

Riviera Utilities

# SEVERE STORM PREPAREDNESS GUIDE 2024

**BUILDING A  
FOOL-PROOF  
FAMILY  
PREP PLAN  
TOGETHER.**

**STAYING OR  
EVACUATING?  
HERE'S HOW  
YOU PLAN  
FOR EITHER.**

**POWER  
RESTORATION  
& ANSWERS  
TO ALL OF  
YOUR FAQs.**

**WHAT TO  
KNOW ABOUT  
YOUR RU GAS  
AND WATER  
SERVICE.**



a message from  
**THE UTILITY**



to prepare for these weather events. As someone who has lead teams throughout the Southeast's diverse set of natural disasters, I am a believer in fortifying our infrastructure, implementing cutting-edge technologies, and training our personnel to ensure a swift and effective response to any crisis that may arise. This isn't my first rodeo — just a different arena. But I do respect the hurricane!

Inside these pages, you will find valuable information on everything from creating a robust emergency kit to safeguarding your home against the elements. We will delve into strategies for managing power outages, staying aware amid connectivity issues, and ensuring the safety of your family and friends.

As your trusted Utility provider, we understand that our responsibilities extend far beyond the services we provide. We are committed to standing by your side, providing support, and communicating frequently and transparently. I urge each of you to sit down, make a plan with your family, and gather the resources you need with the help of Riviera's 2024 Severe Storm Preparedness Guide.

Stay safe, Baldwin County!

**BRIAN SKELTON**  
 President and CEO

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### Daphne Office

700 Whispering Pines Road  
 Daphne, Alabama 36526  
 251-626-5000  
 8 a.m. - 4:30 p.m. M-F

### Foley Office

413 East Laurel Avenue  
 Foley, Alabama 36536  
 251-943-5001  
 8 a.m. - 4:30 p.m. M-F



# STORM PLANNING STARTS NOW.

Hurricane Season on the Gulf Coast spans from June 1 to November 30 — a fairly active season for Lower Alabama with visiting family, tourism, and community growth.

It is imperative that each of us take time to prepare our homes, businesses, and families for incoming severe weather. As another highly active storm season approaches,

## PREPARE IMPORTANT DOCUMENTS:

- Secure identification like driver's license, work ID, social security cards, passports, birth certificates, marriage license, and death certificates
- Insurance information and policies
- Wills, contracts, deeds, titles, mortgage information
- Bank or credit account numbers and contact information
- Tax paperwork or other business records
- Your pet's veterinary and vaccination records
- Emergency contact list and phone numbers for family members

be intentional about sitting down with your family, co-workers, or friends to draft a plan, a shopping list, and organize your belongings to prevent any last-minute meltdowns.

View this guide as a springboard for making plans, setting intentions, and ensuring everyone is on the same page. Challenge yourself to plan ahead and stay aware.

## INSURANCE INVENTORY:

- **Homeowners Insurance:** Covers losses caused by winds, storms, and broken water pipes. Flooding is not included.
- **Wind and Hail Insurance:** Covers losses due to storm winds. This is an underwritten policy in situations where it is not covered in your basic homeowners insurance.
- **Flood Insurance:** This is also an underwritten policy from the National Flood Insurance Program.
- **Renters Insurance:** Both property protection insurance and flood insurance for contents are available for those who live in rental units.

## WHAT IS A FAMILY PREPAREDNESS PLAN?

### Step 1:

*Gather information.*

Know what threats impact your area, and note how you will receive updates in the case of an emergency.

### Step 2:

*Schedule a family meeting.*

Take what you have learned and share it with each member of your family. Explain how you will prepare, assign tasks and responsibilities, discuss the potential for evacuation, and run a practice drill.

### Step 3:

*Find a meeting place and evacuation spot for your family.*

In case you lose connection with your family, select a meeting space outside of the home and an evacuation location. Designate an out-of-state friend or relative to serve as a communication hub and have everyone commit their contact information to memory.

### Step 4:

*Educate and secure.*

Post emergency numbers somewhere handy, and explain how and when to shut off water, gas, and electricity from the main switches. Make sure your smoke detector has batteries, and consider taking a CPR course from your local fire departments.

### Step 5:

*Get to know your neighbors.*

We are stronger when we work together. Ask how you could assist them in an emergency and visa versa. Know their skills and what resources they have on hand.

