not be able to offer the same quality of care that is provided for your elderly or disabled family members, only basic care and assistance will be available. Medications, skilled nursing care, oxygen and other special medical equipment will not be available. Remember, evacuation centers are staffed with volunteers, and supplies are limited to the basics such as food, water and first aid kits.

WHAT TO PACK

- Blankets, pillows,sleeping gear
- Non perishable foods that do not require cooking
- Important papers, including this Osceola Hurricane Handbook
- Water
- Extra clothing for each family member
- Baby supplies, such as diapers, baby formula/food, baby wipes, quiet toys
- Flashlight with extra batteries
- Medications
- Disinfectants
- Portable ice chest
- Personal hygiene items
- Quiet family activities — books, cards, puzzles, children's coloring books and crayons, etc.

DON'T PACK THESE

- Weapons or firearms
- Alcoholic beverages or illegal drugs
- Pets
- Valuables and "family treasures" of irreplaceable value
- Candles, kerosene lamps or other flammables

KEEPING YOUR FAMILY SAFE DURING THE STORM



BE READY TO EVACUATE SAFELY

As a hurricane approaches, local emergency preparedness officials will recommend who should prepare to evacuate, when to evacuate and which evacuation routes they should follow.

If a hurricane strikes our area, the best place to ride out the storm is far away, well outside the storm's path. In some cases that may mean traveling several hours' distance to get out of the storm's path. If you are not able to travel that far, and your home is not a safe location, take your family to an emergency shelter located as far as possible from the danger area.

STAYING AT HOME

Every family should make every possible effort to prevent being trapped at home during a hurricane. Even after all necessary arrangements have been made to evacuate in plenty of time, it might be a good idea to discuss these "during the storm" safety tips, just in case someone becomes stranded and must weather the storm at home:

- Never go outdoors during a hurricane — not even during the "quiet time" that occurs while the storm's eye is moving through the area. In addition to wind, flying debris and possibly hail or lightning, you may also encounter dangers such as rising water and downed power lines.
- Stay away from any windows or glass-paned doors that haven't been boarded up from the outside. Cover them with blankets from the inside to prevent injury or damage from water, flying debris or broken glass.
- Stay tuned to local news and weather broadcasts via battery operated radios or televisions to keep abreast of the storm's progress and other emergency bulletins.
- Never rely on candles, kerosene lamps or other flammable lighting materials. Use glow sticks, flashlights or battery-powered lamps instead.
- Keep your family together at all times, preferably in an interior room of your home, or whatever indoor location you feel will provide the best protection from hurricane-force winds.
- Gather up extra pillows, blankets, sleeping bags, sofa cushions and mattresses to make a "soft shelter" your family can utilize in case your home is damaged by hurricane winds or tornadoes.
- Keep pets with you at all times so you can monitor their behavior and keep them safe.
- Never attempt to travel the roads until after the storm is over and local authorities have declared the area safe for traveling.

AFTER THE STORM

TIME FOR CAUTION

It's natural to feel a great sense of relief when the storm moves away from our area. That feeling of relief, however, shouldn't diminish your sense of caution, because many dangers remain after a hurricane has passed. In fact, most hurricane-related deaths occur after a hurricane, often when people are removing debris.

Downed power lines, broken water, sewer or gas lines, clogged roadways and dangling tree limbs are just a few of the lingering hazards that must be dealt with after a hurricane has moved through the area.

Here are several tips to keep you and your family safe during the cleanup and recovery period following any major storm:

GENERAL GUIDELINES

- Avoid driving until authorities clear roadways of debris and downed power lines.
- Don't drive through standing water. You could be stranded, injured or swept away by flash-flood waters.
- Watch out for downed power lines. Stay away from them, and report them to authorities.
- Be on the lookout for other broken utility lines — water, sewer and gas lines in particular, but also phone, cable and other service hook-ups. Report these kinds of problems to authorities as well.
- Never try to touch or move downed lines or repair broken electric or gas connections.
- Be careful not to accidentally set fires, and quickly report any fires you do notice. Fires spread rapidly during emergency situations when decreased water pressure and transportation problems may hinder firefighters.
- Be extremely careful clearing storm debris, which may camouflage downed power lines and serve as hiding places for wild animals, or be contaminated with raw sewage or other hazards.
- Always wear heavy gloves and boots, and wear chainsaw chaps if operating a chainsaw.
- If remodeling or rebuilding your home is necessary, be sure to check with your local building office for proper permits.

