

EMERGENCY RESPONSE GUIDE

TIPS

1. Record your homeowner's insurance policy number by:
 - a. Taking a picture and keeping it on your phone
 - b. Emailing it to yourself
 - c. Save it using a smartphone note app
2. Develop & practice an **Emergency Evacuation Plan**

EMERGENCY PREPAREDNESS KIT

- Non-perishable Food
- Water (1 gallon/person)
- Flashlights & Batteries
- Any Medications
- Important Documentation
- Radio
- First Aid Kit
- Blankets/Clothing
- Backup Cell Phone w/ Charger
- Needed Pet Supplies

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SHUT-OFF LOCATIONS

GAS

ELECTRIC

WATER

IN THE EVENT OF A FIRE, GET TO SAFETY AND CALL 9-1-1 FIRST!

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WATER

1. Locate the **MAIN** water valve and shut it off, don't spend too much time looking for the source of the leak since it could be coming from multiple places.
2. Call ERX, **866-277-4379** for 24/7 Emergency Dispatch
3. Remove as much surface water using buckets, towels, a mop, etc.
4. **NOTE:** even if the surface appears to be dry, there could be underlying issues like:
 - a. Damaged Insulation
 - b. Microbial Growth (Mold)
 - c. Structural Damage
 - d. Carpet Damage
5. Make sure to winterize your home as the weather gets colder to avoid frozen pipes. Visit www.ERX247.com for more info.

FIRE

1. Once you and all occupants are safe, if you haven't already, **CALL 9-1-1**.
2. Keep outside area unobstructed, if possible, to allow emergency services access to the scene.
3. After the fire is extinguished, call ERX, **866-277-4379** for emergency board up and containment services.
4. **Test your smoke alarm** at least once a month, change the batteries every six months & replace it after ten years.
5. Visit usfa.fema.gov for more information on fire safety.

Smoke Alarm batteries last changed:

STORM

1. Watch vs. Warning?
 - a. **WATCH**- make sure you're prepared! Stay alert because storms are likely in the area.
 - b. **WARNING**- a storm is already occurring and you need to take action to protect yourself, your family, and your property.
Here's how:
2. High winds? Take cover and secure all loose outdoor furniture, umbrellas, and other objects that could become projectiles.
3. Lightning? Avoid open areas at all costs and seek shelter. **Wait at least 30 minutes** after the last observed lightning strike before heading out.
4. Make sure all trees and/or hedges are properly trimmed, cut and remove all dead limbs to avoid them damaging your roof or breaking a window.
5. Call ERX, **866-277-4379** for 24/7 Emergency Dispatch

THINGS CAN BE REPLACED. YOU CAN'T.