**Nearly one-third of people are unprepared for a hurricane.**



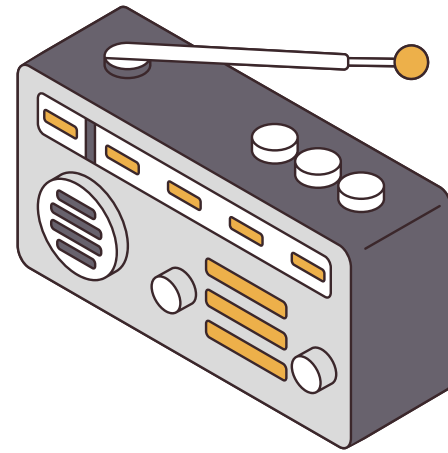
**Make time to prepare.**



# IMPORTANT CONTACTS

## State Contacts

Organization	Phone	Website
Alabama Emergency Management Agency	205-280-2313	ema.alabama.gov
National Weather Service Forecast Office (Mobile/Pensacola)	251-633-6433	weather.gov/mob
National Weather Service Southern Region		weather.gov/srh
US Coast Guard, 8th District		atlanticarea.mil/Our-Organization/District-8/
ALDOT Emergency Call Center	1-888-588-2848	miscwapps.dot.state.al.us/ECC/
Alabama Department of Transportation	334-353-6554	dot.state.al.us
Alabama Highway Patrol	334-242-4393	alea.gov/dps/highway-patrol
Alabama Law Enforcement Agency	334-517-2800	alea.gov
Alabama Department of Environmental Management	334-271-7700	adem.state.al.us



## Radio

Channels	NOAA Weather
WABB AM/FM 1480	162.400
WABF AM 1220	162.425
WAVH FM 106.5	162.475
WBCA AM 840	162.500
WBLX FM 92.9	162.525
WBHY FM 88.5	162.550 MHz
WHEP AM 1310	—

## Television News

Channel	Phone	Website
WKRG News 5	251-662-3002	wkrg.com
FOX10	251-434-1010	fox10tv.com
WPMB NBC 15	251-602-1500	mynbc15.com

## National

Organization	Website
American Red Cross	redcross.org
Environmental Protection Agency	epa.gov
Federal Emergency Management Agency	FEMA.gov
National Oceanic and Atmospheric Administration (NOAA)	noaa.gov
National Weather Service	weather.gov
Gulf of Mexico Disaster Response Center	ceanservice.noaa.gov/hazards/drc
National Hurricane Center	nhc.noaa.gov
US Department of Homeland Security	dhs.org

## Baldwin County Utility Companies

Organization	Phone	Website
Riviera Utilities	251-943-5001	rivierautilities.com
Baldwin EMC	251-989-6247	baldwinemc.com
Alabama Power	1-800-888-2726	alabamapower.com
North Baldwin Utilities	251-580-1626	northbaldwinutilities.com
East Central Baldwin Water Authority	251-942-1242	eastcentralbaldwinwater.com
Perdido Bay Water	251-987-5816	perdidobaywater.com
Baldwin County Sewer Service	251-971-3002	baldwincountysewer.com
Daphne Utilities	251-626-2628	daphneutilities.com
Fairhope Utilities	251-990-0121	cofairhope.com
Gulf Shores Utilities	251-968-6323	gulfshoresutilities.com
Loxley Utilities	251-964-7644	townofloxley.org
Robertsdale Utilities	251-947-8950	robertsdale.org
Summerdale Water	251-989-6470	summerdaleal.com/utility-information/
Waste Management	800-972-2631	wm.com

## Medical Services & Law Enforcement

Organization	Phone
South Baldwin Regional Medical Center	251-949-3400
Thomas Hospital	251-928-2375
North Baldwin Infirmary	251-937-5521
Thomas Hospital Emergency - Malbis	251-279-5400
Baldwin County Sheriff's Office	251-937-0202

# EVACUATION ROUTES, ZONES, & NOTES

Evacuation routes are important for all crises like floods or wildfires — not just hurricanes. They are your path to safety in the midst of chaos.

Being familiar with evacuation zones and routes is crucial as it ensures individuals can swiftly and efficiently respond to evacuation orders, potentially saving lives and reducing harm during times of crisis.

