

# *Northeast Ice Storm Resources 2013*

## Northeast Ice Storm- Resources

### Vermont

#### Utility Companies

**Vermont Electric Power Co Inc**

366 Pinnacle Ridge Road

Rutland, VT 05701

Phone: (802) 773-9161

**Green Mountain Power**

163 Acorn Lane Colchester, VT 05446

1-888-835-4672

**Vermont Electric Cooperative**

42 Wescom Rd.

Johnson VT

05656-9579

Phone: 1-802-635-2331

To Report an Outage Call **1-800-832-2667**

**Northern power Systems**

29 Pitman Road

Barre VT, 05641

877-90-NORTH or **877-906-6784**

**Morrisville Water & Light**

857 Elmore Street

Morrisville, VT 05661-8408

(802) 888-3348

**EMERGENCY CONTACT: 802-888-2162**

**Burlington Electric Department**

585 Pine Street, Burlington, VT 05401-4891

BED Main number: (802) 658-0300

Customer Service: (802) 865-7300 During normal business hours.

(802) 658-0300 After hours, or on weekends and holidays.

**VERMONT GAS SYSTEMS, INC. (Natural gas)**

85 Swift Street South Burlington VT 05403

(802) 863-4511

*If you are in need of assistance, please call eni at 1-800-327-2255*

# *Northest Ice Storm Resources 2013*

## VERMONT WATER COMPANIES

### **ARLINGTON WATER COMPANY**

PO Box 462Arlington, VT 05250  
(802) 375-9531

### **ASCUTNEY MOUNTAIN WATER PUBLIC SERVICE COMPANY, INC.**

PO Box 699Brownsville, VT 05037  
(802) 484-7000

### **BARNET WATER SYSTEM, INC.**

54 Main Street - PO Box BWindsor, VT 05089

### **BERLIN WATER COMPANY, INC.**

96 Terrace StreetMontpelier, VT 05602  
(802) 223-5060

\* All Shelters are closed at this time\*

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## Michigan

### [Alpena Power Company](#)

401 N. Ninth Avenue  
PO Box 188  
Alpena, MI 49707  
[Customer Service](#): (989) 358-4900  
Emergency: 989-358-4900

### [Consumers Energy Company](#)

One Energy Plaza  
Jackson, MI 49201-2276  
[Customer Service](#): (800) 477-5050

### [The Detroit Edison Company](#)

One Energy Plaza  
Detroit, MI 48226  
[Customer Service](#): (800) 477-4747

### [Indiana Michigan Power Company](#)

110 West Michigan  
Suite 1000-A  
Lansing, Michigan 48933-1603  
[Customer Service](#): (800) 311-6424

### [Northern States Power Company - Wisconsin \(Xcel\)](#)

1414 West Hamilton Avenue  
Eau Claire, Wisconsin 54702-0008  
[Customer Service](#): (800) 895-4999

### [Upper Peninsula Power Company](#)

500 N. Washington Street  
Ishpeming, MI 49849-0357  
[Customer Service](#): (800) 562-7680

### [Alger Delta Cooperative Electric Association](#)

426 North 9th Street  
Gladstone, MI 49837  
[Customer Service](#): (800) 562-0950

### [Cherryland Electric Cooperative](#)

5930 U.S. 31 South P.O. Box 298 Grawn, MI 49637  
[Customer Service](#): (800) 442-8616 or local (231) 486-9200

### [Cloverland Electric Cooperative](#)

2916 W. M-28 P.O. Box 97 Dafer, MI 49724  
[Customer Service](#): (800) 562-4953 or local (906) 635-6800

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## [Great Lakes Energy Cooperative](#)

