

### NWT WILDFIRES: RE-ENTRY INFORMATION

#### Safety

Be aware of and use extreme caution around trees, power poles, and other tall objects or structures that may have lost stability during the fire. Most burned structures and surfaces will be unstable. Stay out of burned forests during windy conditions, as burned trees are easily downed by wind.

#### Downed Power Lines

Northland Utilities would like to caution residents to stay clear of any downed power lines, and/or crews working in the area. Downed power lines can be extremely dangerous. Contacting an energized line can seriously injure or kill you. If you see a downed power line, please stay at least 10 metres away, call our emergency outage line at 867-874-6879 or 1-800-264-5313 and keep everyone safe from the area.

#### Power restoration, reconnection & re-entry

##### What to do once I re-enter my home after a wildfire?

- **Investigate**
  - When safe to do so, inspect your property for any damage.
  - Plug-in devices slowly to avoid a power surge.
- **Repair**
  - If you come across damage to your property, ensure you document it so you can submit a claim through insurance later.
  - If your power is still out, please call us at 867-874-6879 or 1-800-264-5313.
- **Replenish**
  - Refill your 72-hour emergency kit with any supplies you used.
  - Recharge your power bank.
  - Dispose of spoiled food. If you're unsure, it's best to throw it away to be safe.

##### What do I do when the power is ready to be restored?

- In some cases, residents left their homes in a hurry and may have left appliances on.
- Check that all appliances in the home (e.g., kettles, hot plates, curling irons, stoves) are turned off prior to power restoration or if you need to turn on your breaker. Outbuildings should also be checked.
- Plug-in devices slowly to avoid a power surge and unplug any unnecessary appliances to reduce the load and assist us in restoring power quickly to the entire region.

##### What do I do if I still don't have power?

If you don't have power, please check your main electric panel and breaker; a blown fuse or tripped breaker could be the cause. Simply moving any tripped switches to the 'off' position and then to the 'on' position can restore power. If this doesn't restore power to your home, please report it by calling us at 867-874-6879 or 1-800-264-5313. For emergencies, call 9-1-1.

##### Do we need a permit to reconnect?

No, unless there was damage to your residence at which time a permit may be required.

**Will I be billed for the time that my power is off?**

No. Our rates are based on usage and consumption, so there will be no charges applied during the time your power is shut off.

**What do I do to reconnect my electricity?**

Customers who have contacted Northland Utilities to end their electricity service during the evacuation will need to call us to reactivate their account. For customers who have not contacted us, no further action is required, and they should have power once it has been restored. If you have questions or concerns about your electricity bill, please contact us.

**Can a Northland Utilities person come to check my electrical panel?**

If you are concerned with the wiring inside your home, please call a licensed electrician.

**Contact Us:**

You can contact us by phone at 867-874-6879 or 1-800-264-5313. We are also available by email at [northlandutilitiesnwt@atco.ca](mailto:northlandutilitiesnwt@atco.ca). Please include your name and number in the email so we can call you back as soon as possible.