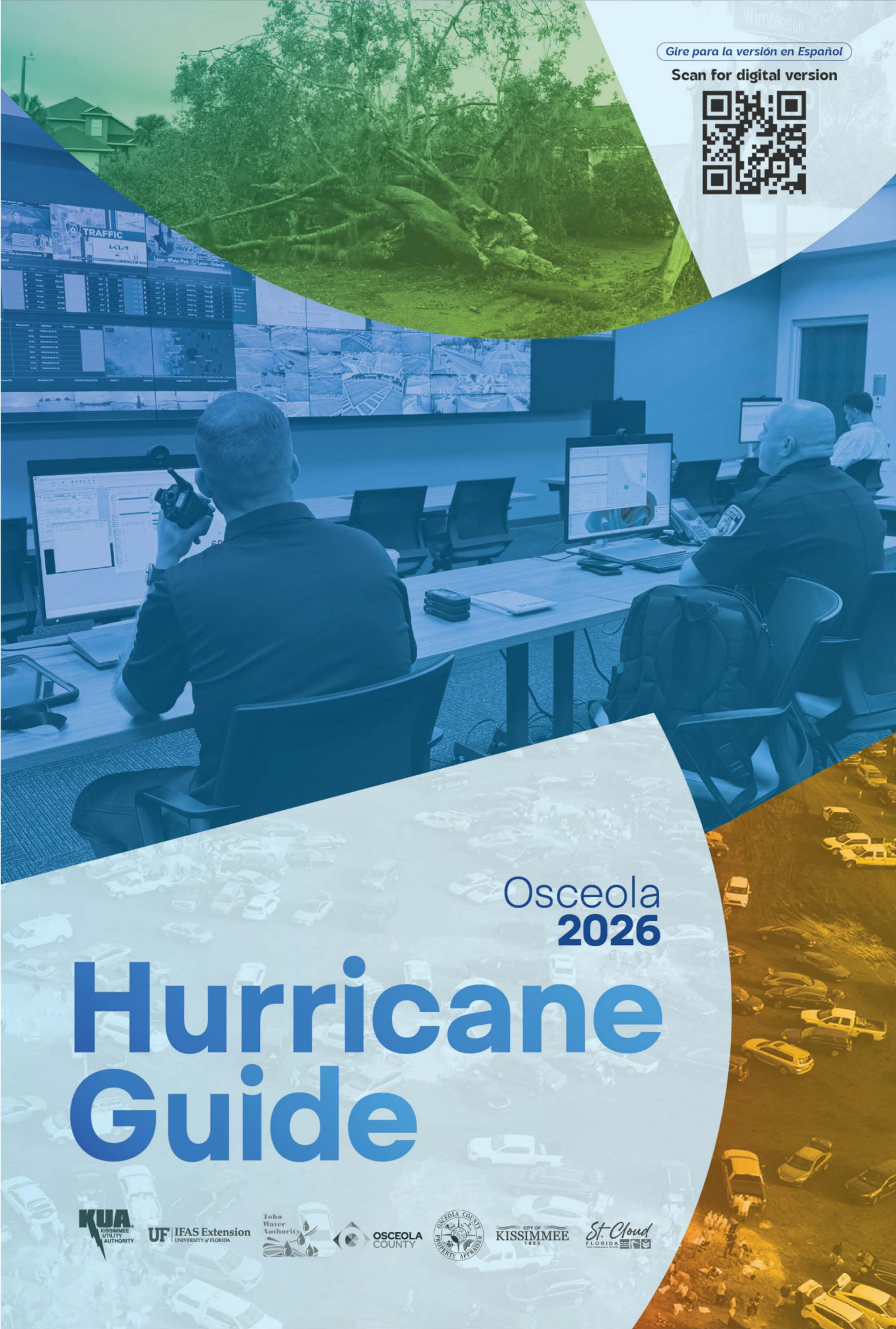


Gire para la versión en Español

Scan for digital version



Osceola
2026

Hurricane Guide





A Message from Kissimmee Utility Authority

Dear Osceola County Resident,

As we enter the 2026 Atlantic Hurricane Season, it's important to remember that preparation should begin long before a storm ever forms. Even in quieter periods without recent hurricane activity, the risk remains the same. Being proactive now can make all the difference when severe weather threatens our area.

