2026 HURRICANE HANDBOOK

A Year-Round Emergency Preparedness Guide

LAFAYETTE UTILITIES SYSTEM | LAFAYETTE CONSOLIDATED GOVERNMENT

THINGS TO KNOW

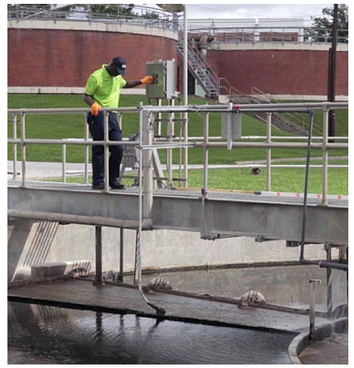
- Hurricane Tracking
- Storm Preparation
- Important Phone Numbers
- Evacuation Info
- Emergency Shelter
- After the Storm

OUTAGE MAP

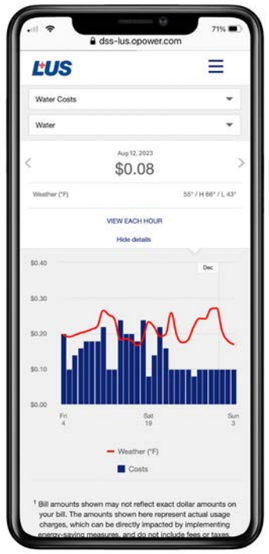
LUS LAFAYETTE UTILITIES SYSTEM *Improving the Way You Live*

ATLANTIC HURRICANE SEASON | JUNE 1 – NOVEMBER 30

Dedicated to improving the way Lafayette lives, works,and plays since 1897.

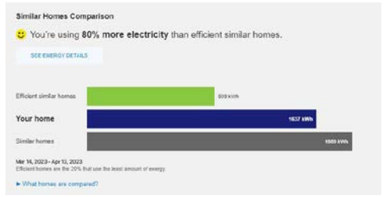


As the first Acadiana community with electricity and water, LUS played a role in growing commerce and population faster than the surrounding areas. Now more than a century and a quarter later, LUS is the largest municipal utility in Louisiana and ranks in the top 50 largest public power utilities in the United States. LUS is committed to enhancing the quality of life through our reliable electricity, safe, clean water, and efficient wastewater services.



Go online & set up your LUS My Account profile at lus.org

An online account is so much more than just a way to pay bills; it gives customers access to track electric and water use on a daily, monthly, or annual basis. Learn which days you use the most and get tips on how to conserve.



2701 MOSS ST. | LAFAYETTE, LA 70501
4010 W. CONGRESS ST. | LAFAYETTE, LA 70506 | LUS.ORG

LUS
LAFAYETTE UTILITIES SYSTEM

Contents

GENERAL INFORMATION
Critical Contacts 2
Additional Contacts 3
Lafayette Mayor-President Message 4
OHSEP 5
Important Terms 6
Hurricane Categories & Names 8

PREPARATION
Prepare Early, Prepare Well 9
Emergency Preparation Plan 10
Family Members With Special Needs 11
Pets & Livestock 12
Survival Kit 14
My Family Evacuation Plan 16
Business Preparations 17
Inland Flooding/Sandbags 18
Tropical Storm 19
Hurricane Tracking Map 20
Hurricane Watch 22
Hurricane Warning 23

EVACUATION
Evacuation Phases 24
Evacuation Routes 25
Emergency Shelters 26

DURING THE STORM
Keep Your Family Safe During the Storm 28
LUS Outage Map 29

AFTER THE STORM
Stay Safe After the Storm 30

RESTORATION
Outage Restoration 32
Line Repair 33
Aftermath FAQ 34
Generator & Chainsaw Safety 36

ADDITIONAL INFORMATION
Freeze Tips 37
Boil Water Advisory 38
Water Conservation Ordinance 40
Year-Round Conservation 41