KEEP A SAFE WATER SUPPLY

It may be several days before authorities can restore water and sewer service to your home after a hurricane. While you're waiting, it is important to keep stored water safely potable and free of contamination. Store a three-day supply for each family member. A normally active person needs to drink at least two quarts of water daily. If you have the slightest doubt about the water's safety for drinking, purify it by using one of the following methods:

- Boil for 10 minutes and pour between containers to replenish oxygen.
- Add eight drops of liquid chlorine bleach (contains 5.25% sodium hypochlorite/no soap or fragrances) per gallon.
- Purification tablets and iodine are not effective and are no longer recommended by the USDA.
- Water can be safely stored in a cool dark place for up to six months.
- You can safely store water in your freezer by filling plastic bags or other leak-proof containers about 2/3 full, then freezing. When the electricity goes out during a storm, simply let the stored ice melt.
- Even a water bed, bathtub or spare bucket can be used to store extra water — just make sure to fill them up before you lose electric or water service at home. For water beds, fill with fresh water and treat with two ounces of bleach per 120 gallons. Use water stored in bathtubs or open containers for cleaning and washing, but not for cooking or drinking.

FOOD STORAGE TIPS

- While you are waiting for the lights — and the refrigerator— to come back on, you may not be able to travel safely to the grocery store. Plan ahead to have enough non-perishable food on hand for several days of use.
- Check all canned or stored dry goods for quality before consuming them. Toxins can form quickly in the form of bacteria or mold in the hot, humid days after a hurricane.
- If you aren't sure whether the food is safe, do not eat it! You might not have quick access to emergency medical care to treat food poisoning because of blocked roadways or other storm-related delays.
- Keep a supply of non-perishable food in the trunk of your car or some other safe location, just in case your primary food stores become damaged during the storm and cannot be used.



GENERATOR SAFETY

PURCHASING A GENERATOR

If you choose to buy a generator, make sure you get one that is listed with the Underwriter's Laboratory (UL) or Factory Mutual (FM).

Look at the labels on lighting, appliances and equipment you plan to connect to the generator to determine the amount of power that will be needed to operate the equipment.

For lighting, the wattage of the light bulb indicates the power needed. Appliances and equipment usually have labels indicating power requirements on them.

Choose a generator that produces more power than will be drawn by the combination of lighting, appliances and equipment you plan to connect, including the initial surge when it is turned on.

If your generator does not produce adequate power for all your needs, plan to stagger the operating times for your equipment. If you cannot determine the amount of power that will be needed to operate your appliances, lighting and equipment, ask an electrician to determine that for you.