1323 Boyne Ave.P.O. Box 70Boyne City, MI 49712-0070

[Customer Service:](#) (888) 485-2537

## [Midwest Energy Cooperative](#)

901 E. State St.P.O. Box 127Cassopolis, MI 49031

[Customer Service:](#) (800) 492-5989

## [Presque Isle Electric & Gas Co-op](#)

19831 M-68 HighwayP.O. Box 308Onaway, MI 49765

[Customer Service:](#) (800) 423-6634

## [Thumb Electric Cooperative](#)

2231 Main StreetP.O. Box 157Ubyly, MI 48475-0157

[Customer Service:](#) (800) 327-0166 or local (989) 658-8571

## [Tri-County Electric Cooperative](#)

7973 E. Grand River AvenuePortland, MI 48875

## [Wolverine Power Supply Cooperative, Inc.](#) - Unregulated by the MPSC

10125 West Watergate Rd.P.O. Box 229Cadillac, MI 49601-0229

## Water Companies

### **Lansing Board of Water and Light**

Power or Street Light: 877-295-5001

Water Main Break: 517-702-6490

### **City of Coldwater**

(517) 279-9531/ 517-279-4805

### **West Side Water**

(517) 485-5470

### **Ypsilanti Community Utilities**

734-484-4600

## [Zeeland Board of Public Works Office](#)

(616) 772-6212

**After Hours Emergency: (616) 772-2001**

\*Emergency officials say no power can be restored until energy crews' deal with the hundreds of downed power lines across the region. Unfortunately, lines will continue to come down as ice-laden tree limbs give way under the weight.\*

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# *Northest Ice Storm Resources 2013*

## Shelters/Warming Areas

### **Lansing Area**

#### **Shelters:**

- Lansing: Trinity Church, 3355 Dunckel Road (mostly full as of 9 a.m. Tuesday)
- Lansing: Harry Hill Vocational Center, 5815 Wise Rd. (reporting lots of room as of 9 a.m. Tuesday)
- Delta Township: Calvary Lutheran Church, 6301 W. St. Joseph Highway

#### **Warming centers:**

- Lansing: Mount Hope Church, 202 S. Creyts Road
- Lansing: Alfreda Schmidt Southside Community Center, 5825 Wise Road
- Lansing: Foster Community Center, 200 N. Foster, open 8:30 to noon Tuesday (will stay open until 5 p.m. if needed)
- Lansing: Southside Community Center, 2400 Hall St
- Lansing: Advent House, 743 N. MLK
- Haslett: Haslett High School, 5450 Marsh Rd.
- Holt: Holt High School, 5885 Holt Road, open 7 a.m. to 11 p.m. Tuesday
- DeWitt: Memorial Building, 206 West Washington St
- Eaton Rapids: First Congregational Church, 300 S. Main St.
- Maple Rapids: Maple Rapids Community Center, 209 Union St
- Bath Township: Bath Township Hall, 14480 Webster Road
- Delhi Township: Riverview Church, 3585 Willoughby Road until 5 p.m.
- Meridian Township: Meridian Christian Church, 2600 Bennett Road
- Mason: Nazarene Church at 415 Maple Street (open Thursday and Friday)
- Mason: First United Methodist Church, located 201 E. Ash Street
- Maple Rapids: Maple Rapids Community Center, Corner of Union and Franklin Streets in Maple Rapids
- Ovid: United Church of Ovid, 131 W. Front St

### **Genesee County (Flint Area)**

#### **List of Warming Centers:**

#### **American Red Cross Warming Center**

South Grand Traverse  
Downtown, Flint

#### **American Red Cross Warming Center**

Lapeer

#### **American Red Cross Warming Center**

Imlay City

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## **Catholic Charities**

Old St. Mike's school on Flint's 5th Avenue

The Salvation Army of Owosso Corps Community Center (24 hour shelter)

## **Genesee Township Hall**

7244 North Genesee Road  
810-640-2000

## **Carman Ainsworth Senior Center**

Carriage Town Ministries

## **Thetford Township Hall (24 hours until power is restored)**

4014 E Vienna  
Clio, MI, 48420

## **Community Center in Corunna**

457 Emma Drive Corunna, MI  
(Norton North of M-71 in Hugh McCurdy Park  
6:00 a.m. - 10:00 p.m.)

**For more information, call (989) 737-1985.**

## **SHIAWASSEE COUNTY**

### **Community Climate Day Centers**

#### **Community Center in Corunna**

457 Emma Drive, Corunna (Norton North of M-71) in Hugh McCurdy Park  
Hours: December 25th, 6 a.m. - 10 p.m.  
Offering: Warmth, showers, coffee, snacks and water  
Bring: Own toiletries, towels, and personal items (medications, kids games)

#### **Perry Church of the Nazarene**

3100 Ellsworth Rd., Perry  
Hours: December 25th, 8 a.m. - 5 p.m.  
Offering: Warmth, coffee, light food  
Bring: Personal items (medication, kids games)