To help you stay prepared, we've updated this annual hurricane guide for the 2026 Atlantic Hurricane Season. Inside, you'll find essential information on how to prepare before a storm, how to protect your family during severe weather, and what steps to take after a storm has passed.

The 2025 hurricane season produced 13 named storms, five hurricanes, and four major hurricanes, marking another above-average year. Looking ahead, leading experts are forecasting a below-normal 2026 season, with projections of approximately 13 named storms, six hurricanes, and two major hurricanes. This outlook is driven by weak La Niña conditions, which are likely to transition to El Niño early in the season, followed by the potential for a moderate/strong El Niño during peak hurricane season.

While forecasts provide valuable insight, they are not guarantees. It only takes one storm to significantly impact our community. That's why the safest approach is always to prepare for the worst-case scenario.

We strongly encourage you to review this guide and take action now. Know your emergency plan, understand whether it is safer to stay or leave, and ensure you have a well-stocked emergency kit.

As you prepare your household, know that KUA is prepared as well. Our team of nearly 300 highly skilled employees stands ready to respond to severe weather and restore services as quickly and safely as possible.

Stay safe!

Brian Horton

President and General Manager

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Scan the QR code below to view KUA's outage map in real-time or visit kua.com/map



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.



Alert Osceola is a free emergency notification system used by public agencies in Osceola County to keep residents informed.

To register visit www.alertosceola.org or text the phrase **"alertosceola"** to **888777**.

Directory of Important Numbers and Links

Emergency Numbers


Fire, Police, Medical
911

Local Government


**Osceola County
Government Emergency**
(407) 742-2275

 @OsceolaCountyFL
osceola.org

**Osceola County
Office of Emergency
Management**
(407) 742-9000

 @OsceolaEOC
emdo@osceola.org
readyosceola.org

City of Kissimmee
(407) 847-2821

 @CityofKissimmee
kissimmee.gov

City of St. Cloud
Public Information Office
(407) 957-7303

 @CityofStCloudFL
stcloudfl.gov

**Osceola County
Property Appraiser**
(407) 742-5000

 @appraiserkatrina
property-appraiser.org
2505 E. Irlo Bronson
Memorial Hwy
Kissimmee, FL 34744

Police Departments

**Kissimmee
Police Department**
Non-emergency
(407) 846-3333

 @KissimmeePolice
kissimmee.gov

**Osceola County
Sheriff's Office**
Non-emergency
(407) 348-2222
Administration Building
(407) 348-1100

 @Osceolasheriff
osceolasheriff.org

**St. Cloud
Police Department**
Non-emergency
(407) 891-6700

 @StCloudPD
stcloudfl.gov/police

Osceola County

Citizen Information Center Hotline
(407) 742-0000

Hospitals

**AdventHealth -
Kissimmee**
Emergency Room
(407) 933-6632
Non-emergency
(407) 846-4343

 @AdventHealthKissimmee
adventhealth.com
2450 North Orange
Blossom Trail
Kissimmee, FL 34744

**AdventHealth -
Celebration**
Emergency Room
(407) 303-4772
Non-emergency
(407) 303-4000

 @AdventHealthCelebration
adventhealth.com
400 Celebration Place
Celebration, FL 34747

**Orlando Health -
Osceola**
*Emergency Room &
Medical Pavilion*
(321) 842-1270


 @orlandohealth
orlandohealth.com

1001 E Osceola Pkwy
Kissimmee, FL 34744

**Orlando Health -
St. Cloud Hospital**
Emergency Room
(407) 498-3620
Non-emergency
(407) 892-2135

 @orlandohealth
orlandohealth.com
2906 17th Street,
St. Cloud, FL 34769

**HCA Florida -
Osceola Hospital**
Emergency Room
(407) 518-3801
Non-emergency
(407) 846-2266

 @HCAFLHealthcare
hcafloridahealthcare.com/
locations/osceola-hospital
700 W. Oak Street,
Kissimmee, FL 34741