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LAFAYETTE UTILITIES SYSTEM

Critical Contacts

LAFAYETTE CONSOLIDATED GOVERNMENT

Parish Government Offices	337-291-8200 or Dial 311
Office of Homeland Security & Emergency Preparedness	337-291-5075
Clerk of the Council	337-291-8810
Assistant Clerk of the Council	337-291-8816
Lafayette Public Library System	337-261-5787
Lafayette Animal Shelter	337-291-5644
Community Development & Planning	337-291-8000
Public Works Department	337-291-8517
Environmental Quality Division Debris/Garbage Collection, Waste Disposal Information, Dean Domingues Compost Facility	337-291-8529
Traffic, Roads & Bridges	337-291-8548
Drainage	337-291-8509

Sandbags

NORTH
Dean Domingues Compost Facility — 337-291-5637
400 Dugas Road, Lafayette

SOUTH
Picard Park — 337-291-8370
130 Park Lane, Lafayette

CITY OF BROUSSARD — 337-837-6681
Broussard City Hall

CITY OF CARENCRO — 337-896-8481
Carencro City Hall

TOWN OF DUSON — 337-873-6754
Duson City Hall

CITY OF SCOTT — 337-233-1130
Scott City Hall

CITY OF YOUNGSVILLE — 337-856-4181
Youngsville City Hall

UTILITIES

LAFAYETTE UTILITIES SYSTEM (LUS)

Customer Service	337-291-8280
Power Outage, Downed Power Line/Pole or Water & Wastewater Issues	337-291-5700

LFT Fiber (video, internet, phone)	337-993-4237 99-FIBER
Entergy (electricity)	1-800-368-3749
SLEMCO (electricity)	1-888-275-3626
Atmos Energy (gas)	1-888-286-6700
CenterPoint Energy (gas)	1-800-477-0177
Waterworks District South – Emergency	337-234-7564
Waterworks District North	337-896-8683
Milton Water System – Emergency	337-237-8263
Call Before You Dig	Dial 811

EMERGENCY SERVICES

Local Police & Fire Departments Emergencies:	Dial 911
Lafayette Parish Sheriff's Office Emergencies:	Dial 911
Acadian Ambulance Service Emergencies:	Dial 911
Louisiana State Police/ Road Closures	1-800-469-4828 or Cell *511
Hazardous Materials – State Police Hotline	225-925-6595

If you experience a utility issue, please call
337-291-5700

Additional Contacts

GENERAL ASSISTANCE

American Red Cross (Acadiana Area Chapter)	337-234-7371
FoodNet	337-232-3663
232-HELP/LA211	337-232-4357 or Dial 211
United Way of Acadiana	337-233-8302
Centers for Disease Control & Prevention	800-232-4636
FEMA	800-621-3362
Governor's Office of Homeland Security & Emergency Preparedness	225-925-7500
Louisiana Department of Health & Hospitals/Vital Records	504-593-5100
Louisiana Department of Transportation & Development	225-379-1232
Louisiana SPCA	504-368-5191
LSU AgCenter	225-578-4161
Medicare and Medicaid Issues	800-633-4227
National Association of Homebuilders	800-368-5242
National Hurricane Center	305-229-4470
Public Housing Programs (HUD)	800-955-2232
Small Business Administration Disaster Customer Service Center	800-659-2955
Lafayette Parish Farm Service Agency	337-262-6601
Social Security Administration	800-772-1213
U.S. Postal Service	800-275-8777

ONLINE RESOURCES

LUS
lus.org

LFT Fiber
lftfiber.com

Lafayette Consolidated Government
lafayettela.gov

American Red Cross
redcross.org

Office of Homeland Security & Emergency Preparedness (Lafayette Parish)
lafayettela.gov/ohsep

Emergency Preparedness
getagameplan.org

Highway Information
511la.org

Contra-flow Traffic Info
lsp.org

Centers for Disease Control & Prevention
cdc.gov

Disaster Contractors Network
dcnonline.org

Federal Alliance for Safe Homes
flash.org

FEMA
ready.gov

Hurricane Basics
ready.gov/hurricanes

Recovering from Disaster
ready.gov/recovering-disaster

Flood Information
fema.gov/national-flood-insurance-program

Generator Safety
lus.org/resources/safety-tips/generators

Insurance Institute for Business & Home Safety
disastersafety.org

Lafayette Public Library System
lafayettepubliclibrary.org

Louisiana Department of Health & Hospitals Vital Records Requests
ldh.la.gov/index.cfm/subhome/21