#### **Shiawassee Township Fire Hall**

625 E. Grand Rive Rd., Bancroft  
Hours: December 25th, 12-8 p.m.  
Offering: Warmth, cocoa and coffee  
Bring: Personal items

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## **Overnight Shelters**

### **Salvation Army**

302 E. Exchange St. Owosso

Hours: 24/7

Offering: Breakfast, lunch, dinner and snacks

What to bring: Identification

### **Corunna High School**

417 E. King St., Corunna

Hours: 24/7

Offering: Warmth, Shower, Meals

Bring: Identification, toiletries (towels, soap), personal items (medication, games for kids)

**For Further information and assistance: 989-743-2630**

## **Grand Rapids**

### **Burton Elementary/Middle School**

2133 Buchanan Ave. SW,

### **West Michigan (Greater Kalamazoo Area)**

In Battle Creek the Red Cross has set up a shelter at their chapter on Beadle Lake Road.

The Red Cross also has a warming shelter open in Middleville at the Thornapple Township Emergency Services building. There is another shelter at the Thornapple Kellogg Middle School.

In Delton one can be found at Barry Township Hall.

The Ionia County shelter is at St. Edwards Catholic Church in Lake Odessa. The Berrien County shelter is at American Red Cross offices in St. Joseph.

### **Senior Services**

918 Jasper St. Kalamazoo

### **Lapeer/ Monroe County**

Trinity United Methodist Church on N. Main Street in Lapeer, about 15 miles north of Oxford

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## Maine

### Utility Companies

#### Natural Gas

##### **Unitil**

6 Liberty Lane West, Hampton, NH 03842-1720

**Customer Service: 866-933-3821**

ME Gas Emergencies: 866-900-4460

##### **Bangor Natural Gas**

498 Maine Avenue

Bangor, Maine

(207) 941-9595

##### **Maine Natural Gas**

9 Industrial Parkway, Brunswick, Maine

1-877-867-1642/1-207-729-0420

Emergency

1-877-532-5636/1-877-LEAK-ODOR

##### **Summit Natural Gas of Maine**

442 Civic Center Drive, Suite 100 Augusta, Maine 04330

1-855-910-4433

#### Electric

##### **Central Maine Power Company**

83 Edison Drive Augusta, ME 04336

Outage: 1-800-696-1000

##### **Bangor Hydro-Electric Company**

PO Box 932 Bangor, ME 04402-0932

Local (207) 945-5621

Outage: 207-973-2020

##### **Maine Public Service Company**

Customer Service: 207-760-2300/877-655-4448

##### **Maine Water Company**

1-800-287-1643

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## Shelters & Warming Locations

### **Androscoggin County**

Lewiston High School - American Red Cross Emergency Shelter  
Emergency Shelter, Pet Shelter  
Lewiston, 156 East Avenue

### **Oak Hill Middle School Community Shelter**

Emergency Shelter, Pet Shelter  
Sabattus, 40 Ballpark Road  
Community Shelter; Overnight Shelter/Pet Friendly (bring cages and food); Please bring your bedding, cots (if you have them) and any nonperishable foods for your own consumption. For more information: 844-4530

### **Wales Town Office/Fire Station**

Warming Center  
Wales, 175 Centre Road  
Residents needing a place to warm up may contact the town at 207-212-2879 and someone will meet them there to open the shelter.

### **Hancock County**

#### **Bar Harbor Fire Station: OPEN**

Warming Center  
Bar Harbor, 37 Firefly Lane

#### **Blue Hill Town Office Warming Center: OPEN**

Warming Center  
Blue Hill, 18 Union Street

#### **Brooklin Fire Department: OPEN**

Warming Center  
Brooklin, 25 Bay Road

#### **Brooksville Fire Department Warming Center**

Warming Center  
Brooksville, 2199 Coastal Road

#### **Miles Lane School Warming Shelter**

Warming Center  
Bucksport, 100 Miles Lane

#### **Hancock Congregational Church: OPEN**

Hancock, US Highway Route 1

#### **Orland Fire Department Warming Center**

Orland, 91 School House Road

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## **Orland Fire Department**

Warming Center  
Orland, 91 School House Road  
Opening Time: 11:00 AM; Closing Time: TBD

## **Sullivan-Sorrento Recreation Center**

Warming Center  
Sullivan, US Highway Route 1

## **Sullivan-Sorrento Recreation Center**

Warming Center  
Sullivan, US Highway Route 1  
Opening Time: 11:00 AM; Closing Time: TBD

## **Kennebec County**

### **Augusta Civic Center - North Wing**

Emergency Shelter, Pet Shelter  
Augusta, North Wing - 76 Community Drive  
The shelter is providing meals, blankets, and cots; Individuals must provide their own pillows, sheets, and medications; Pet Friendly - owners are responsible for their pets feeding/walking - bring their own cages if available.