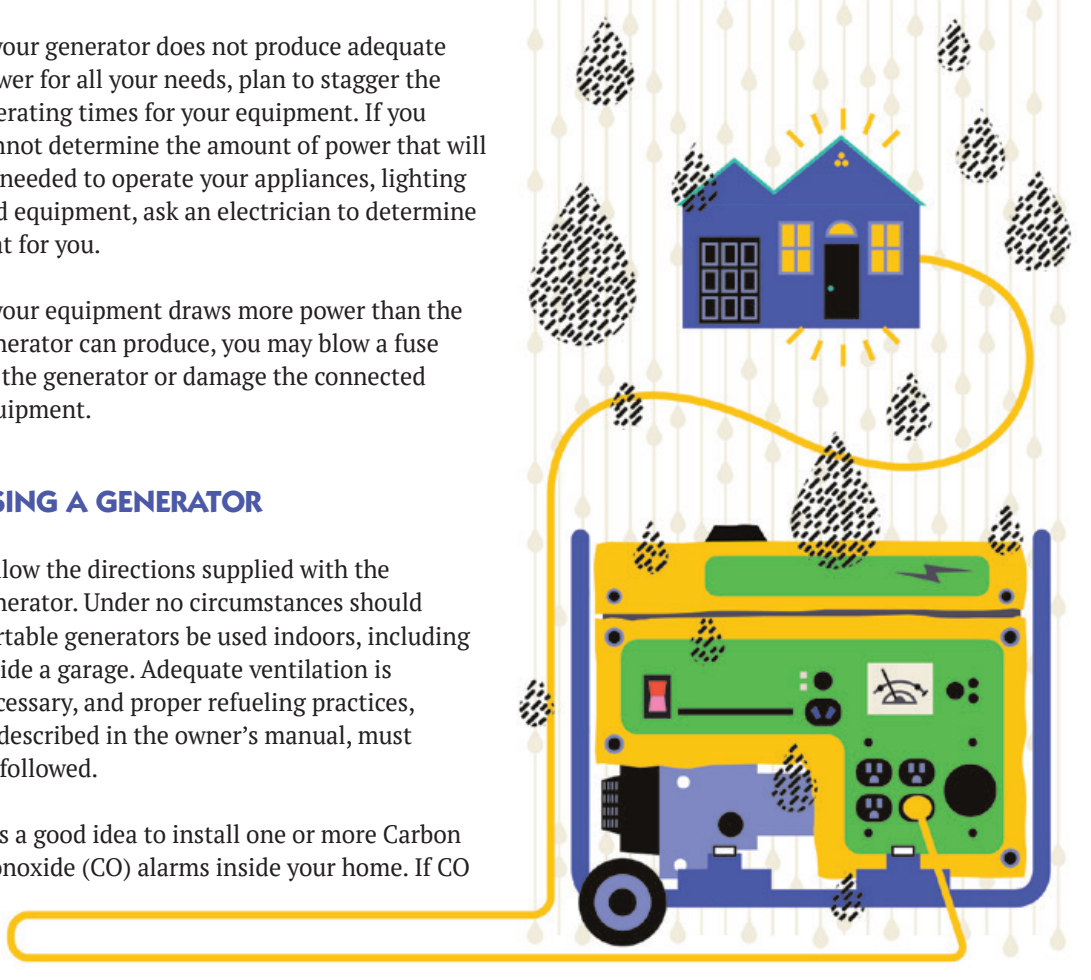
If your equipment draws more power than the generator can produce, you may blow a fuse on the generator or damage the connected equipment.

USING A GENERATOR

Follow the directions supplied with the generator. Under no circumstances should portable generators be used indoors, including inside a garage. Adequate ventilation is necessary, and proper refueling practices, as described in the owner's manual, must be followed.

It is a good idea to install one or more Carbon Monoxide (CO) alarms inside your home. If CO gas from the generator enters your home and poses a health risk, the alarm will sound to warn you. Many home fires and deaths from carbon monoxide poisoning have occurred from using a generator improperly.

Be sure to let the generator cool down before refueling. Store fuel for the generator in an approved safety can. Use the type of fuel recommended in the instructions or on the generator label. Local laws may restrict the amount of fuel you may store, or the storage location. Ask your fire department for additional information about local regulations. Store fuel for the generator outside in a locked shed or other protected area. Do not store fuel in a garage, basement or anywhere inside a home, as vapors can be released that may cause illness and are a potential fire or explosion hazard.





HOW LONG WILL I BE WITHOUT POWER?

KUA employees work tirelessly to restore power as quickly as possible after a storm or hurricane – including bringing in crews from other areas to assist, if necessary. To view a real-time map of outages affecting KUA customers, visit http://goo.gl/WV6Naz

HOW DOES KUA DECIDE WHO GETS POWER FIRST?

After we repair our power plants and the lines that carry electricity from them, we restore customers who provide essential services to the community, including hospitals, care facilities and police/fire stations. Then, we repair damage that will return power to the greatest number of customers in the least amount of time. Finally, we restore small neighborhoods and individual customers.

WHY AM I THE ONLY ONE IN MY NEIGHBORHOOD WITHOUT LIGHTS?

Storm damage can affect primary power lines, individual circuits or both. It's possible that your individual circuit is damaged, or your home could be on a different power line than your neighbors. It also may be possible that your home needs internal electrical repairs before you can receive service. Please review the graphic on page 34 for information on who is responsible for fixing what.

WHAT DO I DO IF MY HOUSE FLOODS?

