

OSCEOLA 2025 HURRICANE GUIDE



A MESSAGE FROM KISSIMMEE UTILITY AUTHORITY



Dear Osceola County Resident,

The timing of last year's hurricanes was a harsh reminder that we can never let our guard down during hurricane season. Hurricane Helene swept through in late September, followed by Hurricane Milton in early October just two weeks later. Preparing now for hurricane season will help us survive whatever weather comes our way.

We've prepared this annual hurricane guide so that you and your family can begin preparing for the 2025 Hurricane Season by taking the steps necessary to ensure your safety. In this guide, you'll find helpful information on how to prepare before a storm, tips on keeping your family safe during the storm and steps to take after the storm has passed.

Last year's hurricane season brought 18 named storms, 11 hurricanes and five major hurricanes, making it an above-average hurricane season. Looking ahead to the upcoming hurricane season, weather forecasters are predicting an **above-average** hurricane season with **17 named storms, 9 hurricanes, and 4 major hurricanes**. Experts reference the combination of a warmer than normal tropical Atlantic and the potential La Niña (the periodic cooling of ocean surface temperatures in the central and eastern tropical Pacific Ocean) as a primary factor for an above-average season, still the safest plan of action is to always prepare for the worst-case scenario.

We urge you to begin reviewing the information in this guide to help develop a plan. Learn your evacuation routes or best practices for staying home during the storm. Make a plan, build a kit, stay informed and be prepared to take action.




As you prepare, rest assured that KUA is prepared too. We have a team of nearly 300 highly skilled employees ready to respond to severe weather at a moment's notice.

Stay safe! Sincerely,

Brian Horton

Brian Horton
President and General Manager

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REPORT AN OUTAGE

The quickest way to report a power outage to KUA is via text message. If an outage occurs, text the word “**OUT**” to our toll-free number **877-582-7700** and you will be prompted through the system. When power is restored, a follow-up message will be sent.



Scan the QR code below
to view KUA’s outage
map in real-time



or visit kua.com/map

ALERT! OSCEOLA!

Alert Osceola is a **free emergency** notification system used by various public agencies in Osceola County to keep residents informed. To register for Alert Osceola, visit www.alertosceola.org or text the phrase “**alertosceola**” to **888777**.



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DIRECTORY OF IMPORTANT NUMBERS AND LINKS

Emergency Numbers

Fire, Police, Medical **911**

**Osceola County
Citizen Information
Center Hotline** **407-742-0000**

Local Government

**Osceola County
Government Emergency** **407-742-2275**
www.osceola.org  @OsceolaCountyFl

**Osceola County
Office of Emergency
Management** **407-742-9000**
emdo@osceola.org www.readyosceola.org  @OsceolaEOC


City of Kissimmee **407-847-2821**
www.kissimmee.gov  @CityofKissimmee

City of St. Cloud **407-957-7303**
www.stcloudfl.gov **Public Information Office**  @CityofStCloudFL

**Osceola County
Property Appraiser** **407.742.5000**
2505 E. Irlo Bronson Memorial Hwy
Kissimmee, Fl 34744
www.property-appraiser.org  @appraiserkatrina

Police Departments

**Kissimmee Police
Department** **407-846-3333**
Non-emergency
www.kissimmee.gov  @KissimmeePolice

**Osceola County
Sheriff's Office** **407-348-2222**
Non-emergency **407-348-1100**
Administration Building
osceolasheriff.org  @Osceolasheriff

**St. Cloud Police
Department** **407-891-6700**
Non-emergency
www.stcloudfl.gov  @StCloudPD

Hospitals

**HCA Florida
Osceola Hospital** **407-518-3801**
Emergency Room **407-846-2266**
Non-emergency
700 W. Oak Street,
Kissimmee, FL 34741
[www.hcafloridahealthcare.com/
locations/osceola-hospital](http://www.hcafloridahealthcare.com/locations/osceola-hospital)
 @HCAFloridaOsceolaHospital

**AdventHealth
Kissimmee** **407-933-6632**
Emergency Room **407-846-4343**
Non-emergency
2450 North Orange
Blossom Trail
Kissimmee, FL 34744
www.adventhealth.com
 @AdventHealthKissimmee

**Orlando Health
St. Cloud Hospital** **407-498-3620**
Emergency Room **407-892-2135**
Non-emergency
2906 17th Street,
St. Cloud, FL 34769
[www.orlandohealth.com/
facilities/st-cloud-hospital](http://www.orlandohealth.com/facilities/st-cloud-hospital)
 @OrlandoHealthStCloudHospital

**AdventHealth
Celebration** **407-303-4772**
Emergency Room **407-303-4000**
Non-emergency
400 Celebration Place
Celebration, FL 34747
www.adventhealth.com
 @AdventHealthCelebration

**HCA Florida
Poinciana Hospital** **407-530-2100**
Emergency Room **407-530-2000**
Non-emergency
325 Cypress Parkway,
Kissimmee, FL 34758
[www.hcafloridahealthcare.com/
locations/%20poinciana-hospital](http://www.hcafloridahealthcare.com/locations/%20poinciana-hospital)
 @HCAFloridaPoincianaHospital