Louisiana Department of Social Services
dss.state.la.us

LSU AgCenter Disaster Recovery & Assistance
lsuagcenter.com/disasterrecovery

Natural Disasters What You Need to Know
lsuagcenter.com/topics/family_home/hazards_and_threats

Rebuilding & Restoration
lsuagcenter.com/en/family_home/home/design_construction

National Association of Home Builders
nahb.org

National Flood Insurance Program
fema.gov/flood-insurance

National Hurricane Center
nhc.noaa.gov

National Oceanic & Atmospheric Administration
noaa.gov

NOAA Weather Radio
weather.gov/nwr

National Weather Service
weather.gov

Pet-Friendly Lodging
gopetfriendly.com

A Message from the Mayor-President

DEAR RESIDENTS OF LAFAYETTE PARISH,

In South Louisiana, we understand that hurricane season is not just a date on the calendar—it is a reminder of the responsibility we share to prepare, protect, and look out for one another. Preparation is one of the most powerful tools we have to safeguard our families, our homes, and our community.

This Hurricane Handbook, provided by Lafayette Utilities System (LUS), is designed to help every resident take practical steps toward readiness. As our locally owned and operated utilities provider, LUS plays a critical role in maintaining essential services and helping ensure that our community has the information and resources needed to stay safe before, during, and after severe weather.

Preparedness is also a coordinated effort across our entire parish. In partnership with the Lafayette Parish Office of Homeland Security and Emergency Preparedness (OHSEP), Lafayette Consolidated Government works year-round to strengthen our readiness for storms and other emergencies. Through planning, training, communication, and coordination with first responders and partner agencies, OHSEP helps ensure that our community is ready to respond when it matters most.

While our local agencies work continuously to prepare, the strength of Lafayette Parish ultimately lies in the readiness of our residents. I encourage every household and business to review this handbook, develop an emergency plan, assemble necessary supplies, and stay informed through trusted local sources.

Lafayette Parish has faced many storms over the years, and each time our community has demonstrated resilience, determination, and a deep commitment to supporting one another. That spirit, combined with preparation and awareness, will continue to guide us through whatever challenges may come.

Together, through preparation, communication, and community strength, we can ensure that Lafayette Parish remains ready, resilient, and strong.

Sincerely,

Mayor-President Monique B. Boulet

Lafayette Consolidated Government

LAFAYETTE CITY COUNCIL MEMBERS

lafayettela.gov/council

ELROY BROUSSARD
District 1
337-291-5101

ANDY NAQUIN
District 2
337-291-5102

LIZ W. HEBERT
District 3
337-291-5103

THOMAS HOOKS
District 4
337-291-5104

KENNETH BOUDREAUX
District 5
337-291-5105

OHSEP

Office of Homeland Security and Emergency Preparedness

ABOUT OHSEP

The Lafayette Parish Office of Homeland Security and Emergency Preparedness (OHSEP) has the responsibility for formulating and updating plans, procedures, arrangements, and agreements, and for coordinating emergency and disaster operations under the direction of the Parish President.

Lafayette OHSEP works with government agencies, nonprofits organizations, private companies, and the public to develop effective plans that minimize damage and disruptions during an emergency or disaster event. OHSEP accomplishes effective coordination through all-hazard planning, situational awareness information sharing, public safety support, mitigation, and community recovery.

