

GUIDANCE FOR FREQUENTLY ASKED QUESTIONS

The following information is offered so you can provide guidance to residents who may contact you for information:

General Information

Utility companies continue their work to restore power to Boone County. The total number of outages in the Duke Energy Service area as of 11:20 a.m. today is 15,656. There is no ETA for power restoration. However Duke has stated that they expect to make significant progress in the next 48 hours.

Any critical facilities with needs related to the power outage should be directed to call Boone County Emergency Management at 334-2279. After Hours call dispatch at 371-1234 and request the on call Emergency Manager.

Any residents with concerns or needs related to food, water or shelter may be directed to call Boone County Emergency Management at 334-2279. After Hours call dispatch at 371-1234 and request the on call Emergency Manager.

Generator Safety Tips

The primary hazards are from carbon monoxide (CO) from engine exhaust, electric shock and fire. The manufacturer's instructions supplied with the generator should be followed exactly. Never use a generator indoors including inside a garage, carport, basement, crawlspace, covered porch or other enclosed or partially enclosed area even with ventilation. The CO from generators can rapidly lead to incapacitation and death. CO cannot be seen or smelled. Even if you cannot smell exhaust fumes, you may still be exposed to CO. If you start to feel sick, dizzy or weak while using a generator – get to fresh air right away – do not delay.

Because you may have windows or doors open to get fresh air while the power is out be sure to place the generator away from windows, doors and vents that could allow CO to enter the home. It is a good idea to install battery operated Carbon Monoxide Alarms or plug in alarms with battery backup in your home.

Be sure to turn the generator off and let it cool down before refueling. Use the proper fuel listed in the instructions for your generator. Store the fuel outside of your living areas in a locked shed or garage.

Plug appliances directly into the generator, or use a heavy duty, outdoor-rated extension cord that is rated (in watts or amps) at least equal to the sum of the connected appliance loads. Check that the entire cord is free from any damage and that the plug has all three prongs

especially a grounding pin. NEVER try to power the house wiring by plugging the generator into a wall outlet, a process known as back feeding. This is an extremely dangerous practice that presents an electrocution risk to utility workers and neighbors served by the same utility transformer. It also bypasses some of the built in household protection devices.

Food Safety

For those who are without power - perishable foods which were stored in the refrigerator are no longer safe to eat. Items stored in the freezer will generally hold a safe temperature for 24 -48 hours from the time power was lost.. All of the freezer items will soon be unsafe to eat as well unless it was kept cold with added ice. Food should never be tasted to determine its safety to eat. They will need to evaluate each item separately. Remember people cannot rely on appearance or odor alone. When in doubt – throw it out.

Do not use grills or camp stoves to prepare food indoors.

Clearing Debris

Use caution when clearing debris. Do not overexert yourself. Rest as needed and stay hydrated with water. Remember that power lines may be hidden in the debris so use extreme caution. DO NOT attempt to clear any debris involving power lines or any other wires.

Cutting trees can be dangerous work. Be sure you follow all appropriate safety precautions with use of chainsaws or other equipment.

The County has designated two sites where residents can drop off storm debris, at the county Public Works Department facility at the end of Maplewood Drive in Burlington and at the Walton City Park located along Old Stephenson Mill Road off of School Road. These sites will accept storm debris only (trees and brush), no building materials will be accepted. These sites will accept material through Monday, September 22, 2008.

Burning of Cleared Tree Limbs

PRIOR TO OCTOBER 1st: The air quality burn ban provisions of 401 KAR 63:005 are still in place. No open burning is permitted until October 1st. Should these restrictions be lifted you will be notified.

AFTER OCTOBER 1st: Open burning of cleared vegetation will require that notice be provided by a phone call to the fire department that services the property. Signs must be posted on the property at the road frontage indicating OPEN BURNING and the date. Only vegetation debris may be burned. No shingles, siding, insulation or other home construction materials or other solid waste may be burned. Reasonable care must be taken to clear the surrounding area and

limit the size of the burn pile to prevent the fire from spreading. The fire must be at least 150 feet from any woodland or brush. The fire must be conducted only during the hours of 6:00 p.m. and 6:00 a.m. and must be attended until completely extinguished.

Fire Safety with Candles

During power outages it is highly recommended to avoid using candles for emergency lighting. Making use of flashlights or electric bulb lanterns would be a safer choice.

If a person insists on use of a candle please advise them to follow these safety rules:

Keep candles at least 12 inches from anything that can burn. Use safe sturdy non-wood candleholders. Never leave the candle unattended. Extinguish candles when you leave the room. Avoid using candles in bedrooms. Do not carry a lit candle.

Insurance

If you sustained damage call your insurance company as soon as possible. Be sure your agent knows how to contact you. Take reasonable steps to prevent further damage if this can be done safely. DO NOT touch or move any utility lines that may have fallen on or near your property. Closely inspect property and cars for damage. Note and photograph any damage. If you have had to seek temporary shelter check you policy for possible "loss of use" coverage.