**Orlando Health
Emergency Room
and Medical
Pavilion - Osceola** **321-842-1270**
1001 E Osceola Pkwy
Kissimmee, FL 34744
www.orlandohealth.com/  @OrlandoHealth



| Electric Utilities

Kissimmee Utility Authority **407-933-9800**
407-933-7777

Report Outage:
Text "out" to 877-582-7700
www.kua.com

 @mykua

Duke Energy **407-629-1010**
800-700-8744

Report Outage:
800-228-8485
www.duke-energy.com

 @duke.energy

OUC (St. Cloud) **407-957-7373**

Report Outage:
407-957-7373
www.ouc.com

 @oucthereliableone

Peace River Electric Cooperative **863-773-4116**
800-282-3824

Report Outage:
800-282-3824
www.preco.coop

| Water Company

Toho Water Authority **407-944-5000**

www.tohowater.com

 @tohowater

St. Cloud Customers **407-957-7344**

| Local News and Information

Positively Osceola

 @PositivelyOsceola

www.positivelyosceola.com

WFTV -
Channel 9 (ABC)

www.wftv.com

 @wftv

WESH -
Channel 2 (NBC)

www.wesh.com

 @wesh2news

WKMG -
Channel 6 (CBS)
www.clickorlando.com

 @News6

WOFL -
Channel 35 (FOX)
www.fox35.com

 @FOX35Orlando

Central Florida
News 13 (Spectrum)
www.mynews13.com

 @LikeNews13

Telemundo -
Channel 31

www.telemundo31.com

 @Telemundo31

Univision -
Channel 43

 @NoticiasUnivisionOrlando

Osceola News
Gazette

www.aroundosceola.com

 @osceolanewsgazette

El Osceola Star
www.elosceolastar.com

 @osceolastarnews

Orlando Sentinel
www.orlandosentinel.com

 @orlandosentinel



| Transportation

Brightline

www.gobrightline.com

 @Gobrightline

SunRail

www.sunrail.com

855-724-5411

 @SunRail

Amtrak Information & Reservations

www.amtrak.com

800-872-7245

 @Amtrak

Greyhound

www.greyhound.com

800-231-2222

 @GreyhoundBus

Lynx Bus Service

www.golynx.com

407-841-5969

 @Golynx

| Federal / State Assistance

FEMA

www.fema.gov

800-621-3362

 @Fema

Fla. Building Contractor License Verification Dept. of Business and Professional Regulation

www2.myfloridalicense.com

850-487-1395

 @FloridaDBPR

Florida Department of Agriculture and Consumer Services

www.freshfromflorida.com

800-435-7352

800-352-9832

(Español)

 @FloridaAgriculture

State Assistance Information Line

www.floridadisaster.org

800-342-3557

 @FDEM

Price Gouging Hotline

www.myfloridalegal.com

866-966-7226

850-414-3990

State Department of Financial Services Consumer Hotline

www.myfloridacfo.com

877-693-5236

 @FLDFS

State Volunteer & Donations Hotline

www.volunteerflorida.org

850-414-7400

 @VolunteerFlorida

| Weather Links

National Hurricane Center

www.nhc.noaa.gov

 @NWSNHC

National Oceanic & Atmospheric Administration

www.noaa.gov

 @NOAA

The Weather Channel

www.weather.com

 @theweatherchannel

Florida Division of Emergency Management

www.floridadisaster.org

 @FLSERT

Red Cross

www.redcross.org

 @RedCross

NOAA Weather Radio Information

www.weather.gov/nwr

Weather Safety and Preparedness

www.weather.com/safety

Trash Collection

Inside the City of Kissimmee

City of Kissimmee **407-518-2507**
Solid Waste Division Debris Pickup
www.kissimmee.gov

Outside the City of Kissimmee

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

Inside the City of St. Cloud

City of St. Cloud **407-957-7289**
Solid Waste Division
www.stcloudfl.gov

Community Assistance

2-1-1 Community Resources & Elder Helpline **407-839-4357**
800-963-5337
www.hfuw.org

American Red Cross **407-894-4141**
5 N. Bumby Ave., **407-644-930**
Orlando, FL 32803
www.redcross.org

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

Meals on Wheels **407-847-2144**
www.osceolagenerations.org/home-delivered-meals/

Gas Companies

Natural

TECO Peoples Gas **407-425-4662**
www.peoplesgas.com **877-832-6747**

Propane

Suburban Propane **407-847-3582**
www.suburbanpropane.com **800-776-7263**

Telephone Company

CenturyLink **866-642-0444**
www.centurylink.com

Television Cable

Spectrum **855-707-7328**
www.spectrum.com

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

Permits

City of Kissimmee **407-847-2821**
www.kissimmee.gov/permits

City of St. Cloud **407-957-7224**
www.stcloudfl.gov

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 **321-697-3000**
Educational information about:
Tree Inspection /
Licensed Arborists Disaster
Preparation and Recovery
www.sfyl.ifas.ufl.edu/osceola/

Osceola County Mosquito Control **407-742-0505**
www.osceola.org

Osceola District Schools **407-870-4007**
www.osceolaschools.net Community Relations
Office /School Closings

407-870-4600
407-870-4897
Student Services

BEFORE THE STORM

CREATE A FAMILY DISASTER PLAN



1 Gather Information

Stay informed by checking reliable sources such as the Osceola County Office of Emergency Management or the National Weather Service. Sign up for emergency alerts from your local government and download weather apps for real-time updates.



2 Share Information with Your Family

Hold a family meeting to discuss the risks and necessary steps to prepare for a hurricane. Ensure that everyone understands evacuation routes, emergency contacts, and the location of essential supplies.