**CATEGORY 1 - ZONE 1:** All areas of Pleasure Island along with individuals living in manufactured homes, and those living in low lying flood prone areas countywide. (Pleasure Island consists of all areas south of the Intra-coastal Canal to include Fort Morgan, Gulf Shores, Orange Beach and Ono Island.)

**CATEGORY 2 - ZONES 1 & 2:** All areas south of State Hwy 98 and the area on the Eastern Shore that is South of Interstate 10 and West of State Hwy 98. Additionally, all individuals living in proximity to the Fish, Styx, Blackwater and Perdido Rivers and all individuals living in manufactured homes, and those living in low lying flood prone areas countywide.

**CATEGORY 3 - ZONES 1 THROUGH 3:** All areas south of State Hwy 98 and the area on the Eastern Shore west of State Hwy 98, and the area west of State Hwy 225 and west of Hwy 59 North of Stockton to the Baldwin/Monroe County line. Additionally, all individuals living in proximity to the Fish, Styx, Blackwater and Perdido Rivers and all individuals living in manufactured homes, and those living in low lying flood prone areas countywide.

**CATEGORY 4 OR 5 - ZONES 1 THROUGH 4:** All areas south of Interstate 10 and the area on the Eastern Shore west of State Hwy 225 and west of Hwy 59 North of Stockton to the Baldwin/Monroe County line. Additionally, all individuals living in manufactured homes and those living in low lying flood prone areas countywide.

## HURRICANE CATEGORY BREAKDOWN:

<b>TROPICAL STORM</b> 40 - 74 mph	<b>CAT 2</b> 96 - 110 mph	<b>CAT 4</b> 131 - 155 mph
<b>CAT 1</b> 74 - 95 mph	<b>CAT 3</b> 111 - 130 mph	<b>CAT 5</b> 156 mph & above

## NAVIGATION:

**GULF SHORES & ORANGE BEACH RESIDENTS:**  
Highway 59, Foley Beach Express & Baldwin Beach Express

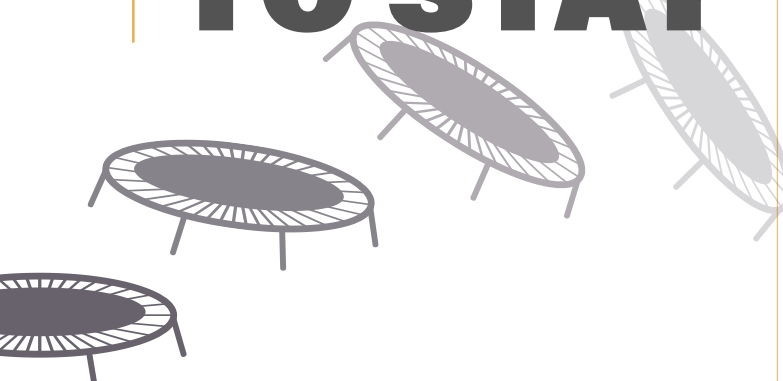
**CENTRAL & S. BALDWIN RESIDENTS:**  
Highway 59 North & Baldwin Beach Express

**EASTERN SHORE RESIDENTS:**  
State Highway 181 & Highway 98 North

**LILLIAN AREA RESIDENTS:**  
County Road 87

**EAST SIDE OF PLEASURE ISLAND (ORANGE BEACH AND ONO ISLAND):**  
Foley Beach Express via Bridge & Baldwin Beach Express

# IF YOU PLAN TO STAY



## SECURE YOUR HOME, BELONGINGS

If you decide to stay put instead of evacuating, it isn't time to kick back just yet. Start by boarding up windows, securing doors, sealing cracks and crevices and reinforcing garage doors.

If you do not have shutters on your house, consider installing temporary protections. These can be made with 5/8" plywood, but make sure you leave a 4" overlap on all sides for a sturdier covering.

Preparing for major storms can be costly. A family should expect to spend anywhere from \$250 to \$350 on home preparation. It is important to budget for these potential expenses as a part of your hurricane season preparedness plan. Here are a few more reminders if you and your family are thinking about riding out the storm in place.

- Complete all of your household chores and prepare your shelter spots to avoid rushing around.
- Check for tools and supplies. Make a "last minute" shopping list after you check your supplies.
- Stay tuned into local news for updates and monitor announcements from the Baldwin County Emergency Management Association.
- Keep in touch with family and friends as you prepare your home and your family. Reach out to others to see how you can assist.
- Make sure you have gas in the tank, propane, cash for unexpected expenses, and batteries for radios and flashlights.