### **Faith Christian Church**

Warming Center  
Gardiner, 280 Brunswick Avenue  
9:00 am to 9:00 pm Christmas Eve. Christmas Day, 7:00 am to 7:00 pm.

### **Helen Thompson Elementary School**

Warming Center  
West Gardiner, 309 Spears Corner Road  
Open today from 9:00 to 2:00 pm

### **Winthrop Ambulance Base: OPEN**

Warming Center  
Winthrop, 31 Old Western Ave. (Old Winthrop Health Center)  
8:00 am to 5:00 pm

## **Lincoln County**

### **Alna Fire Department Shelter**

Warming Center  
Alna, Route 218  
Alna Fire Department Shelter - Mainly warming shelter, but will accept overnights. Bring cot, bedding, medications, personal items, and food for your own consumption. It will remain open throughout the duration of the power outages for Alna. POC: 350-5562

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## **Dresden Fire Department Warming Center**

Warming Center

Dresden, 100 Patterson Road

Dresden Fire Department - Will remain open throughout the duration of the power outages for Dresden. POC: 737-9434

## **Faith Baptist Church Warming Center**

Warming Center

Newcastle, Mills Road

Faith Baptist Church Warming Center - Will remain open as long as there is a need. POC: 592-8700

## **Wiscasset Fire Department Warming Center**

Warming Center

Wiscasset, Route 1

Wiscasset Fire Department - Open as a warming center-will remain open throughout the duration of the power outages for Wiscasset. POC: 380-5618

## **Penobscot County**

Brewer Auditorium

Emergency Shelter

Brewer, 318 Wilson Street

## **Newburg Community Shelter**

Emergency Shelter, Pet Shelter

Newburg, 2220 Western Avenue

Community Shelter - Currently open and will stay open as long as needed. Cots and food are available. Bring your own blankets, personal items and medications. Pet Friendly: Bring pet food and cages (if available). POC: 478-7498.

## **Waldo County:**

Troy Howard Middle School

Emergency Shelter, Pet Shelter

Belfast, 173 Lincolnville Avenue

722-3015 (Fire Dept)

## **Islesboro Community Center**

Warming Center

Islesboro, 103 Pendleton Point Road

743-8200/6787

## **Washington County**

Washington County Community College

Emergency Shelter

Calais, 1 College Drive

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## Upstate New York

### Utility Companies

#### **NYSEG**

89 East Avenue

Rochester, NY 14649

Customer Service: 1.800.572.1111

Emergency: 1-800-572-1131/1-800-572-1121

#### **National Grid**

Customer Service: 1-800-642-4272

Emergency/Outages: 1-800-867-5222

#### **Rochester Gas & Electric**

89 East Avenue

Rochester, NY 14649

Customer Service: 1-800-743-2110

Emergency/Outages: 1-800-743-1701/1-800-743-1702

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## **IF YOU NEED HELP**

Medical emergencies should be reported to 911. ***For other services, call 211.***

The Red Cross offers the following tips for those in the affected area to stay safer:

- Go to a designated public shelter if your home loses power or heat during periods of extreme cold.
- Avoid driving when conditions include sleet, freezing rain or drizzle, snow or dense fog.
- Before tackling strenuous tasks in cold temperatures, consider your physical condition, the weather factors, and the nature of the task.
- Protect yourself from frostbite and hypothermia by wearing warm, loose-fitting, lightweight clothing in several layers. Stay indoors, if possible.
- Help people who require special assistance such as elderly people living alone, people with disabilities and children.
- Check on your animals and make sure that their access to food and water is not blocked by snow drifts, ice or other obstacles. If possible, bring them indoors.
- Never use a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal burning devices inside a home, garage, basement, crawlspace or any partially enclosed area.