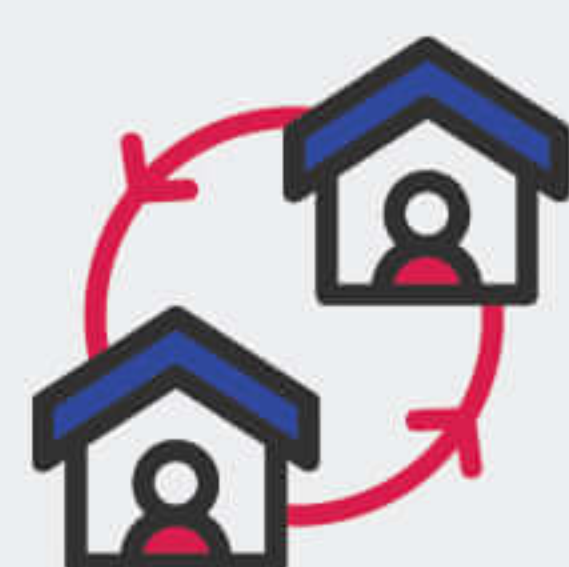
3 Plan How Your Family Will Stay in Contact

Hurricanes can disrupt communication networks. Designate a primary meeting place and an out-of-town emergency contact. Ensure everyone knows how to send emergency texts and use group messaging apps if phone lines are down.



4 Prepare Your Family and Home

Keep emergency supplies in an easy-to-access location and ensure all family members know where they are stored. Keep a hard copy of emergency contact information and post essential phone numbers in a visible area. Charge devices and have backup power sources available.



5 Meet with Your Neighbors

Build a community plan by coordinating with neighbors to share resources and assist vulnerable individuals. Identify who may need extra help evacuating and establish a check-in system to support each other before and after the storm.



SANDBAGS

Sandbags can be a simple yet highly effective method of preventing water damage during a hurricane, and they are an essential tool for anyone living in an area at risk of flooding.

Sandbags can be placed in strategic locations around a property to prevent floodwaters from entering. They are typically made of heavy-duty materials, such as burlap or polypropylene, which can withstand the weight of the sand and the force of the water. When placed correctly, sandbags can act as a barrier, diverting water away from the property and preventing it from seeping in.

Prior to a tropical storm or hurricane, Osceola County will open sandbag distribution at one or more locations. Supplies including bags and sand are provided, and residents are typically allowed 25 sandbags per household and should bring their own shovel or filling tool.

Osceola County recommends that residents save sandbags that have not come into contact with water for use in future possible storms. Uncontaminated sand can be used for gardens or flower beds.

Never use the sand from sandbags to fill children's sandboxes or playgrounds. Residents must dispose of sandbags that have come in contact with floodwater by taking them to the Bass Road Yard Waste Disposal Site at 750 S. Bass Road, Kissimmee, FL 34746.

MY FAMILY DISASTER PLAN

Keep written contact information with you at all times. Use this form to write down your family's emergency plan. Post a copy where family members can see it, and put a copy in your emergency kit.

Where can you reach your family during an emergency?

Workplace and phone:



School and phone:



During an emergency, it's often easier to reach family or friends who live out of town:

Out-of-town contact:



Decide on a meeting place if you cannot return to your home:

Neighborhood meeting place:



Out-of-town meeting place:



Family health:

Doctors:



Name of medication and
corresponding dosage:



I have made plans for my special needs family members.

My plans are:

I have made plans for my pets.

My plans are:

Veterinarian phone:

I have completed my property inventory and placed it in a safe, waterproof place.

Location:

I have the following documents:

- ☐ Homeowners insurance
- ☐ Wind and hail insurance
- ☐ Flood insurance
- ☐ Renters insurance

Insurance information:

Name of Company/Agent:



I have completed the necessary precautions for the following:

- ☐ Exterior windows
- ☐ Large windows and glass door
- ☐ 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 CHECKLIST

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

Equipment

Lighting

- ☐ Waterproof flashlights
- ☐ Fluorescent distress flag
- ☐ Extra batteries

Communication Equipment

- ☐ Battery operated radio
- ☐ Extra batteries
- ☐ NOAA weather radio
- ☐ Cell phone
- ☐ Charger

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

Family Supplies

Baby, Kids And Adult Supplies

- ☐ Diapers, Baby Wipes
- ☐ Milk, Food, Formula
- ☐ Clothes
- ☐ Disposable Bottles And Liners
- ☐ Blankets, Sheets, Bed Liners
- ☐ Medications
- ☐ Portable Crib
- ☐ Quiet Toys
- ☐ Coloring Book
- ☐ Crayons
- ☐ Puzzles
- ☐ Books
- ☐ Extra Batteries
- ☐ Shaving Kit
- ☐ Mirror
- ☐ Eye Glasses And Contact Lenses
- ☐ Cash
- ☐ Post Cards, Stamps, Cards

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

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 or video)
- ☐ Driver license

Medications

- ☐ Aspirin/acetaminophen
- ☐ Sore throat lozenges and spray
- ☐ Prescription medication
- ☐ Laxative
- ☐ Eye drops
- ☐ Antacids
- ☐ Nose spray
- ☐ Vitamins
- ☐ Cough medicine
- ☐ Ear drops
- ☐ Antibiotic ointment
- ☐ Antibacterial soap
- ☐ Baking soda
- ☐ Hydrogen peroxide
- ☐ Calamine lotion
- ☐ Betadine®
- ☐ Lip balm
- ☐ Antifungal cream
- ☐ Sun block

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

Cleaning Supplies

- ☐ Plastic garbage bags
- ☐ Paper towels, toilet paper
- ☐ Liquid detergent
- ☐ Disinfectant
- ☐ Washing detergents
- ☐ Mops, brooms, etc.
- ☐ Buckets, extra hose
- ☐ Old blankets, towels, rags
- ☐ Large plastic bags
- ☐ Rubber gloves
- ☐ Bleach, disinfectants

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

BEFORE THE STORM

HOUSEHOLD INVENTORY

Preparation Pays Off

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 supplies 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.

By the time a storm watch or warning is issued for your area, the majority of your family’s emergency preparations should be completed.

- Once a "Hurricane Warning" has been issued for Osceola County, check with your local government on their sandbag distribution policy and locations.

If You Evacuate

- 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.

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 the 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.

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.