### Clean up.

Tidy your yard before an incoming storm. Pick up toys, bikes, and yard signs. Take potted plants inside and pick up large debris.

### Tie down.

Tie down or weigh down any loose furniture and equipment. Consider deflating/taking down above ground pools.

### Go inside.

Bring your family and animals inside, and stay inside. It is important to take cover and avoid temptations to look out windows or step outside to see what is going on throughout the storm.

**Make sure your emergency kit, radio, food, and water are accessible to you and your family in your shelter spot. You could end up in your shelter spot for hours, so prepare everything for that area ahead of time.**

# I'M EVACUATING. WHAT NOW?

Evacuating is always a good option — no matter the severity of the storm. You will never regret getting yourself and your family out of harm's way.

## BEFORE EVACUATION

- In case you need to evacuate, know how you will leave and where you will go.
- Identify several places you could go in an emergency. Think north, east, and west. If possible, have a plan that'll keep you safe no matter the storm path.
- Identify a place for your pets to go if you must leave.
- Become extremely familiar with evacuation routes, and have paper maps handy in case cell service goes down.
- Have your go-bag ready. Keep your supplies light and easy to carry.
- Fill up your gas tank and do not let it get below half a tank if you can. Carpool when able to reduce congestion on the roads.
- Download the FEMA app for a list of open shelters.

## AFTER EVACUATION

- If you're returning to areas affected by disasters, be prepared for disruptions in your daily routine. It's unsafe to return home before storm debris is cleared.
- Avoid downed power lines or utility lines, as they may still be live with dangerous voltage. Report them to your utility company immediately.
- If you plan to use a generator, follow the safety tips on page 16.
- Make sure to inform family and friends when you are on your way back and when you arrive safe.

## Last Resort Shelters

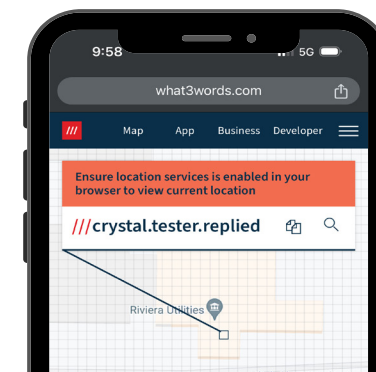
Shelter	Address
Daphne East Elementary	26651 Co Rd 13, Daphne, AL
Baldwin County Satellite Court House	1100 Fairhope Ave, Fairhope, AL
Baldwin County Coliseum and Fairgrounds	19477 Fairground Rd, Robertsdale, AL
Baldwin County Satellite Court House	201 E. Section Avenue Foley, AL
Baldwin County Community Shelter	260 N White Ave., Bay Minette, AL
Bay Minette Middle School	1311 W 13th St, Bay Minette, AL

## EMERGENCY?

Get this app. **what3words** is an easy way to give an exact location. Every 10ft square in the world has been given a unique combination of three words.

To give a what3words address in an emergency:

1. Open the what3words app.
2. Wait for the blue GPS dot to stabilize, then tap the current location icon ( iOS icon, Android icon).
3. Read the three words to the 911 call operator.



# RU PREPARED?



## BUILDING THE KIT

### CONSUMABLES

- Water (one gallon per person per day for 3-5 days)
- Food (at least a 3-5 day supply of non-perishable food)
- Manual can opener and scissors

### CONNECTIVITY

- Battery-powered or hand crank radio
- Extra batteries and charged power banks with cords
- Whistle

### SANITATION & HEALTH

- First Aid Kit and perscription/over-the-counter medications
- Soap, disinfecting wipes, and garbage bags
- Change of clothing and shoes appropriate for the climate

## ADDITIONAL SUPPLIES FOR VARYING SITUATIONS

### ANIMALS

- Pet food and water
- Medications and medical records
- Crate, toys, blankets, leash and harness

### SURVIVAL

- Matches in a waterproof container
- Fire extinguisher
- Cash

### COMFORT

- Books, games, puzzles, and others for children
- Sleeping bag and warm blanket for each person
- Mess kits, paper cups, plates, paper towels, and utensils

# KNOWLEDGE IS POWER

*Know your storm and emergency terminology as well as the locals.*

Storm season can be daunting for many on the Gulf Coast as they navigate preparation, the First 72 hours, and restoration. One of the most common reasons for anxiety and worry stems from lack of information as storm season brings forth a new dictionary worth of terms. Let's go through a few of them.