If you, your friends or neighbors remain without power following severe flooding from Hurricane Irma, please know that KUA and Osceola County will work together to get your service restored. Please follow these steps to ensure power is connected to your property quickly and safely:

Step 1 - Contact KUA to determine the reason you are without power. If you cannot receive power because of flood concerns, proceed to Step 2.

Step 2 - Contact a licensed electrician of your choice. They will need to pull a permit through Osceola County to inspect your property's utility connection, and ensure power can be restored safely to your structure. This permit is generally free of charge following a storm.

Step 3 - With a completed permit and approval from a licensed electrician, Osceola County officials will mark your meter safe to receive power, and will then alert KUA that power can be restored.

Step 4 – KUA will restore power.

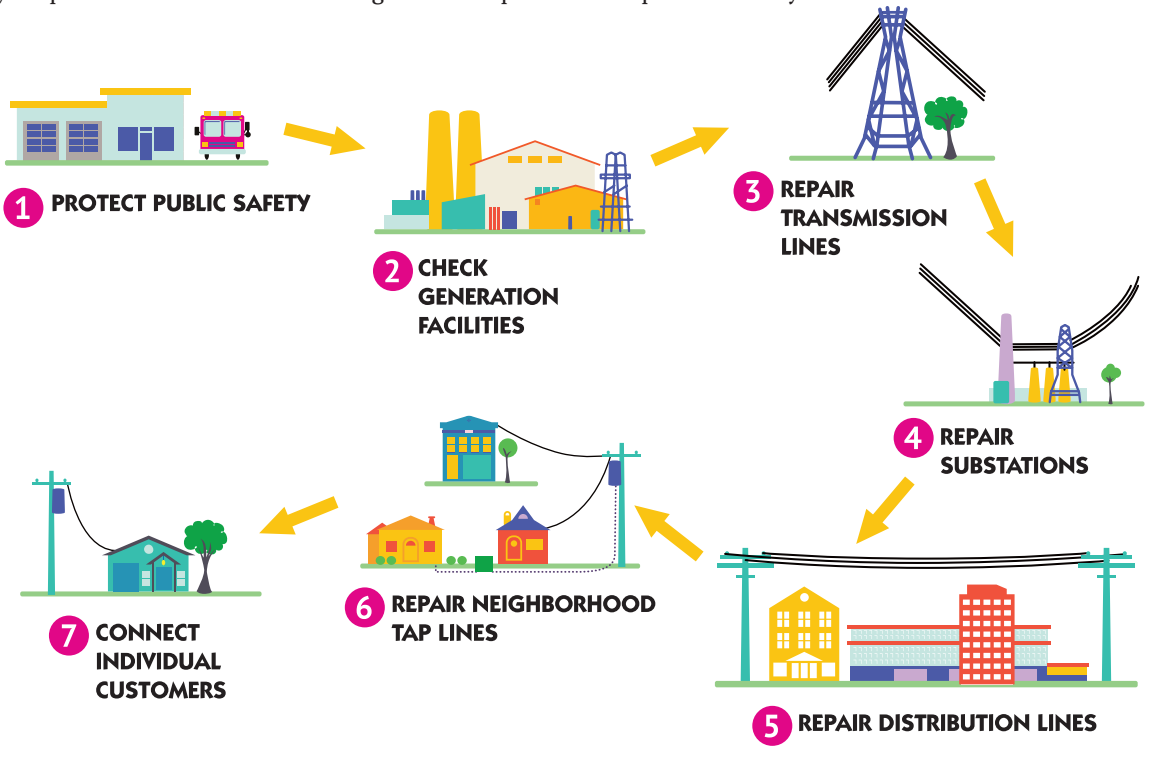
WHY CAN'T I HOOK UP MY GENERATOR TO MY HOME'S WIRING?

Home-use generators do not supply enough amperage to supply sufficient power for today's homes. Unless your home's power supply was installed with a disconnect to the main power feeding lines, power you put into your home from a generator could backfeed into the main line and cause problems for KUA, your neighbors or yourself.