Exterior windows -

Large windows and glass doors

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. 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.

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.



BEFORE THE STORM

Portable Water

Water you can drink or ingest:

Instead of buying bottled water, tap water can be stored in clean containers with lids. This water can be used for drinking, cooking, brushing teeth, and washing dishes. Households should have one gallon of potable water per person per day for at least three days. Store additional water if you have pets. Consider freezing some containers or food storage bags to help keep food cold while providing water if needed.

Non-Potable Water

Water you cannot drink or ingest:

You'll also need water for bathing, flushing toilets, and any other way you use water that doesn't involve food preparation or ingestion. Fill up bathtubs, washing machines, coolers, new garbage cans, etc.

Irrigation Systems

Verify rain sensors are working to automatically turn off or manually shut it off.

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:

- 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.



Keep Cash

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

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

Others

- 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

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, licensed repair contractors and family members)

Property

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

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

BEFORE THE STORM

WHAT ABOUT PETS?

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

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.

Osceola County has three approved pet-friendly shelter locations:

Harmony High School

3601 Arthur J. Gallagher Blvd.
Harmony, FL 34771

Liberty High School

250 Pleasant Hill Blvd.
Kissimmee, FL 34746

Kissimmee Middle School

2410 Dyer Blvd.
Kissimmee, FL 3474'

Specific shelter location openings are announced prior to an event.



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

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.

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 bags.
- A leash and harness collar with identification tags.
- Veterinary records for each pet in an airtight bag.

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** or online at **www.readyosceola.org**. 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 home-bound 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, wheelchair, cane or special equipment, along with your bedding.

HURRICANE EVACUATION ROUTES

Know Your Zone

Each year during hurricane season, it's essential for residents to know whether they live in an evacuation zone, a low-lying or flood-prone area, a mobile home, or a structure that may be unsafe. These locations are the most likely to require evacuation, and being aware of them can help you prepare in advance and follow instructions from local officials more effectively.

Central Florida Hurricane Evacuation Phases

Precautionary:

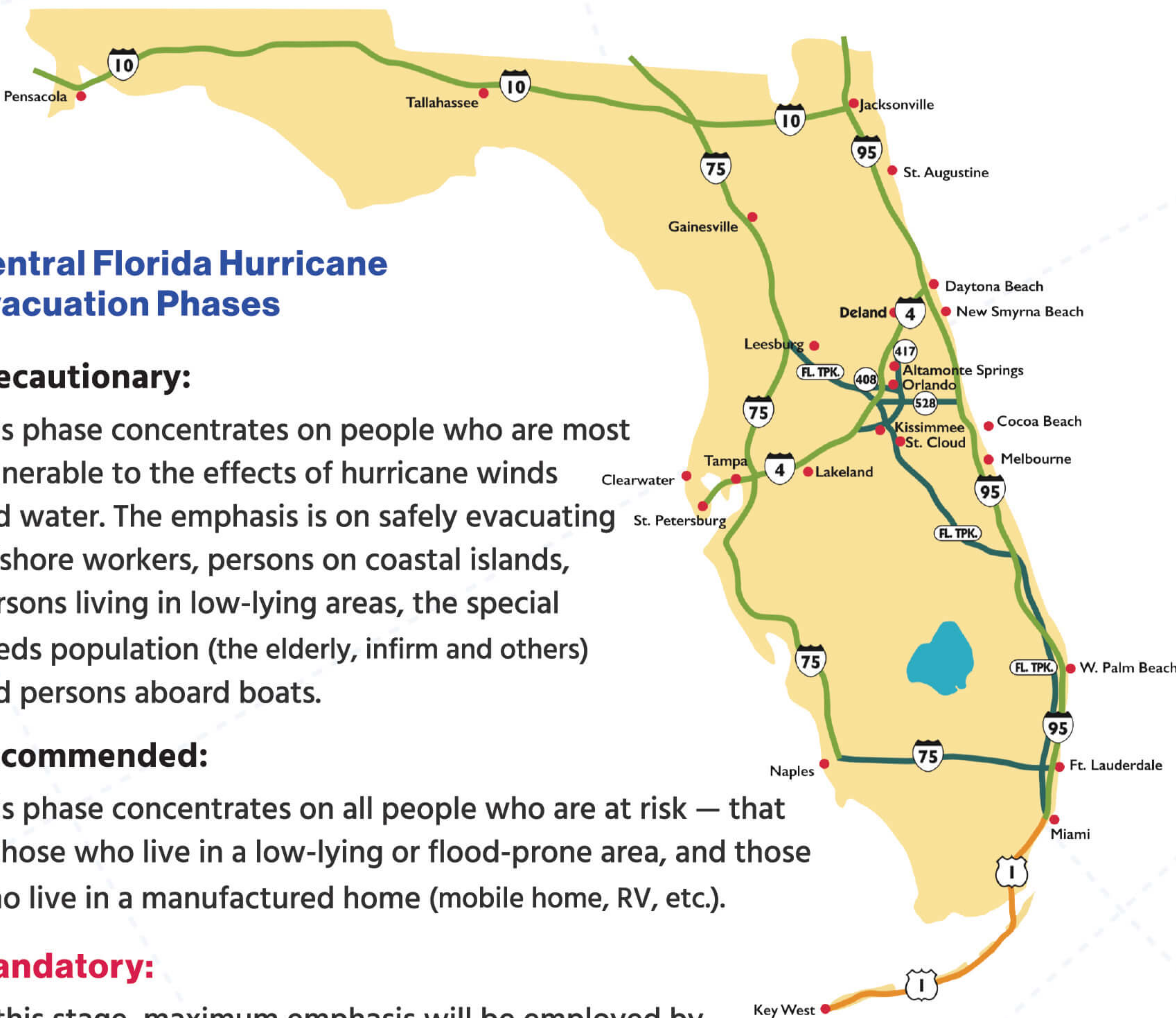
This phase concentrates on people who are most vulnerable to the effects of hurricane winds and water. The emphasis is on safely evacuating offshore workers, persons on coastal islands, persons living in low-lying areas, the special needs population (the elderly, infirm and others) and persons aboard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

When To Evacuate

- Familiarize yourself with the Osceola County Emergency Management Flood Evacuation map. If you are in an evacuation zone, listen to evacuation orders from local officials.
- If an evacuation order is not issued for your area, you may consider sheltering in place. Not all evacuations zones are always ordered.
- If you shelter in place, it's important to know your home and its ability to withstand strong winds and heavy rain.