**HCA Florida -
Poinciana
Hospital**
Emergency Room
(407) 530-2100
Non-emergency
(407) 530-2000

 @HCAFlorida
PoincianaHospital
hcafloridahealthcare.com/
locations/osceola-hospital
325 Cypress Parkway,
Kissimmee, FL 34758

Electric Utilities

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

Report Outage:

Text "out" to **(877) 582-7700**

 @amykua
kua.com

Duke Energy
(407) 629-1010
(800) 700-8744

Report Outage:

(800) 228-8485

 @duke.energy
duke-energy.com

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

Report Outage:

(407) 957-7373

 @OucTheReliableon
ouc.com

**Peace River Electric
Cooperative**

(863) 773-4116
(800) 282-3824

Report Outage:

(800) 282-3824

 @PeaceRiverElectric
Cooperative, Inc.
preco.coop

Water Company

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


St. Cloud Customers

(407) 957-7344

 @tohowater
www.tohowater.com

Local News

**Positively
Osceola**

 @PositivelyOsceola
positivelyosceola.com

**WFTV -
Channel 9 (ABC)**

 @wftv
wftv.com

**WESH -
Channel 2 (NBC)**

 @wesh2news
wesh.com

**WKMG -
Channel 6 (CBS)**

 @News6
clickorlando.com

**WOFL -
Channel 35 (FOX)**

 @FOX35Orlando
fox35.com

**Central Florida -
News 13 (Spectrum)**

 @LikeNews13
mynews13.com

**Telemundo -
Channel 31**

 @Telemundo31
telemundo31.com

**Univision -
Channel 43**

 @NoticiasUnivisionOrlando
univision.com/local/
orlando-wven

**Osceola News
Gazette**

 @OsceolaNewsGazette
aroundosceola.com

El Osceola Star

 @OsceolaStarNews
elosceolastar.com

Orlando Sentinel

 @OrlandoSentinel
orlandosentinel.com

Transportation

Brightline

 @Gobrightline
gobrightline.com

SunRail
(855) 724-5411

 @SunRail
sunrail.com

**Amtrak Information
& Reservations**

(800) 872-7245

 @Amtrak
amtrak.com

Greyhound
(800) 231-2222

 @GreyhoundBus
greyhound.com

Lynx Bus Service
(407) 841-5969

 @Golynx
golynx.com



Federal / State Assistance

FEMA
(800) 621-3362

 @Fema
fema.gov

**Fla. Building Contractor
License Verification
Dept. of Business and
Professional Regulation**
(850) 487-1395

 @FloridaDBPR
myfloridalicense.com

**Florida Department
of Agriculture and
Consumer Services**
(800) 435-7352
Español
(800) 352-9832

 @FloridaAgriculture
freshfromflorida.com

**State Assistance
Information Line**
(800) 342-3557

 @FDEM
floridadisaster.org

Price Gouging Hotline
(866) 966-7226
(850) 414-3990

myfloridalegal.com

**State Department
of Financial Services
Consumer Hotline**
(877) 693-5236

 @FLDFS
myfloridacfo.com

**State Volunteer &
Donations Hotline**
(850) 414-7400

 @VolunteerFlorida
volunteerflorida.org

Weather Links

**National
Hurricane Center**

 @NWSNHC
nhc.noaa.gov

**National Oceanic
& Atmospheric
Administration**

 @NOAA
noaa.gov

**The Weather
Channel**

 @theweatherchann
weather.com

**Florida Division
of Emergency
Management**

 @FLSERT
floridadisaster.org

**NOAA Weather
Radio Information**

weather.gov/nwr

**Weather Safety
and Preparedness**

weather.com/safety

Red Cross

 @RedCross
redcross.org

Trash Collection

Inside the City of Kissimmee
City of Kissimmee
Solid Waste Division
kissimmee.gov

Debris Pickup
(407) 518-2507

Outside the City of Kissimmee
Osceola County
**Solid Waste Division &
Recycling Trash &
Yard Waste**
osceola.org
(407) 742-7750

