

PREPARING FOR A POWER OUTAGE

Preparing in advance

Pikipruukki is participating in the Nationwide Down A Degree – campaign. The aim of the campaign is to encourage all Finns to take concrete and immediate energy saving action, in order to guarantee energy for everyone. We encourage our customers, partners and personnel to participate in saving energy by giving out simple energy saving solutions. Participate in the event about energy saving in your property and familiarize yourself with the information given on our website and the notice board in your property.

The aim of the energy saving campaign is to avoid, or at least minimize, the blackouts during the coming winter. By minimizing electricity consumption during peak hours, it is possible to avoid the most extreme measures (local blackouts).

Every person should have emergency reserves in their home: warm clothing, a flashlight, a radio and batteries, bottled water and long-preserving food. Also keep your phone and reserve batteries (power banks) charged. Make sure you can find these items even in the dark.

A blackout at home

The lighting, heating and air conditioning will stop working during a power outage. The air might feel stale and musty, but doors and windows should be kept closed to limit the escaping of warm air. Make sure you have a flashlight and warm clothing available.

Warm water is not available during a power outage and the water pressure may drop considerably. During a blackout water consumption should be kept at a minimum (showers and taps in the kitchen and bathrooms). There will either be contaminated water or no water at all coming from the taps.

The toilet can be flushed at least once during a blackout.

Food preparation is complicated because the oven, stove and microwave will not work. Also, the fridge and freezer should be closed to minimize the risk of foods going bad. A two-hour blackout will not cause damage, when the freezer and fridge stay cold. Cool Packs help. Prepare yourself with bottled water and long-lasting foods.

Lights and electronic appliances should be switched off even before the start of a blackout. Especially important is to turn off the stove, oven, iron, coffee maker, washing

machine and sauna, since these risk a fire when power suddenly returns. One light is recommended to be kept on to signal when power returns.

During a blackout, plugged-in computers, radios and TVs are unusable. This makes it difficult to for example work from home and also to follow news reports regarding the power outages. One should pay attention to the reporting from your local electricity distributor, and when available, it is recommended to move to another location during the blackout. Tip: You can follow the news and get information from a radio working with batteries.

The mobile phone network should be working normally, but there may be interruptions. One should avoid unnecessary phone calls so that the network does not become overloaded. Tip: Make sure you have a power bank charged in case of uncertainty.

Even if the door to your apartment is electrical, you will always be able to get in and out of your apartment during a power outage.

The sauna in your apartment will not heat up.

Tip: When the power comes back, make sure any household items have not turned on by themselves.

Power outage in common spaces

The lighting in common spaces and outside will not work during a blackout. You should be careful when moving in stairs or corridors. Tip: Make sure you have a working flashlight available to use.

Electrical doors in houses will allow you to exit even during a blackout. An electrical key or keypad will not necessarily work. Electrical buttons which open or close doors will also not work. Do not leave the door open to the outside since that might cause safety issues.

Door phones and electrical garage doors will not work during a blackout. Neither will electrical beams or barriers. If you are charging an electrical vehicle, its charging will stop during a blackout.

Elevators must not be used during a blackout. If you get stuck in an elevator when the power suddenly goes out, press the emergency phone button in the elevator. If the phone stops working, shout for help and knock on the door and walls of the elevator. Stay calm.

Areas which have electric passage, will not be accessible during a blackout. The equipment in the laundry rooms will also not work. If your laundry is inside a washing

machine during a blackout, check after the outage whether the laundry program is working normally.

Saunas will not heat up.

Stores and services in the vicinity

A majority of the stores in the area affected by the blackout will be forced to close during it. Some stores even for longer. It is recommended that you keep in your home basic foods and equipment for at least a couple of hours, according to some recommendations even 72 hours. Public transport will be out of service. You will not be able to fill up your car with petrol. Some medicines may run out in pharmacies. Debit/Credit cards will not work.

ATMs will not work. Tip: Have cash available.

Familiarize yourself with the 72 hour recommendation: <https://72hours.fi/home-emergency-food-supply/>

Damages caused by electricity blackouts

If an electricity blackout causes damage to you or your property, you may get compensation from the electricity company or insurance company. Damages caused by power outages will be compensated according to the scope of your insurance. The owner of the property is not liable for damages caused by blackouts to the tenant's goods.

Damage to for example air conditioning or heating of the property can be reported to Pikipruukki or the Service company as usual.

Information about customer service.

Information about the electricity blackout can be found from your electricity provider. Many of these companies have a text message service, with which they inform their customers in advance.

During a blackout some customer services will have to close their telephone lines.

In urgent apartment-related cases, we recommend that you visit our office or use the feedback section on our website or the report form on the notice board in your property.

Recommended emergency supplies

- food for at least 3 days (both for yourself, and your pet)
- bottled water
- necessary medication
- a battery-driven flashlight
- batteries
- cash
- first aid supplies
- clean water containers with a lid
- toiletries
- a battery-driven radio
- power banks
- camping stove and matches
- fire extinguisher / blanket