Preparing For A Shelter

If you evacuate to a public shelter, prepare a kit with personal items you cannot do without during an emergency.

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



- Face coverings
- 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



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



DURING THE STORM



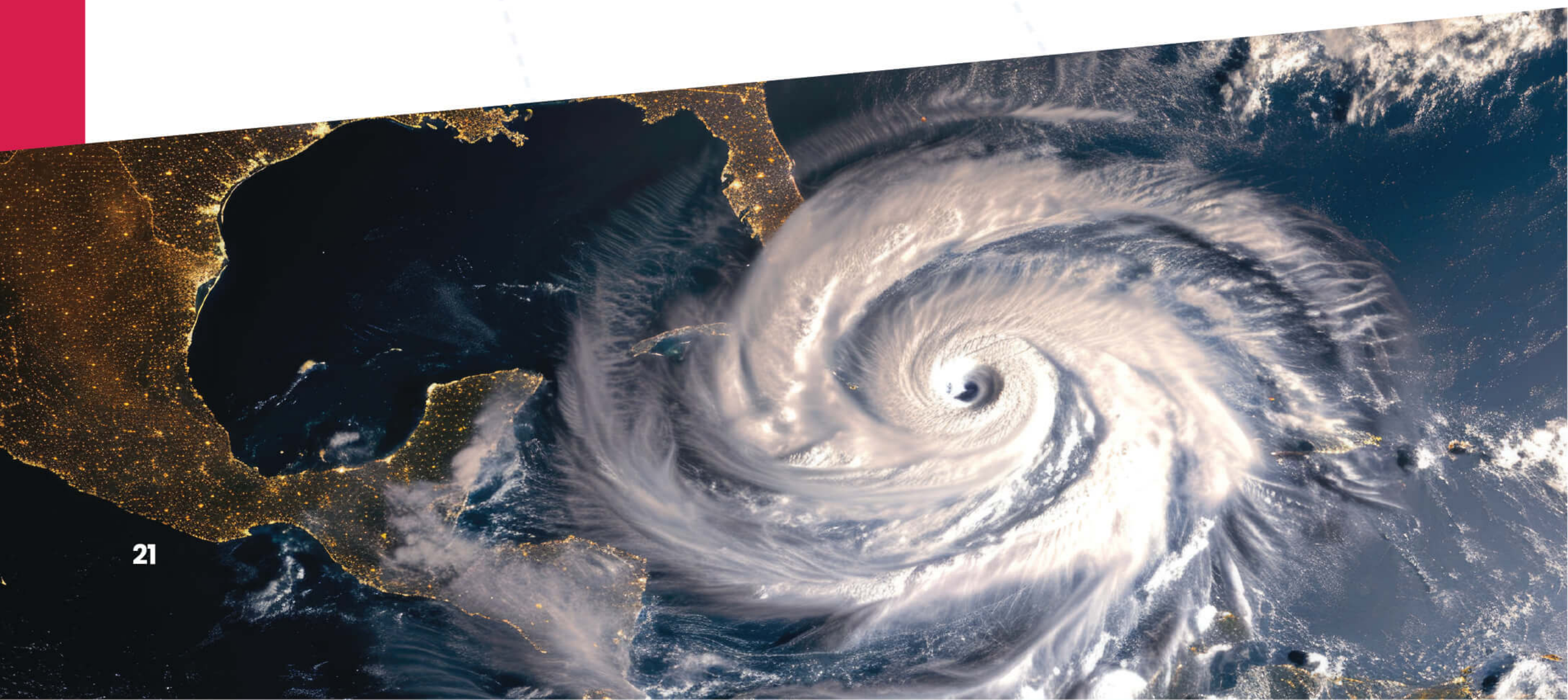
KEEPING YOUR FAMILY SAFE DURING THE STORM

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 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

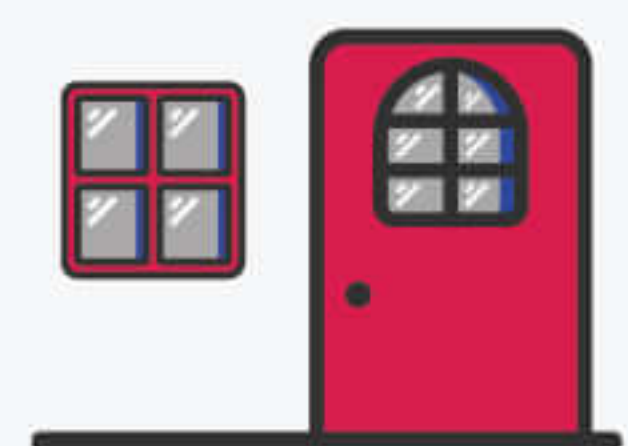
Every family should make every possible effort to prevent being trapped at home during a hurricane. Even after all necessary arrangements have been made to evacuate in plenty of time, it might be a good idea to discuss these "during the storm" safety tips, just in case someone becomes stranded and must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



AVOID



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.



