

February 20, 2019

## Planned power and water outages

Full electrical safety inspections of residential buildings often require Toronto Hydro to temporarily turn off power to the building. Buildings can be without power and water for more than 24 hours while the Electrical Safety Authority (ESA) completes electrical safety inspections. During the power outage, buildings do not have electricity, heating or cooling systems, or water. Building elevators will also be out of service.

Building owners must provide 24 hours' notice of a planned power outage. During an outage, the building owner is responsible for communicating with residents.

### Before the outage

- Prepare food (non-perishable, no cooking required) for the next 24 hours
- Ensure you have enough drinking water for 24 hours
- Charge all wireless phones and electronics
- Test battery-powered lights
- Turn off household appliances and electronics such as space heaters, stoves, crockpots and coffee makers
- Turn off all taps

### During the outage

- Limit wireless device usage to prolong battery life
- Avoid opening your fridge and freezer to keep food cold
- Do not attempt to turn on household appliances
- Wear warm clothing and use blankets to keep warm as needed
- Avoid using candles but if you do use them, never leave candles unattended
- Listen to building announcements
- Communicate any concerns to on-site Toronto Fire Services or building security
- Do not attempt to use building elevators

As with any prolonged power outage, Toronto Fire Services inspectors will monitor compliance with the building's fire safety plan.

For information about City of Toronto services or power outage advice, contact 311.

## Contact 311

|            |   |
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| AMHARIC    | አማርኛ ትናንሽ-ለህ? 311 ጋር ደውዬ አማርኛ ከሚያውቁ ሰው ጋር እድትነጋገር ማድረግ እችላለሁ።   |
| ARABIC     | هل تتحدث العربية؟ يمكنني مساعدتك من خلال الاتصال بالرقم 311 والتحدث إلى أحد الأشخاص باللغة العربية.                   |
| BENGALI    | আপনি কি বাংলায় কথা বলতে পারেন? আপনি 311-তে কি রিসেট এবং বাংলা ভাষায় কথা বলতে সাহায্য রিসেট পান।                     |
| DARI       | چرد نابز ب یصخش لب و دیزبب گنز 311 هرامش ب اب هزامن کمک ار امش هزاونتیم؟ دیزبب ی م تبحص یرد امش ایا دیزبب بگ          |
| FRENCH     | Parlez-vous français? Je peux vous aider à composer le 311 et à parler à quelqu'un en français.                       |
| GREEK      | Μιλάτε Ελληνικά; Μπορώ να σας βοηθήσω να καλέσετε στο 311 και να συνομιλήσετε με κάποιον στα Ελληνικά.                |
| GUJARATI   | શું તમે ગુજરાતી બોલો છો? હું તમને મદદ કરી શકું છું. 311 પર કૉલ કરો અને કોઈ વ્યક્ત સાથે ગુજરાતીમાં બોલો.               |
| HINDI      | क्या आप हिंदी बोलते हैं? मैं आपको 311 को फोन करने और किसी से हिंदी में बात करने में मदद कर सकता/सकती हूँ।             |
| KOREAN     | 한국어를 사용하십니까? 311에 전화해서 한국어로 통화하는 것을 제가 도와드릴 수 있습니다.   |
| POLISH     | Mówisz po polsku? Mogę Ci pomóc, zadzwoń pod 311 i porozmawiaj z kimś po polsku.                                      |
| PORTUGUESE | Fala português? Posso ajudar. Ligue para o 311 e fale com alguém em português.  |
| PUNJABI    | ਕੀ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ? ਅਸੀਂ 311 ਨੰਬਰ 'ਤੇ ਕਾਲ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ ਅਤੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਵਿੱਚ ਗੱਲ ਕਰ ਸਕਦੇ ਹੋ। |
| RUSSIAN    | Вы говорите по-русски? Я могу помочь вам позвонить по телефону 311 и поговорить с представителем на русском языке.    |
| SERBIAN    | Говорите ли српски? Могу вам помоћи да позовете 311 и разговарате са особом која говори српски.                       |
| SOMALI     | Ma ku hadashaa Af Soomaali? Waan ku caawin karaa wac 311 oo qofka kula hadal Af Soomaali.                             |
| SPANISH    | ¿Habla español? Lo puedo ayudar a llamar al 311 y hablar con alguien en español.                                      |
| TAGALOG    | Tagalog ba ang wikamo? Matutulungan kitang tumawagsa 311 at makipag-usap sa isang tao sa Tagalog.                     |
| TAMIL      | நீங்கள் தமிழ் பேசுவீர்களா? 311 ஐ அழைத்து ஒருவருடன் தமிழில் உழையாட நான் உங்களுக்கு உதவலாம்.                            |
| URDU       | یہ سنسکریت کی زبان ہے؟ 311 پر رولنگ لاک رہے؟ 311 پر رولنگ لاک رہے؟ 311 پر رولنگ لاک رہے؟                              |
| VIETNAMESE | Quý vị có nói Tiếng Việt không? Tôi có thể giúp quý vị gọi số 311 và nói chuyện với một ai đó bằng Tiếng Việt.        |