For more information on how to give, get trained or get involved with the American Red Cross, visit: [www.redcross.org](http://www.redcross.org) or call 1-800-RED-CROSS.

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[www.redcross.org/www.google.com](http://www.redcross.org/www.google.com)

## Survival Skills: How to Stay Warm during a Power Outage

For those of us with functional fireplaces or working woodstoves, the impending cold weather doesn't seem too bad. But most people in America don't have a stove or operating fireplace. For those who rely on electric heat, or a system that needs electricity to burn fuel, the thought of utility outages and winter storms can be scary. Here are some important things to consider when heating your home without power.

### **Don't Try To Heat The Whole House**

Pick one room, preferably a smaller room with a low ceiling, to be your main living area during the emergency. Don't expect or even try to make every room warm and comfortable again. It's a waste of time and a waste of resources.

### **Don't Use Combustion Without Ventilation**

You're just begging for carbon monoxide poisoning if you use a propane heater, a bbq grill or a gas stove for a heat source. Even a kerosene heater needs to have some fresh air. Candles are also a problematic heat source. If you use enough candles to create warmth in a room, you have a serious fire hazard. Make sure you have a working smoke alarm with a carbon monoxide detector.

### **Insulate**

Insulation is the key to keeping warmth in and keeping out cold. Insulate the room you are staying in by hanging blankets over windows. Insulate yourself by wearing layers of clothes, wrapping up in blankets or staying inside a sleeping bag if it is really cold.

### **Heat From Light**

You can take advantage of passive solar heat during daylight hours if your room has south-facing windows. Lay out dark colored blankets and rugs on the floor and furniture to absorb the heat from the sunlight. The more light pouring through the windows—and the more dark-color absorption materials—the more heat you will have.

### **No Fire Indoors? Then Put It Outside**

While you can't heat a room with hand warmer packs, you can certainly heat up yourself by keeping a few of these in your pockets. And building on that concept of portable radiant heat, you can turn rocks and bricks into space heaters without too much trouble. First, you need to set up a heat-proof platform in the room you intend to heat. A two-foot-square area of bricks on the floor will work fine.

Next, get some rocks from a dry location or a few more of those bricks. Then, fire up the grill or build a fire outside and throw the rocks or bricks in the fire to heat them up. Let them sit for about 45 minutes and then scoop them out with a shovel. Get all the coals and sparks off of the bricks or rocks. Drop them into a stainless steel cooking pot. (Other types of pots may get damaged by the heat, and galvanized buckets can release toxic vapors under such heat, so stick with the steel pot.) Carefully bring the hot rocks or bricks inside and set the pot of hot stuff on your heat-proof platform. Repeat as needed every few hours.

Clearly, you have a lot of work ahead of you if you do lose power in the cold, but thankfully you have a lot of options as well.

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[www.survival.outdoorlife.com](http://www.survival.outdoorlife.com)

## What to Do If the Power Goes Out in the Winter

Any number of things can cause a power outage during the winter months. Most probably it is weather-related. If it is caused by the weather, the outage could be wide-spread or it could be localized.

First check to make sure you have not blown a circuit. Check the circuit breakers in your home's electrical panel.

If power is out in your entire neighborhood, call your local utility company to report the outage. The phone number should be on your electricity bill, or check the white pages in your phone book.

If power is out over a widespread area, it may take a longer time to restore power everywhere.

Here are some things to remember or to do...

- UNLESS there is an emergency, do not call 9-1-1. That number should ONLY be used if there is an emergency, or if someone is injured or in danger.
- If there are power lines down in your neighborhood, call 9-1-1 and call your utility company. DO NOT GO NEAR DOWNED POWER LINES.
- Listen to your battery-powered radio or TV, especially for news at the top of each hour, to find out when the power might be restored.
- Dress to stay warm - wear layers, including a sweater, sweatshirt or even a jacket. You lose heat through your hands and the top of your head. Wear gloves and a knit hat, not just a baseball cap.
- Avoid opening your refrigerator and freezer as much as possible. Food inside should stay cold for hours if the door is left closed.
- If you're cold, take a warm shower - to increase your body temperature. Your hot water tank, even if electric, will stay warm for a few hours.
- Unplug some of your major appliances. When the power comes back on, all of those appliances can create a drain or power surge. This can harm sensitive equipment. To avoid a power surge when the electricity returns, turn off computers, TVs, stereos and other unnecessary electronic equipment at the power source. Leave a light on so you'll know when the power is restored.
- If you have a generator, do not connect it to your home's power system unless it has been properly installed and disconnects you from the main power grid when it is operating. If you do not disconnect

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from the power grid, you can be sending electricity back down the lines; not just to your home. That could be deadly for power company workers.