POWER OUTAGE RESTORATION

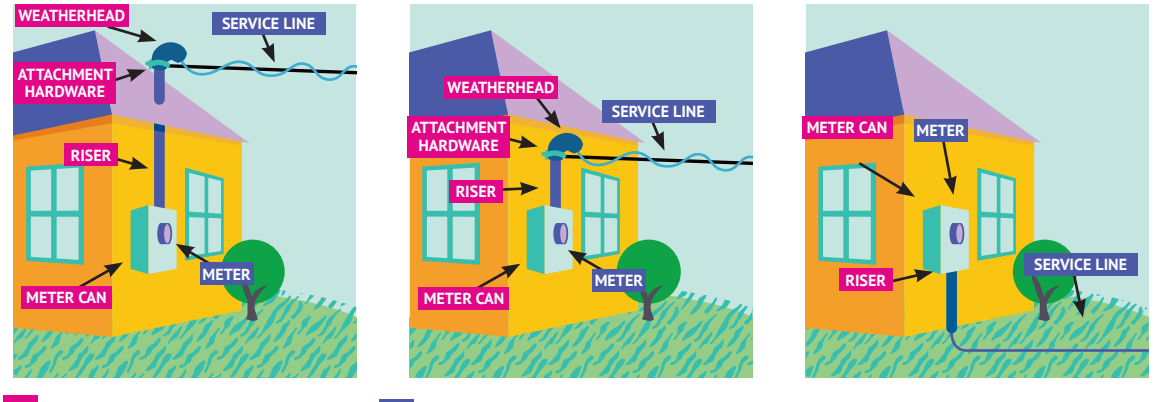
HOW WE RESTORE POWER

When a power outage happens, KUA first ensures public safety, then we work our way down the line making repairs. At each step, we prioritize the jobs that help the most people. We greatly appreciate your patience while we move through these steps to restore power to everyone.



WHO IS RESPONSIBLE FOR FIXING WHAT?

If your electrical components are damaged, you may be responsible for repairs.
Identify your type of service connection below to learn what your responsibilities are.



CUSTOMER RESPONSIBILITY

KUA RESPONSIBILITY

INSURANCE CLAIMS

WHAT IF I HAVE TO FILE AN INSURANCE CLAIM?

If there is damage to your home, contact your insurance company as soon as possible for an adjuster to come to your home and appraise the damage. Remember, in a disaster situation, someone may not come immediately. Try to be patient.

Listed here are steps you can follow while you are waiting. These steps will help to expedite the adjuster's evaluation of the damage and thus speed up the process:

BEFORE THE STORM:

- Review your insurance coverage to make sure it is adequate. Hurricane damage is covered under a standard homeowners policy, but it is very important to insure your home and belongings to their full replacement cost. Flooding is generally not covered under standard homeowners policies, so ask your agent about flood insurance.
- Know the difference between replacement cost versus actual cost. If a hurricane destroys a television bought in 1995 for $700 with a current market value of $300, actual cost would pay only $300 for the television.
- Take an inventory of your possessions. Pictures or video recordings may also be helpful for insurance purposes. Store the inventory and pictures/videos off the premises to help facilitate the claim filing process if your belongings are damaged.
- Know your insurance company and insurance agent and how to get in touch with them quickly.
- If you rent a house or apartment, talk to your agent about purchasing a renters insurance policy if you don't already have one.

AFTER THE STORM:

- Before beginning any cleanup, take photos and keep notes. It is important to document everything that is damaged before starting to replace or to restore.
- Make temporary repairs. Keep all receipts for work done on your property.
- Notify your insurance agent as soon as possible. If you have vacated the premises, make sure your representative knows where to contact you. If you're at home, but your phone isn't working, leave a number where you can be reached.
- File your claim in the time limits required by your insurance company.
- Make sure your adjuster provides you with a proof of loss statement. Report any additional damage found as soon as possible so that damage may be added to your claim.
- If your home is uninhabitable and you must live in temporary lodging, save all receipts.
- Don't be rushed into signing repair contracts. Deal with reputable contractors. If you are unsure about a contractor's credentials, contact your claims adjuster, Better Business Bureau or Chamber of Commerce for referrals. Make sure the contractor you hire is experienced in repair work.
- Make copies of any and all correspondence and information sent to you by your insurance company.

Insurance Information Institute – www.iii.org

FLORIDA DEPARTMENT OF
FINANCIAL SERVICES
Office of Insurance Regulation
200 E. Gaines Street
Tallahassee, FL 32399-0300
850-413-3140
www.floir.com
David Altmaier, Commissioner of Insurance

MY FAMILY DISASTER PLAN CHECKLIST

This is where you apply what you have read in this handbook in order to create your own personal disaster plan. Entering the vital information on this page now will make it easier to follow when it is needed.