Inside the City of St. Cloud
City of St. Cloud
Solid Waste Division
stcloudfl.gov/
solidwaste
(407) 957-7289

Community

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

American Red Cross
redcross.org
(407) 894-4141
5 N. Bumby Ave.,
Orlando, FL 32803

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

Elder Helpline
(407) 847-2144

Meals on Wheels
osceolagenerations.org/
home-delivered-meals/

Gas Companies

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

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

Telephone Company

CenturyLink centurylink.com
(866) 642-0444

Cable Television

Spectrum spectrum.com
(855) 707-7328

Comcast Cable / Xfinity xfinity.com
(800) 934-6489
(800) 266-2278

Permits

City of Kissimmee kissimmee.gov/permits
(407) 847-2821

City of St. Cloud stcloudfl.gov
(407) 957-7224

Osceola County permits.osceola.org
(407) 742-0200

Other

Florida Poison Information Center poisoncentertampa.org
(800) 222-1222

Osceola County Animal Services osceolacountypets.com
(407) 742-8000

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

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

Osceola County Mosquito Control osceola.org/My-Property/Mosquito-Control
(407) 742-0505

Osceola District Schools [@osceolaschoolsfl](https://www.facebook.com/osceolaschoolsfl)
osceolaschools.net

Community Relations Office /School Closings
(407) 870-4007
Student Services
(407) 870-4600
(407) 870-4897





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:

- | | |
|---|---|
| <input type="radio"/> Homeowners insurance | <input type="radio"/> Flood insurance |
| <input type="radio"/> Wind and hail insurance | <input type="radio"/> Renters insurance |

Insurance information:

Name of Company/Agent:





I have completed the necessary precautions for the following:

- | | |
|--|--|
| <input type="radio"/> Roof gable ends | <input type="radio"/> Roof protection |
| <input type="radio"/> Exterior windows | <input type="radio"/> Outdoor property protection plan |
| <input type="radio"/> Large windows and glass door | <input type="radio"/> Indoor hazard protection plan |
| <input type="radio"/> Garage doors | <input type="radio"/> 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

- Waterproof flashlights
- Fluorescent distress flag
- Extra batteries

Lighting

- 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
- 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



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.

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

- 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.

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.

Exterior Windows and Glass Doors

Best protection: permanent shutters. No shutters? Board up with 5/8" plywood, bolted to the house with a 4" overlap on all sides. For large windows and glass doors, add a 2x4 beam bolted across the plywood, angled down to a ground anchor for extra hold.

Roof Protection

Hurricane straps can increase your roof's resistance to uplift by up to 75%. These galvanized metal braces lock the roof joists to the top plate, going well beyond what nails alone can hold. This is a job for a licensed contractor — not a DIY project.

Roof Gable Ends

These triangular openings are a prime entry point for hurricane winds — and once wind gets in, it can lift your entire roof off. Cover them using the same plywood method as your windows.

Garage Doors

One of the most vulnerable points on your home. Reinforce each panel with a horizontal bracing kit — available at any home improvement store — installed at the panel's weakest point.

Wind-Blown Debris

Anything loose in your yard becomes a projectile in hurricane-force winds. Walk the property and bring in toys, lawn chairs, tools, and BBQ equipment. Have a "cleanup drill" to practice gathering these items quickly and putting them in a safe location.



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.



Potable Water

Water you can drink:

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:

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.



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 34741

**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.

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 **readyosceola.org**. Keep these considerations in mind when making plans for your loved ones who have special needs.

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.

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.