- If you have a regular wood stove or fireplace, you can use it for heat. However, DO NOT USE kerosene heaters, BBQs, or any outdoor type heater inside. Such devices create poisonous gases such as carbon monoxide. Carbon monoxide is an odorless and colorless gas given off by combustion and could kill.
- Check on your elderly neighbors or those who may have medical conditions or use medical machinery that operates on electricity. Make sure they are dressed appropriately warm. If someone needs to have machinery that operates on electricity, move her to a place where electricity is working.
- If you have to go out, drive carefully. Remember that traffic signals may be out during a power outage. Consider each intersection to be a four-way stop and drive defensively.

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[www.consumerenergycenter.org](http://www.consumerenergycenter.org)

## Driving in Snow and Ice

The best advice for driving in bad winter weather is not to drive at all, if you can avoid it.

Don't go out until the snow plows and sanding trucks have had a chance to do their work, and allow yourself extra time to reach your destination.

If you must drive in snowy conditions, make sure your car is prepared, and that you know how to handle road conditions.

It's helpful to practice winter driving techniques in a snowy, open parking lot, so you're familiar with how your car handles. Consult your owner's manual for tips specific to your vehicle.

Driving safely on icy roads

Decrease your speed and leave yourself plenty of room to stop. You should allow at least three times more space than usual between you and the car in front of you.

Brake gently to avoid skidding. If your wheels start to lock up, ease off the brake.

Turn on your lights to increase your visibility to other motorists.

Keep your lights and windshield clean.

Use low gears to keep traction, especially on hills.

Don't use cruise control or overdrive on icy roads.

Be especially careful on bridges, overpasses and infrequently traveled roads, which will freeze first. Even at temperatures above freezing, if the conditions are wet, you might encounter ice in shady areas or on exposed roadways like bridges.

Don't pass snow plows and sanding trucks. The drivers have limited visibility, and you're likely to find the road in front of them worse than the road behind.

Don't assume your vehicle can handle all conditions. Even four-wheel and front-wheel drive vehicles can encounter trouble on winter roads.

If your rear wheels skid...

Take your foot off the accelerator.

Steer in the direction you want the front wheels to go. If your rear wheels are sliding left, steer left. If they're sliding right, steer right.

If your rear wheels start sliding the other way as you recover, ease the steering wheel toward that side. You might have to steer left and right a few times to get your vehicle completely under control.

If you have standard brakes, pump them gently.

If you have anti-lock brakes (ABS), do not pump the brakes. Apply steady pressure to the brakes. You will feel the brakes pulse — this is normal.

If your front wheels skid...

Take your foot off the gas and shift to neutral, but don't try to steer immediately.

As the wheels skid sideways, they will slow the vehicle and traction will return. As it does, steer in the direction you want to go. Then put the transmission in "drive" or release the clutch, and accelerate gently.

If you get stuck...

Do not spin your wheels. This will only dig you in deeper.

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Turn your wheels from side to side a few times to push snow out of the way.

Use a light touch on the gas, to ease your car out.

Use a shovel to clear snow away from the wheels and the underside of the car.

Pour sand, kitty litter, gravel or salt in the path of the wheels, to help get traction.

Try rocking the vehicle. (Check your owner's manual first — it can damage the transmission on some vehicles.)

Shift from forward to reverse, and back again. Each time you're in gear, give a light touch on the gas until the vehicle gets going.

[www.weather.com](http://www.weather.com)

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# *Northest Ice Storm Resources 2013*

## **Protecting Your Property from Ice and Snow Damage**

*It is important to take the right steps to protect your home from the risks associated with heavy snow and ice.*

**Interior water damage from ice dams** is very common after heavy snow followed by frequent periods of melting. Ice dams occur because the eaves (the overhangs at the edge of your roof) tend to be colder than the rest of the roof. When water melts off the main part of the roof and reaches the eaves, it may re-freeze and create a dam that prevents water from draining off the roof. The water can then back up underneath the roof shingles and make its way inside your home. The best prevention for ice dams is to eliminate the conditions that make it possible for them to form. Making sure your attic is well insulated will help prevent the melting and freezing cycle that causes ice dams to form. Also, when replacing a roof, make sure to install a water membrane underneath the shingles. This will act as an extra barrier that helps prevent water from seeping inside.

