

Customers should stay at least 20 feet away from all power lines and anything they're in contact with, and consider them live. They are extremely dangerous. Customers also should heed the warning of yellow caution tape, which indicates there is a downed power line in the area. DO NOT CROSS YELLOW CAUTION TAPE.

Customers can report an outage, check on the status of an outage and view an outage map from their smart phones. Customers also may call DTE Energy at [\(800\) 477-4747](tel:8004774747) to report power outages or downed lines. DTE **encourages customers to use the mobile website [here](#)** or their iPhone or Android phone to report a power problem using the DTE Energy Outage Center app. The app is available free of charge from the Apple Store or Google Play.

DTE Energy understands how difficult it is to be without power and appreciates the patience of its customers.

Additional information on the current storm – including the online Power Outage Map – is available at www.dteenergy.com/outage.

Storm tips:

- **Never drive across a downed power line.** If a power line falls on your vehicle, remain inside until help arrives.
- **Don't open refrigerators or freezers** more often than absolutely necessary. A closed refrigerator will stay cold for 12 hours. Kept closed, a well-filled freezer will preserve food for two days.
- **Turn off or unplug all appliances** to prevent an electrical overload when power is restored. Leave on one light switch to indicate when power is restored.
- **Always operate generators outdoors** to avoid dangerous buildup of toxic fumes.
- If a customer is elderly or has a medical condition that would be adversely impacted by a power outage, they should try to make **alternative accommodations** with family or friends.
- **During low-voltage conditions** – when lights are dim and television pictures are smaller – shut off motor-driven appliances such as refrigerators to prevent overheating and possible damage. Sensitive electronic devices also should be unplugged.
- **Stay out of flooded or damp basements or other areas** if water is in contact with outlets or any electrically-operated appliance. The water or moisture may serve as a conductor of electricity. This can cause serious or even fatal injury.
- **Assemble an emergency kit.** It should include a battery-powered radio, a flashlight and candles, extra batteries, a first-aid kit, a fire extinguisher, bottled water and non-perishable food.

· Customers who depend on **electrically powered medical equipment** should ask their physician about an emergency battery back-up system. If a customer is elderly or has a medical condition that would be adversely impacted by a power outage, they should develop an emergency plan that allows for alternative accommodations with family or friends.

· **Keep a corded or cell phone on hand** because a cordless telephone needs electricity to operate. Also, customers should learn how to manually open automated garage doors.

· Customers who depend on a well for **drinking water** need to plan ahead on how they will obtain water. Store containers of water for cooking and washing.