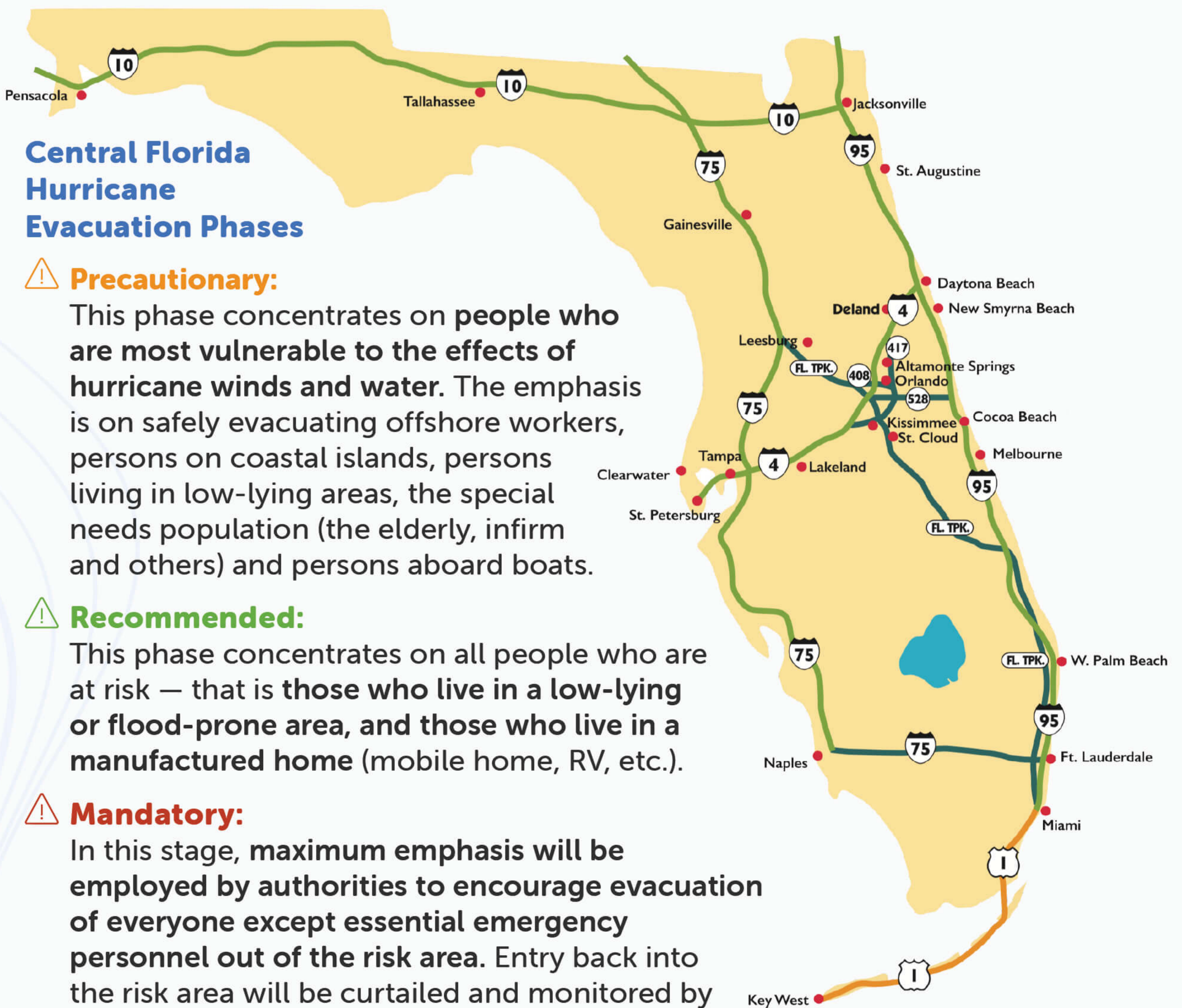




Hurricane Evacuation Routes

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



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.

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 evacuation 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.



During the Storm

Keeping your Family Safe During the Storm

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.



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.

Things to do

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



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.



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 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.



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.



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

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

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.



Generator Safety

Purchasing A Generator

If you choose to buy a generator, make sure you get one that is listed with the Underwriters Laboratories (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

Never run a generator indoors — not even in a garage. Always operate it outside with proper ventilation, and follow the manufacturer's directions at all times.

Install carbon monoxide (CO) alarms inside your home. Improper generator use is a leading cause of CO poisoning deaths and home fires.

Refuel safely. Let the generator cool before refueling. Use only the fuel type specified in the manual, and store it in an approved safety can — outside, in a locked shed. Never store fuel in a garage, basement, or anywhere inside your home. Fuel vapors are a serious fire and explosion hazard.