Never attempt to travel the roads until after the storm — is over and local authorities have declared the area safe for traveling.

THINGS TO DO



Stay tuned to local news and weather broadcasts via **battery-operated radios or televisions** to monitor 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 use 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.

AFTER THE STORM

TIME FOR CAUTION

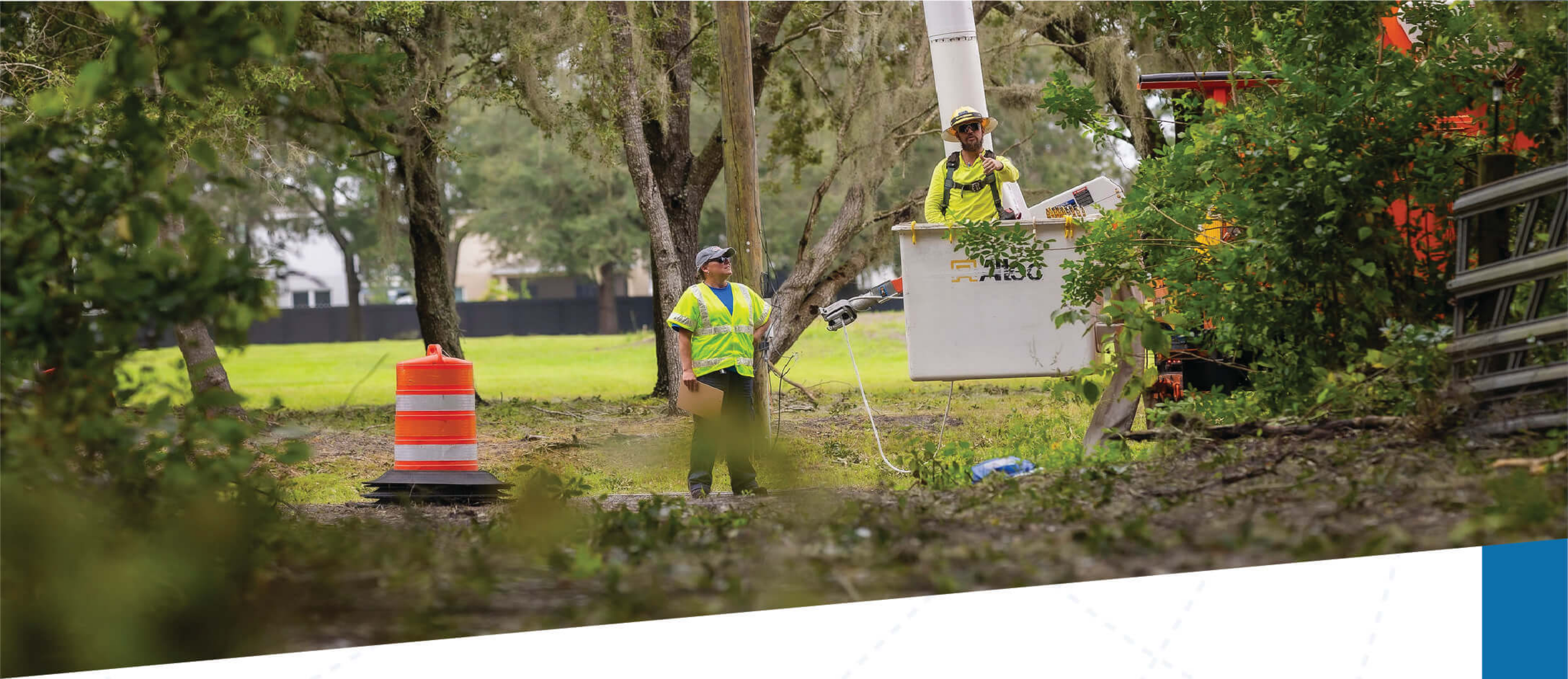
It's natural to feel a great sense of relief when the storm moves away from our area. That feeling of relief, however, shouldn't diminish your sense of caution, because many dangers remain after a hurricane has passed. In fact, most hurricane-related deaths occur after a hurricane, often when people 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.
- Never try to touch or move downed lines or repair broken electric or gas connections.
- 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.
- 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

- To allow the storm water to settle, avoid using excessive water such as doing laundry, taking long showers, running irrigation, power washing etc.
- If power goes out, avoid flushing toilets unless necessary – flush solid waste and let liquid sit.
- Toho will communicate any outages, precautionary or mandatory boil water notices through social media and online at www.tohowater.com.

Should a boil water advisory be issued, do the following:

- Boil water for about 1 minute.

- If you can't boil water, add eight drops of unscented household bleach per gallon of water, stir well and let stand for 30 minutes before using.
- OR use purification tablets which can be found at most sporting goods stores and pharmacies.

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.
- Keep a supply of non-perishable food in the trunk of your car or some other safe location, just in case your primary grocery stores become damaged during the storm and cannot be used.



**AFTER
THE STORM**

DAMAGE ASSESSMENT FROM THE PROPERTY APPRAISER'S OFFICE

The Osceola County Property Appraiser's office is fully prepared to aid and assist Osceola County residents and property owners after a disaster. A plan has been developed to identify damaged homes and businesses and activate the damage assessment teams. Once first responders have declared an area safe, the damage assessment teams are deployed to assess any damage.

After any disaster, the Osceola County Property Appraiser's office is responsible for leading the damage assessment teams in assessing all damaged property within the county.

These teams are made up of representatives from the Property Appraiser's Office, representatives from Osceola County Building Department, as well as members from both the City of Kissimmee and City of St. Cloud. This is vital to retaining FEMA funding and maintaining adequate records for the tax roll.



Property owners who sustain structural damage should report it by submitting the Report Damage Form through www.property-appraiser.org.

