

# TOWN OF RYE EMERGENCY MANAGEMENT



## STORM PREPAREDNESS GUIDE

The purpose of this guide is to assist residents in the event of a weather emergency. Often times during storms, residents are without power, phone and internet access, which makes finding information difficult. This guide contains helpful safety information, as well as contact info for public safety agencies, utilities, and other public assistance.

### BE PREPARED

- Have a plan. Find a friend or family member with a generator. If you are on oxygen, have extra bottles.
- Keep your cell phone charged. Don't have a cell phone? Consider a pre-paid phone or ask a friend or family member for an old cell phone. Even if a cell phone doesn't have a service contract, it can still dial 911.
- Have extra supplies of non-perishable food, water, and batteries. Keep your car's gas tank full.
- Don't forget about supplies for your pets.

### SAFETY FIRST

- Stay clear of fallen trees, poles, sagging or downed power lines and treat all lines as if they are 'live.'
- If using your car during a snow storm, be sure that the exhaust is unobstructed. Carbon monoxide kills.
- In the event of flooding, never attempt to drive through high water.
- Slow down and move over for emergency vehicles. Obey all road closure signs and barricades.
- If advised to evacuate, do so immediately.
- If you have special medical needs, contact the Rye Fire Department.
- Turn off WIFI and mobile data on your cell phone. This allows only calls and text messages and conserves power.
- Communicate with your neighbors, friends and family. You are not alone!
- Report any hazards or emergencies immediately if possible. Emergency services are staffed 24/7.

### EMERGENCY CONTACTS

In the event of an emergency, always dial 911.

Rye Police (non-emergency): 964-5522

[www.ryepolice.us](http://www.ryepolice.us)

[www.facebook.com/ryepolice](https://www.facebook.com/ryepolice)

[www.twitter.com/ryepolice](https://www.twitter.com/ryepolice)

Stay connected using text messages:

Twitter text updates: Text "follow ryepolice" to 40404

Rye Fire (non-emergency): 964-6411 [www.ryefire.us](http://www.ryefire.us)

Town of Rye: 964-8562 <http://town.rye.nh.us>

Eversource (power): 1-800-662-7764

Consolidated (phone): 1-866-984-2001

Comcast (internet): 1-800-COMCAST

## EVERSOURCE

Often times, the most difficult part of a weather emergency is the loss of power. If you lose power, call Eversource at 1-800-662-7764. Don't assume they know.

There are numerous ways to stay up-to-date with outage info.

[www.eversource.com](http://www.eversource.com)

[www.facebook.com/eversourceNH](https://www.facebook.com/eversourceNH)

[www.twitter.com/eversourceNH](https://www.twitter.com/eversourceNH)

Stay connected using two-way text messages:

- Text "REG" to 23129 to register for outage service
- Text "OUT" to 23129 to report an outage
- Text "STAT" to 23129 to receive a status update

### GENERATOR SAFETY

- Never use a generator inside a home or in any enclosed space, even if windows are open.
- Generator exhaust contains carbon monoxide, a poison you cannot see or smell. Using your generator indoors can kill you within minutes.
- Locate a generator well away from your home, making sure exhaust cannot easily enter in through windows or doorways.
- Never try to power your home by plugging a generator into a household outlet. This could feed electricity back into the power lines – enough to electrocute a line worker, public safety worker or a neighbor on the same circuit.
- Improper use of a generator can be deadly to you and others. Please use the highest level of safety when using when operating a generator.
- If you have questions, call the Rye Fire Dept.

### MORE INFORMATION

- Visit [www.readynh.gov](http://www.readynh.gov) to sign up for NH Alerts, and learn what to do before, during and after a disaster.
- Call 211 which connects callers, at no cost, to information about critical health and human services available in their community.
- Visit [newengland511.org](http://newengland511.org) for traffic information