

# POWER OUTAGE PREPARATION MOBILE & MANUFACTURED PARK OWNERS AND MANAGERS

Take steps today to ensure your staff and your park are prepared for an outage. We recommend making a paper copy of all plans and resources.

## Management Actions

Take steps today to ensure your staff and your park are prepared for an outage. Create a Heat Action Plan for before, during and after an outage. We recommend making a paper copy of all plans and resources.

### Be technically ready

- If power lines are park-owned, document relevant warranty servicers and identify high-voltage electricians who can provide emergency repairs.
- If park lines are maintained by an outside utility, have utility contact information available.
- Ensure the 24-hour emergency line is working and appropriately staffed for prompt response.

### Create a communication plan for emergencies

- Determine your method of communication during emergencies and maintain updated contact information for all residents.
- Share your communication plan with residents to minimize issues during an outage.
  - + For example, in the resident welcome packet, include information about emergency outage plan (e.g., communication method, relevant contacts, on-site resources, outside resources like 211 Arizona) and make the plan available on the community bulletin board.

### If the outage is management's responsibility to resolve:

- Inform residents when you become aware of the issue to reduce multiple reports and to let them know what you are doing to resolve it (i.e., calling electricians).
- Alert residents of any updates to the situation. For example:
  - + Give residents an estimated time for when the repair person will be on-site and remind residents you will share any information (like estimated time of restoration) as you receive it. Remind residents the repair person will be able to restore power faster if they are not interrupted by questions from residents while working.
  - + Share estimates of when the power will be restored.
  - + Alert residents when power is restored.

### If the outage is caused by a utility issue and the park is master metered:

- Residents will likely not be notified by the utility of the outage.
- Forward any messages from the utility about a planned or unexpected outage to residents, including the initial notification, updates and restoration notification.



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## Create your communication plan

Unexpected power outages are particularly dangerous during the summer months. Consider taking the following steps to help residents get prepared ahead of time and to support their health and safety during an outage.

## Before an outage

- Before the summer, remind residents of your emergency plan for an unexpected outage, what resources the park may have on-site (see below for opportunities) and share resources for how they can prepare ahead of time for these events.
- Share information on how to sign up for local utility outage updates.
- Throughout summer months, post resources in common areas and online, including:
  - + Information about cooling center locations, heat-related illness for people and pets, weatherization and energy efficiency resources, bill assistance resources, how to prepare for an emergency, etc.

## During an outage

- Include resources with locations of cooling centers — either on-site (with power generator) or off-site.
- Provide updates on any services the park is providing (water, ice, etc.).
- Remind residents to call 911 if they are experiencing a medical emergency.
- Provide information on signs of heat illness in people and pets.
- Share information that may be useful for residents after an outage (e.g., considerations for food spoilage and informing residents that if the power has been restored but their unit is still out, then they may need to reset their breaker).

## Park-provided resources and mitigations strategies

- Determine what on-site resources the park will provide and inform residents of these resources during an outage. Note: Parks may decide to provide different resources depending on whether the outage is a utility issue or the responsibility of the park to resolve. For example:
  - + Some parks have a generator-cooled building on-site for emergencies.
  - + If a pool is available, keep it open during the emergency (safety and weather conditions permitting).
  - + Some parks provide water and/or ice to residents during an outage.
- Identify residents that may need additional assistance during an outage and create a plan to support them (tip: work with residents to coordinate support).