Please include specific details on type of damage occurred and contact information. Field appraisers will visit the property as soon as possible to take photographs and conduct a thorough inspection.

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 carbon monoxide 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.

FAQ'S ABOUT POWER RESTORATION

How Long Will I Be Without Power?

KUA employees work 24/7 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://kua.com/map>.

Phases of Power Restoration

Phase 1 – Assess & Protect

We send highly trained workers to locate and monitor safety hazards. These hazards can include downed wires and poles. Our crews then make sure electricity is off for your safety. They also ensure that power is flowing to critical facilities like hospitals, fire stations and other essential services.

Phase 2 – Repair Damage

Once damage has been assessed and safety measures are in place, we dispatch crews to make repairs. Substations and main electric lines and wires must be repaired to restore power to you. Even if you do not see our field crew teams, rest assured we are working nearby to get your power restored.

Phase 3 – Restore Power

Once damage is repaired, we begin restoring power to homes and buildings. If you notice that a neighbor's power is back before yours, don't worry. Your home may be on a different circuit or line. We appreciate your patience as we work as safely and quickly as possible to get your lights back on. Please review the illustrations on page 28 for information on power restoration and who is responsible for fixing what.

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.

What Do I Do If My House Floods?

If you, your friends or neighbors remain without power following severe flooding from a hurricane, 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.

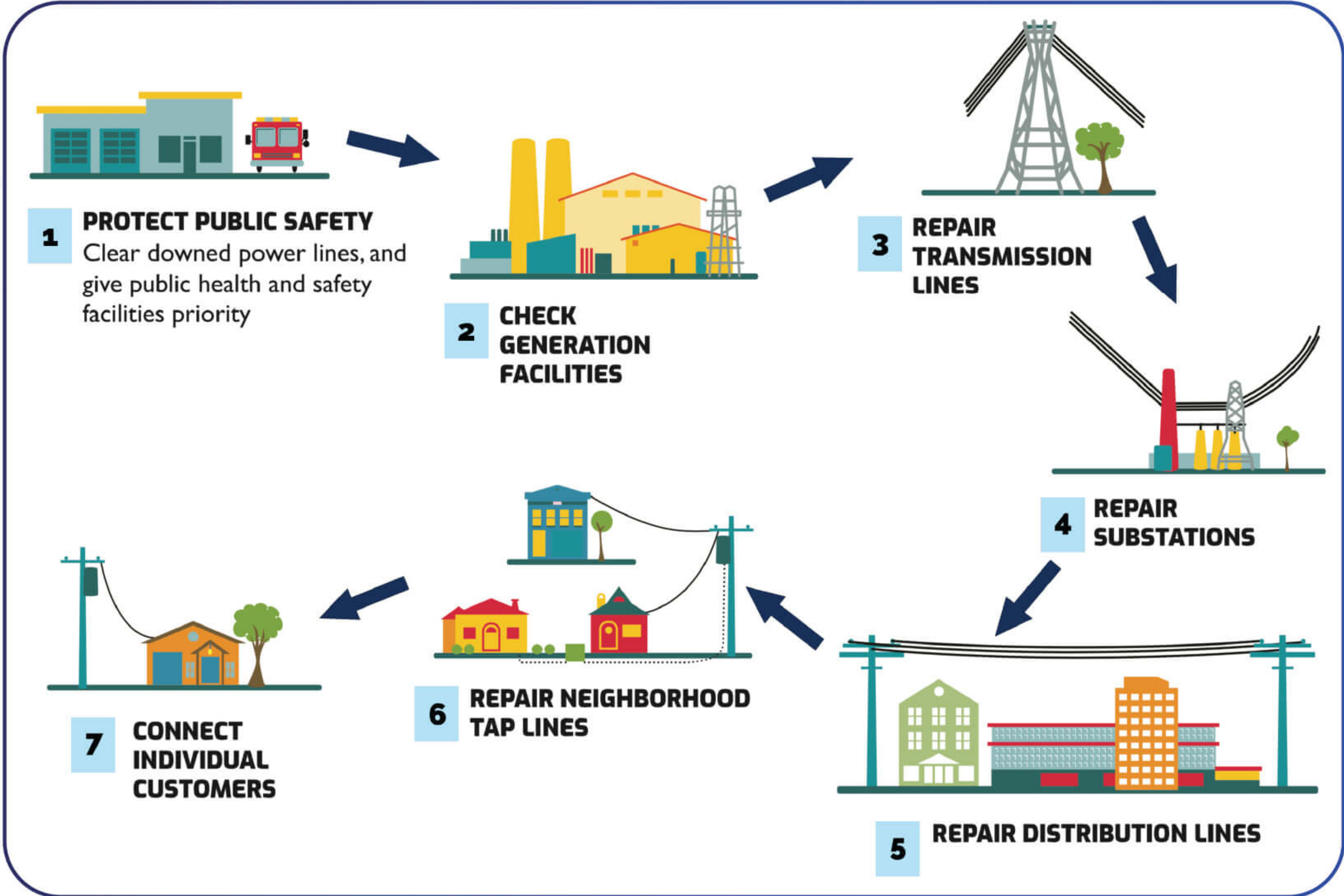
Step 3 – With a completed permit and approval from a licensed electrician, Osceola County officials will mark your meter safe to receive power and will then alert KUA that power can be restored.

Step 4 – KUA will restore power.