I PLAN NOT TO EVACUATE AND WILL GO TO A FRIEND/FAMILY MEMBER'S HOME. I HAVE NOTIFIED THEM AND MADE THE APPROPRIATE ARRANGEMENTS.

Name: _____

Address: _____

Phone number: _____

I PLAN TO EVACUATE AND WILL GO TO A FRIEND/FAMILY MEMBER'S HOME OUT OF THE AT-RISK AREA. I HAVE NOTIFIED THEM AND MADE THE APPROPRIATE ARRANGEMENTS.

Name: _____

Address: _____

Phone number: _____

I PLAN TO GO TO A PUBLIC SHELTER (IF AVAILABLE).

City: _____

I PLAN TO STAY IN A HOTEL/MOTEL.

Name of hotel/motel: _____

Phone number: _____

Location and city: _____

ALTERNATE HOTEL/MOTEL LOCATION.

Name of hotel/motel: _____

Phone number: _____

Location and city: _____

I HAVE CALCULATED THE DRIVING TIME TO MY DESTINATION AT APPROXIMATELY FOUR TIMES THE NORMAL DRIVING TIME, AND IT IS:

_____

_____

I HAVE STUDIED THE EVACUATION ROUTE THAT BEST SUITS MY NEEDS.

My evacuation route will be: _____

_____

_____

I HAVE MADE PLANS FOR MY SPECIAL NEEDS FAMILY MEMBERS.

My plans are: _____

_____

_____

I HAVE MADE PLANS FOR MY PETS.

My plans are: _____

_____

_____

I HAVE COMPLETED MY PROPERTY INVENTORY AND PLACED IT IN A SAFE, WATERPROOF PLACE.

Location: _____

I HAVE MADE AN ASSESSMENT OF MY INSURANCE NEEDS. I HAVE THE FOLLOWING:

_____ Homeowners Insurance

_____ Wind and Hail Insurance

_____ Flood Insurance

_____ Renters Insurance

INSURANCE INFORMATION:

Name of Company/Agent: _____

Phone number: _____

Address: _____

I HAVE COMPLETED THE NECESSARY PRECAUTIONS FOR THE FOLLOWING:

_____ Exterior windows

_____ Large windows and glass doors

_____ Garage doors

_____ Roof gable ends

_____ Roof protection

_____ Indoor hazard protection plan

_____ Outdoor property protection plan

_____ Trees

I HAVE IDENTIFIED ANY ANTICIPATED EXTRA EXPENSE DUE TO A DISASTER, AND HAVE CALCULATED AN APPROXIMATE AMOUNT OF MONEY THAT WILL BE REQUIRED TO SEE MYSELF AND MY FAMILY THROUGH A DISASTER.

That amount is: $ _____

HURRICANE SURVIVAL KIT

Your "Survival Kit" should contain the following seven basic categories: WATER, FOOD, FIRST AID SUPPLIES, CLOTHING AND BEDDING, TOOLS, EMERGENCY SUPPLIES AND SPECIAL NEEDS ITEMS. Listed below are some items that could be included. Decide what items best fit your family's needs. Gather quantities for 5-7 days.



FOOD
__ fruits: canned, dried, roll-ups
__ meats: canned or dried
__ vegetables: canned
__ milk: dried
__ juices: canned or bottled
__ drinking water
__ peanut butter
__ crackers
__ soups: canned
__ high energy bars

BABY SUPPLIES
__ diapers, baby wipes
__ milk, food, formula
__ clothes
__ disposable bottles and liners
__ blankets, sheets, bed liners
__ medications
__ portable crib
__ toys

CHILDREN'S SUPPLIES
__ quiet toys
__ coloring book
__ crayons
__ puzzles
__ books
__ CD player
__ iPod/MP3 player and charger
__ extra batteries

ADULT SUPPLIES
__ shaving kit
__ mirror
__ eye glasses and contact lenses
__ cash
__ post cards, stamps, cards,
__ books, stationery