### WEATHER TERMS

**Landfall:** Indicated the moment the eye of the hurricane, or low-pressure center, will hit land.

**Hurricane Warning:** Hurricane conditions are expected somewhere within the specified coastal area within 36 hours.

**Hurricane Watch:** Hurricane conditions are possible.

**Tornado Warning:** Indicates a tornado has been spotted. Be prepared to take shelter.

**Tornado Watch:** Conditions are favorable for this type of storm.

**Storm Surge:** A great dome of water that comes sweeping across the coastline near the area where the eye of the hurricane makes landfall.

**Tropical Cyclone:** References all cyclonic circulations originating over tropical waters.

**Tropical Depression:** Rotary circulation at the surface with a maximum constant wind speed of 38 mph.

**Tropical Disturbance:** A moving area of thunderstorms in the tropics that maintains its identity for 24 hours or more. These are common.

### UTILITY TERMS

**Boil Water Notice:** A public-health advisory or directive issued by governmental or other health authorities to consumers when a community's drinking water is or could be contaminated by pathogens.

**First 72:** A community understanding that the First 72 hours post-storm are on the customer, as support and resources may not be available right away.

**Backfeeding:** Backfeeding a generator allows for unfiltered electricity to flow through circuits and can cause an overload of some of the equipment or appliances that are on those circuits. Overloading those circuits can cause damage to your home and severely harm lineworkers.

**Restoration:** The process of restoring power following an interruption in service.

*Visit [RivieraUtilities.com](http://RivieraUtilities.com) for more utility information.*



# WHEN STORMS ROLL IN — WE ROLL OUT.

Riviera Utilities will always prioritize the safety of our employees and community members first. When power outages happen, our crews are ready to respond as soon as conditions are safe for them to do so. As always, thank you for your patience as we work.

Restoring power can be complicated, but here's a look into our process:



## 1 ENSURE PUBLIC SAFETY.

The threat must be gone, roads cleared, and downed powerlines cleared before we can send anyone out. Wind speeds must also drop below 30 mph.



## 2 REPAIR SUBSTATIONS.

Riviera crews must repair distribution substations in order for power to reach local distribution lines that supply power to thousands of homes and businesses.



## 3 CHECK DISTRIBUTION.

Distribution lines connect substations to large circuits on the grid. Repairing these large lines isolate trouble spots and can turn on large groups of customers.



## 4 ESSENTIAL SERVICES.

Power is restored to essential services and facilities critical to public health and safety. We start with hospitals, public safety, shelters, and grocery stores.



## 5 TAP LINES.

Riviera starts with the repairs that impact the most, like large communities or neighborhoods, and work as quickly and safely as possible until everyone's power is fully restored.



## 6 INDIVIDUAL HOMES.

Restoring power is a process, and it is not beneficial or efficient to skip a step. If your neighborhood has power but you are still without, call or text our outage line to notify our operators.

## QUESTIONS & ANSWERS

### HOW DO I REPORT MY OUTAGES?

Customers experiencing an interruption in service following a storm should call 251-943-4999 for Foley or 251-625-4999 for Daphne. Electric customers can also text "OUT" to 251-943-4999 to report their outage.

### HOW LONG WILL I BE WITHOUT POWER?

Our employees work around the clock during storms to restore power as quickly and safely as possible. For real-time updates, please visit our Outage Viewer at [RivieraUtilities.com](http://RivieraUtilities.com) and check our social media for updates as they become available.

### WHAT DO YOU MEAN BY 'FIRST 72 ON YOU'?

The First 72 hours after the storm are on you, and our services are not guaranteed during this time. Customers should have what they need to get them through this time, because resources and assistance might not be available.

### MY NEIGHBOR HAS POWER. WHY DON'T I?

Sometimes different customers have different service lines, even within the same neighborhood. If you are on the same service line as your neighbor, you may also have damage to your meter that is interrupting electric service to your home.

### WHO IS RESPONSIBLE FOR FIXING WHAT?

Riviera Utilities is responsible for making repairs on the Meter and the Service Line, or the line connecting the tap and the house at the Weather Head.