**Structural damage** can occur when the weight of snow and ice exceeds the loadbearing capacity of your roof. This is most often the case with flat roofs, older buildings or structures whose integrity may already be compromised.

**How much snow and ice is safe for your roof** depends on a number of factors, including the roof type, construction technique, age and condition of the structure. As a rule, if there is more than a foot of heavy wet snow and ice on your roof, you should try to have it removed.

**Remove snow and ice that has accumulated on your roof** using a roof rake (a long handled tool) designed specifically for this purpose. Stand on the ground and pull as much of the snow off the eaves as you can safely reach. It is not necessary to remove all the snow; remove the first three to four feet of snow closest to the gutters.

**Remove an ice dam** from your roof by trying to knock the ice dam off with a roof rake or cut a channel through the ice to allow standing water to drain. Another method is to fill a nylon stocking with calcium chloride ice melt and place it vertically across the ice dam so that it melts a channel through the dam. Do not use rock salt as this will damage your roof.

Ice dams can cause damage inside your home. Look for water stains or moisture in the attic or around the tops of exterior walls on the top floor.

**If you have icicles hanging off your gutters** look carefully at where the ice is. If the icicles are confined to the gutters and there is no water trapped behind them, this does not indicate the presence of an ice dam. However, large icicles can pose a danger to people when they fall off. Try to safely knock the icicles off from the ground, making sure not to stand directly beneath them.

**Help snow and ice drain** off your roof by clearing areas around your downspouts making it possible for your gutters to drain when snow melts.

*If you are in need of assistance, please call eni at 1-800-327-2255*

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[www.eastwindor-ct.gov](http://www.eastwindor-ct.gov)

## How to Recover After Storm Damage

To recover after storm damage you will need to photograph the damage, secure your property, file and insurance claim, and repair or replace damaged items. Use this after storm checklist to help identify the items you should begin working on immediately.

### **Take pictures of the damage caused by the storm should be the first step in your storm damage recovery.**

- Photograph the outside of your home and any property that has been damaged during the storm, such as outbuildings or decks.
- Photograph the inside of your home and any interior property that has been damaged before you move anything.
- Interior and exterior pictures should be taken from multiple angles to ensure they accurately portray the extent of the damage.
- If trees or other debris, such as a neighbor's lawn ornaments, have damaged your home, photograph them as well.
- All pictures should be taken before any preliminary repair work begins.

### **Secure the structure before you leave, if there is no imminent danger forcing you to evacuate immediately.**

- If the roof has been damaged, cover the areas that could be exposed to the elements with a tarpaulin.
- Cover broken windows with plastic sheeting or plywood.
- Exterior walls that have sustained damage should be covered with plywood or plastic sheeting.
- Remove valuable items from the home prior to leaving for an extended period as the damage to your home may make it more easily accessible for thieves.

**Find a copy of your homeowners insurance and determine if the damage exceeds your deductible.** If it does, you will need to file an insurance claim.

- Contact your local insurance office and advise them that your home has been damaged and that you would like to file a claim.

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- Have the pictures you took of the damage printed, or transferred to a CD, and provide them to your claims adjuster.
- Obtain quotes for repair work to your home and replacement cost estimates on any items that were damaged during the storm and give them to your claims adjuster.
- If you buy replacement items, such as a television, computer, microwave, light fixtures, or carpet, be sure to keep a copy of the receipt. Photo copy your receipts before submitting them to your claims adjuster

## **Repair damage caused by the storm as the final step of your after storm recovery plan.**

- If the damage is minimal, and there are no city or state codes prohibiting it, you can complete repairs yourself.
- For more serious home repairs, you will need to obtain the services of a general contractor who is licensed in your state and familiar with building codes in your area.
- To enhance your chances of hiring a contractor who will complete the project in a competent and timely manner there are several things you should do. Request a copy of the company's state license and insurance, pictures of past work, and telephone numbers for customer's whose work has been completed in the past year.

[www.wikihow.com](http://www.wikihow.com)

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