PERSONAL ITEMS
__ soap, toothbrush, deodorant
__ towel and washcloth
__ sewing kit
__ shampoo
__ feminine hygiene items

CLOTHING & BEDDING
__ rain gear
__ sleeping bags and pillows
__ extra shoes and work boots
__ extra clothes

COMMUNICATION EQUIPMENT
__ battery operated radio
__ extra batteries
__ NOAA weather radio
__ cellular phone and charger

LIGHTING
__ waterproof flashlights
__ fluorescent distress flag
__ extra batteries

COOKING EQUIPMENT
__ gas grill
__ extra propane gas
__ barbecue grill
__ lighter fluid/charcoal
__ sterno stove
__ outdoor cooking utensils
__ manual can opener
__ bottle opener
__ disposable eating utensils
__ disposable plates and cups
__ paper towels

FIRST AID SUPPLIES
__ first aid handbook
__ scissors, tweezers
__ thermometer
__ first aid tape
__ gauze rolls
__ large non-stick pads
__ Band-Aids™
__ arm sling
__ snake bite kit
__ cotton swabs
__ ice/heat packs
__ latex gloves
__ safety pins

PAPERS & VALUABLES
__ birth certificates
__ social security cards
__ marriage records
__ death records
__ computer back-ups
__ small valuables
__ legal IDs
__ extra cash
__ deeds
__ mortgages
__ stocks and bonds
__ checking account information
__ savings account records
__ household inventory (photos, video or DVD)
__ driver license

INTERNAL MEDICATIONS
__ aspirin/acetaminophen
__ sore throat lozenges and spray
__ prescription medication
__ laxative
__ eye drops
__ antacids
__ nose spray
__ vitamins
__ cough medicine
__ ear drops

EXTERNAL MEDICATIONS
__ antibiotic ointment
__ antibacterial soap
__ baking soda
__ hydrogen peroxide
__ calamine lotion
__ betadine
__ lip balm
__ antifungal cream
__ sun block

SANITARY ITEMS
__ emergency toilet
__ plastic garbage bags
__ paper towels, toilet paper
__ liquid detergent
__ disinfectant

CLEANUP SUPPLIES
__ washing detergents
__ mops, brooms, etc.
__ buckets, extra hose
__ old blankets, towels, rags
__ large plastic bags
__ rubber gloves
__ bleach, disinfectants
__ camera (used to photograph home before clean up)

SAFETY SUPPLIES
__ fire extinguisher
__ waterproof matches
__ work gloves
__ work knife
__ shovel, hand saw, ax
__ hammer, nails, tarp, duct tape
__ small boat
__ chain saw
__ chain saw chaps
__ work boots
__ leather gloves
__ safety glasses
__ generator
__ wet/dry vacuum
__ extra oil, gas

IMPORTANT PHONE NUMBERS AND MORE

PHONE NUMBERS

Write down additional phone numbers you might need if you are away from home. Bring this list with you if an evacuation is ordered.

NOTES

TOGETHER, WE PREPARE

it takes a community to weather the storm.



Be Informed

Learn what protective measures to take before, during and after an emergency.



Make A Plan

Design a family (home) disaster plan. Work with neighbors and co-workers to create community and workplace disaster plans.



Build A Kit

Assemble a disaster supplies kit, which contains items you may need in an emergency.



Get Trained

Learn to save lives. Local organizations like Red Cross offer classes year-round to individuals and businesses on first aid, CPR, defibrillator use and much more.



Give Blood

Become a regular and frequent blood donor to ensure a blood supply that meets all needs, all of the time.



Get Involved

Give of yourself. Sharing your time or money means that response organizations will be there to respond whenever needed.

KEEPING YOU CONNECTED



Nathan Gault, apprentice lineman
Marcello McDonald, lead lineman

KUA
KISSIMMEE UTILITY AUTHORITY

Without them, we'd be sitting in the dark, freezing cold or unbearably hot. We wouldn't be able to charge our cell phones, make our morning coffee, use our computers or watch our favorite sporting event on TV. When we're safe in our homes amidst a big storm, they're braving the weather to do their work. And when there's an electrical emergency, they are the first responders who risk their own lives to keep us connected.

1701 W. CARROLL STREET / KISSIMMEE, FL 34741 / 407-933-7777 / WWW.KUA.COM