Contact your local fire department for regulations on how much fuel you may store and where.



FAQs 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 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.

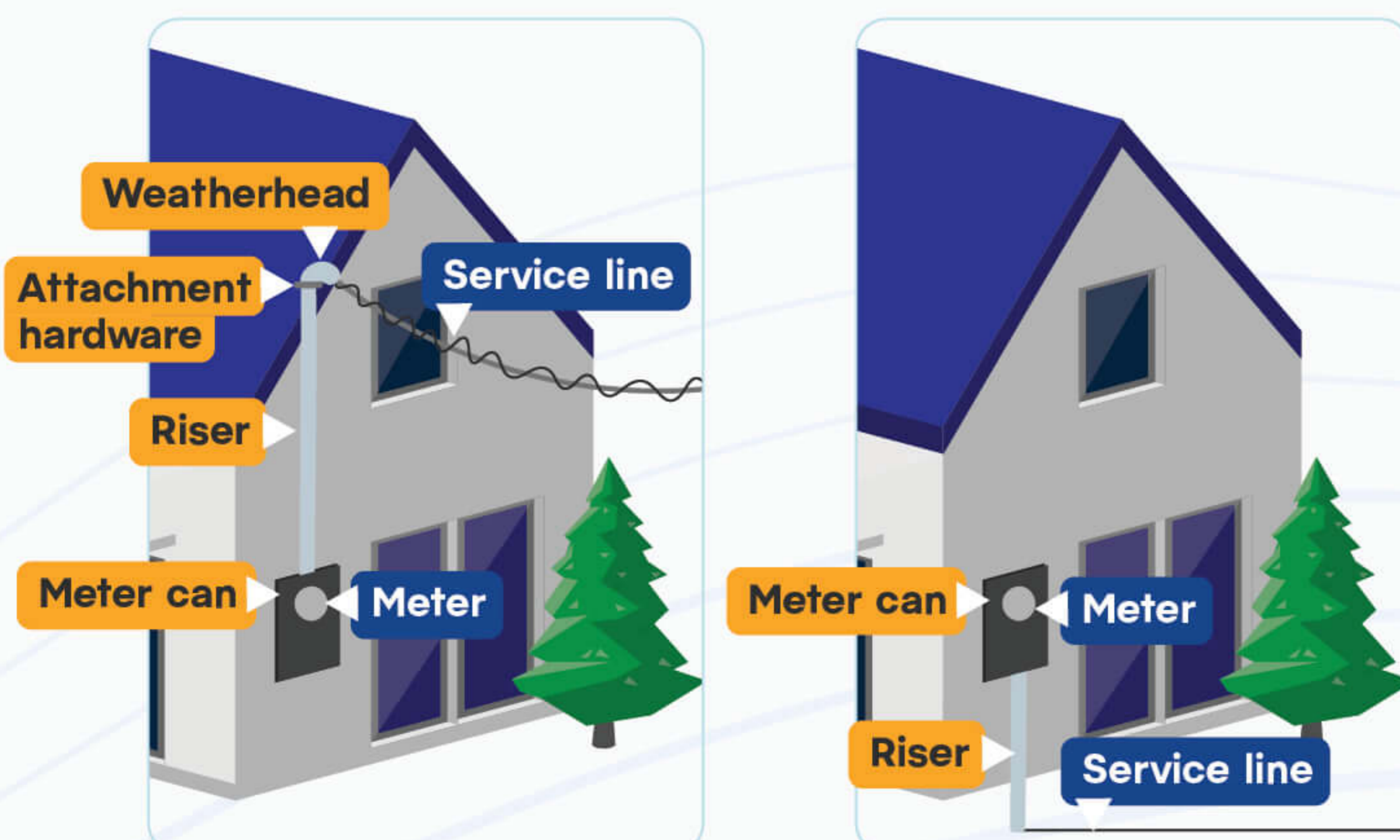
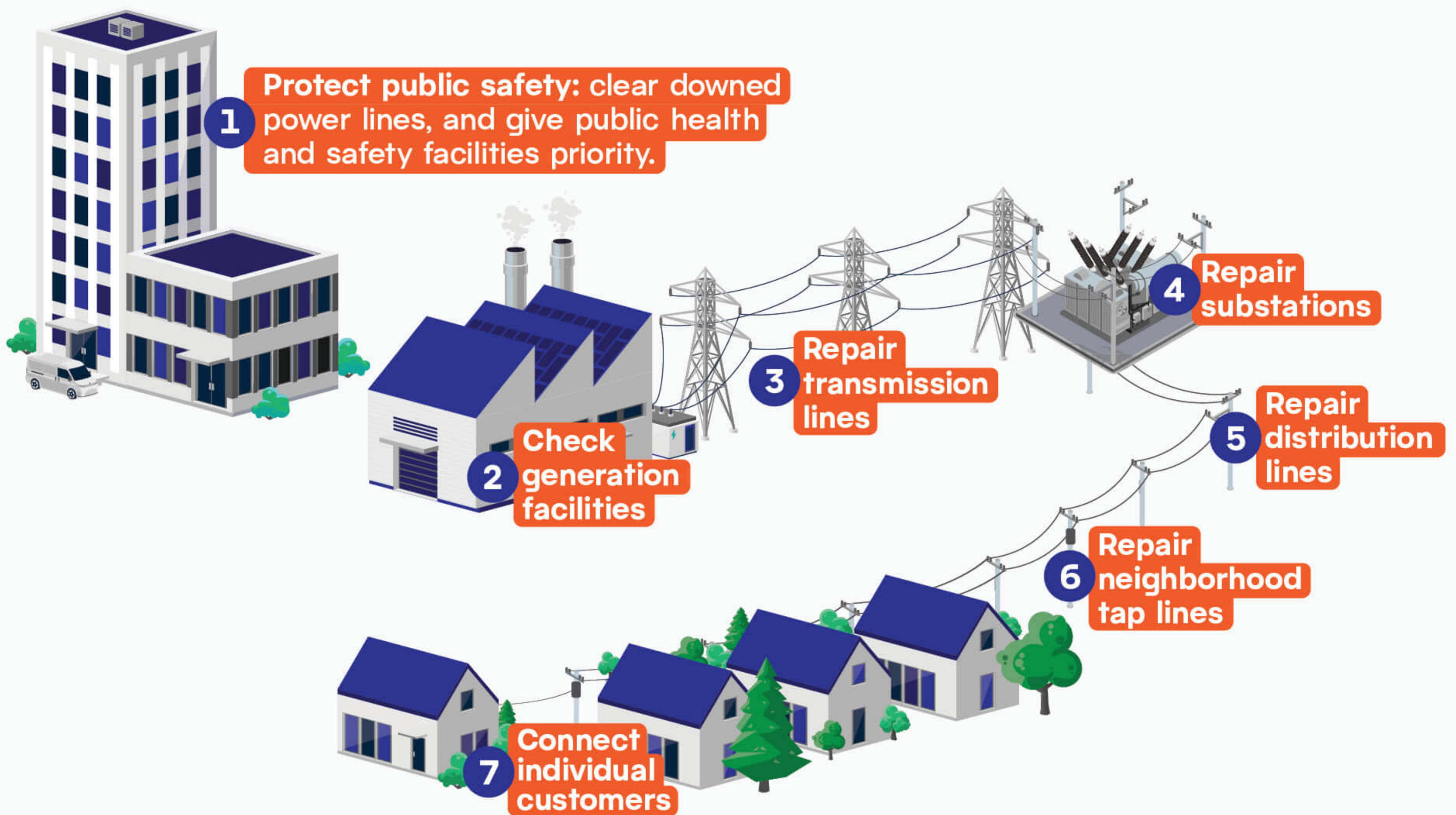
Step 1: Contact KUA to determine the reason you are without power. If you cannot receive power because of flood concerns, proceed to Step 2.

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



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.

- Customer Responsibility
- KUA Responsibility

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
156 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 latitude 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 **readyosceola.org**.



HERE FOR
YOU DURING
HURRICANE
SEASON

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