POWER OUTAGE RESTORATION

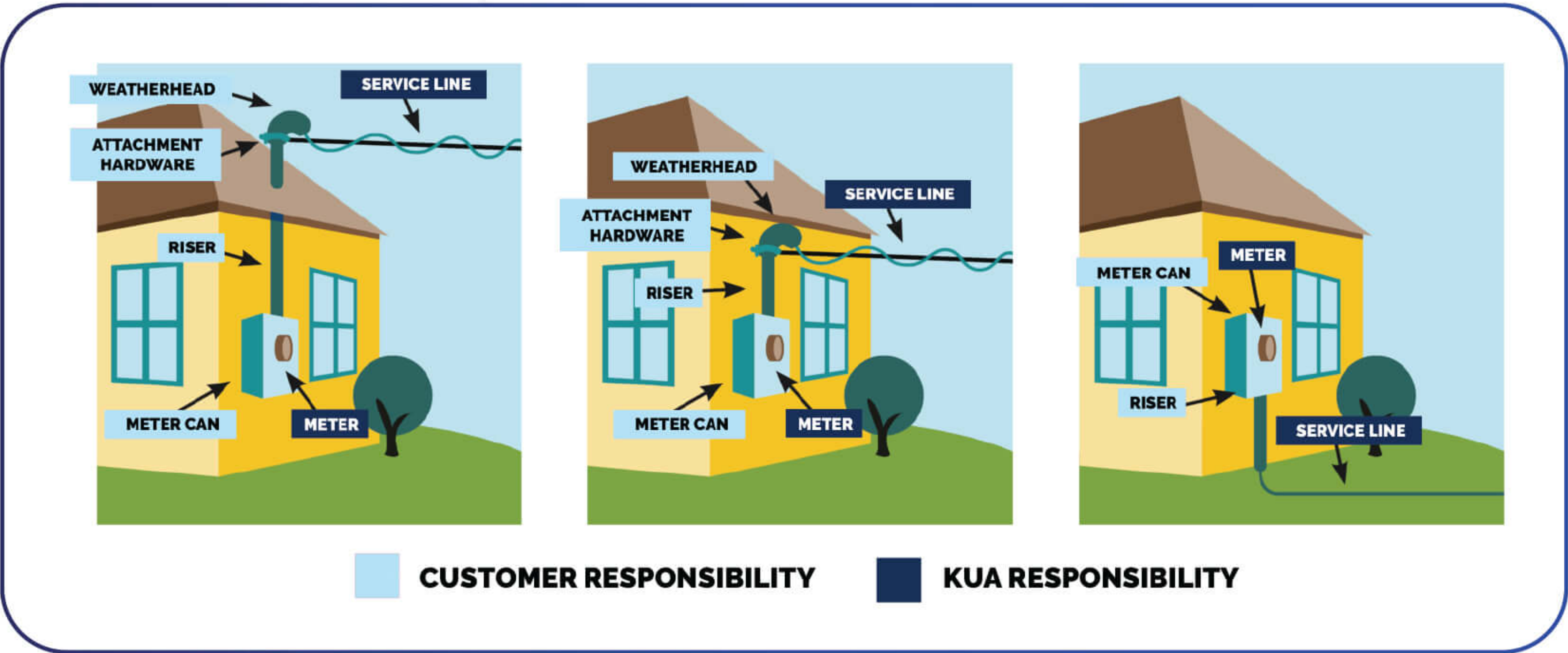
How We Restore Power

When a power outage happens, KUA first ensures public safety, then we begin 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 repairing 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.



SAFFIR-SIMPSON WIND SCALE

The Saffir-Simpson Hurricane Wind Scale is a rating of 1 to 5 based on a hurricane’s sustained wind speed, with 5 being the highest. Hurricanes reaching Category 3 and higher are considered major hurricanes because of their potential for significant loss of life and damage. Category 1 and 2 storms are still dangerous, however, and require preventative measures.



CATEGORY 1 WINDS 74 – 95 MPH

Very dangerous winds will produce some damage. Well-constructed frame homes could have damage to roof, shingles, vinyl siding and gutters. Large branches of trees will snap and shallowly rooted trees may be toppled. Extensive damage to power lines and poles likely will result in power outages that could last a few hours to several days.



CATEGORY 2 WINDS 96 – 110 MPH

Extremely dangerous winds will cause extensive damage. Well-constructed frame homes could sustain major roof and siding damage. Failure of aluminum, screened-in, swimming pool enclosures will be common. Many shallowly rooted trees will be snapped or uprooted and block numerous roads. Near-total power loss is expected with outages that could last from several days to weeks.



CATEGORY 3 WINDS 111 – 129 MPH

Devastating damage will occur. Well-built framed homes may sustain major damage or removal of roof decking and gable ends. Most commercial signage, fences and canopies will be destroyed. Many trees will be snapped or uprooted, blocking numerous roads. Electricity and water may be unavailable for several days to a few weeks after the storm passes.



CATEGORY 4 WINDS 130 – 156 MPH

Catastrophic damage will occur. Well-built framed homes can sustain severe damage with loss of most of the roof structure and/or some exterior walls. Most trees will be snapped or uprooted and power poles will be downed. Fallen trees and power poles will isolate residential areas. Power outages may last for weeks to possibly months. Most of the area could be uninhabitable for weeks or months.



CATEGORY 5 WINDS 157 MPH OR HIGHER

Catastrophic damage will occur. A high percentage of framed homes will be destroyed, with total roof failure and wall collapse. Extensive damage to roof covers, windows and doors will occur. Fallen trees and power poles will isolate residential areas. Power outages may last for weeks to possibly months. Most of the area could be uninhabitable for weeks or months.

Emergency Terms

Emergency alert system (Eas): A digital system designed to give emergency information and instructions from federal, state and local authorities. 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.

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 wind speed over a nautical mile. 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 radio broadcast of weather conditions in Central Florida. The broadcast frequency is **162.475**.

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.

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 or go online at www.readyosceola.org.

HERE FOR YOU DURING HURRICANE SEASON

[KUA.COM/STORM](https://kua.com/storm)