The Meter Can and hardware attached to the house or business are the responsibility of the customer. For repairs to these areas, customers should contact

a licensed electrician. For more information, please visit our website.

### WHAT DO I DO IF THERE IS A POWERLINE DOWN NEAR MY HOME?

Stay inside, and do not go near the powerline. Remember these lines could still be energized and are very dangerous. Please notify Riviera as soon as possible.

### A CREW JUST SHOWED UP TO RESTORE POWER BUT THEY AREN'T FROM RIVIERA. WHO ARE THEY?

Riviera Utilities, like most public power companies around the States, rely on each other to assist in emergency situations.

Mutual aid crews from other utility companies come to our service area when called. If you have any questions about who is working on behalf of Riviera, please call one of our offices.

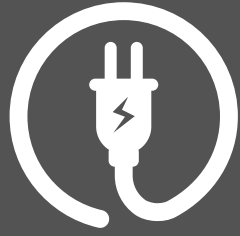
### WHEN ARE YOU GOING TO COME REMOVE THE TREE LIMBS FROM MY YARD?

Riviera does not remove any vegetative debris during or after storms. The city and county is responsible for this.

### THERE WAS DAMAGE TO MY METER POLE. WHAT SHOULD I DO?

If there is any damage to overhead secondary services, the customers' service must go underground due to Riviera Utilities' electric services policy.

For more information, please contact Riviera's Electric Engineering Department.



**Always check your outlets, inspect cords, and avoid plugging too many things into generators and wall outlets.**



## How to use a generator safely

Portable generators serve as valuable tools for supplying temporary or remote electric power; however, they also pose potential hazards. The main risks associated with generator usage include carbon monoxide (CO) poisoning, electric shock or electrocution, and the risk of fire.

Never try to power the house wiring by plugging the generator into a wall outlet, a practice known as “backfeeding.” This extremely dangerous and illegal practice presents an electrocution risk to utility workers and neighbors served by the same utility transformer. It also bypasses some of the built-in household circuit protection devices.

Additionally, it is crucial to never operate a generator in enclosed or partially enclosed spaces. Generators have the capability to rapidly generate high concentrations of carbon monoxide, an odorless and invisible gas.

*Here are a few more reminders when hooking up a portable generator*

- Keep the generator dry and do not use in rain or wet conditions. To protect from moisture, operate it on a dry surface under an open, canopy-like structure.
- Never plug appliances directly into the generator. 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 of cuts or tears and that the plug has all three prongs, especially a grounding pin.
- Read and follow the manufacturer’s technical information carefully to ensure your generator won’t be overwhelmed by start-up power needs or the total running load of the appliances or other uses you attach to it.
- If you must connect the generator to the house wiring to power appliances, have a qualified electrician install the appropriate equipment in accordance with local electrical codes.

## WHAT TO DO DURING A BOIL WATER NOTICE

In order to protect the well-being of our customers, Riviera Utilities may issue a boil water notice after the hurricane if the water is suspected to be unsafe to consume.

**Tip:** Before the storm, fill containers or plastic bags about 2/3 full with water and freeze them. During a power outage from the hurricane, the frozen water will help to keep your refrigerator or freezer cool. As they melt, you’ll have clean drinking water.

1. Filter it through a clean cloth, paper towel, or coffee filter.
2. Heat the water until it reaches a rolling boil, boil the water for five minutes.
3. Pour between containers to replenish oxygen content in the water.



### **Can’t boil your water?**

**After filtering, add eight drops of liquid chlorine bleach per gallon of water and store your clean drinking water in a cool, dark place.**

## What about my Riviera Natural Gas service?

In the case of a mandatory evacuation or extreme flooding along the Coast, Riviera might have to cut off natural gas. This is not a decision that Riviera takes lightly, as we are aware of how valuable natural gas is to our homeowners and business owners.

Depending on the category of the approaching hurricane, Riviera Utilities will turn off service at a main valve, turning off service for all customers east, west, and south of the turn off location.



### **Why do we turn off gas service if all of our gas mains are underground?**

In the event that a gas main trapped under flood water suffered a leak, the gas main would be inaccessible, leaking valuable and potentially dangerous natural gas into the air.





*Proudly serving South Baldwin and the Eastern Shore.*

[rivierautilities.com](http://rivierautilities.com) |   