FOR MORE INFORMATION

lafayettela.gov/ohsep

RESOURCES

Get a Game Plan

getagameplan.org/resources

FEMA Ready.gov

ready.gov

LAFAYETTE NOW

Subscribe to Lafayette Parish's new emergency alert notification system.

lafayettela.gov/alerts

LAFAYETTE PARISH COUNCIL MEMBERS

lafayettela.gov/council

BRYAN TABOR
District 1
337-291-8801

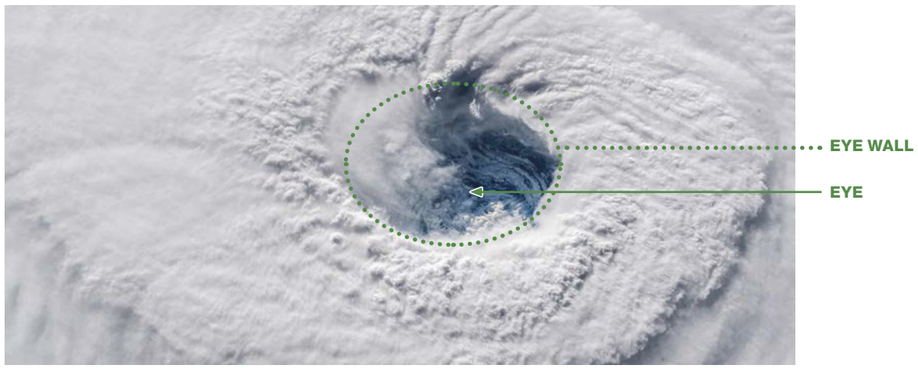
DONALD RICHARD
District 2
337-291-8802

KEN STANSBURY
District 3
337-291-8803

JOHN GUILBEAU
District 4
337-291-8804

AB RUBIN
District 5
337-291-8805

Important Terms You Should Know



EMERGENCY TERMS

Emergency Alert System (EAS)
A state-of-the-art digital system designed to give emergency information and instructions from federal, state, and local authorities. The system is interfaced with the cable television system in Lafayette Parish as well as radio and television stations. When activated, it broadcasts the latest information on weather reports, road conditions, evacuations, shelter locations, and re-entry information.

Evacuation Order
The most important instruction you will receive from local government officials. In a slow-moving Category 3 and all Category 4 and 5 hurricanes, the state of Louisiana Evacuation Plan goes into effect. This plan may require, depending on strike location predictions, the evacuation of everyone south of I-10.

WEATHER TERMS

Eye
The low-pressure center of a hurricane. It is surrounded by the most intense area of the storm and, in contrast to the eye wall, winds are normally calm and sometimes the sky clears inside the eye.

Eye Wall
The ring of thunderstorms that surrounds a storm's eye. The heaviest rain, strongest winds, and worst turbulence are normally in this area.

Flash Flood Watch
The National Weather Service issues this type of watch when local flooding can be expected within 12 to 24 hours.

Flood Warning
The National Weather Service issues a flood warning when flood waters are expected to exceed flood stage at any point on rivers and bayous. Most flood warnings will be issued 24 to 60 hours in advance of the crest.

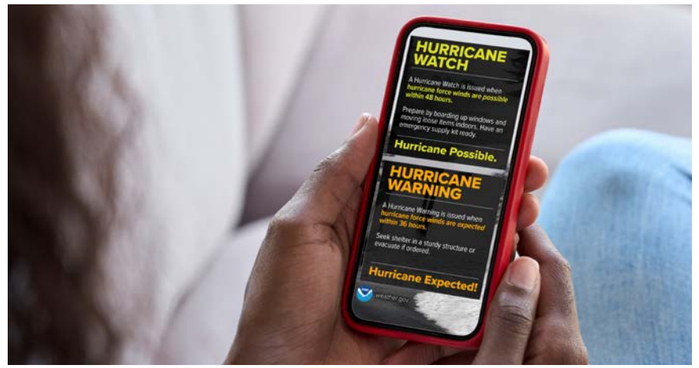
Hurricane
Pronounced rotary circulation with a constant wind speed of at least 74 mph (64 knots).

Hurricane Warning
Hurricane conditions are expected in the specified area of the warning, usually within 12 to 24 hours. Don't wait for this warning to begin your storm preparations. Plan and prepare ahead of time.

Hurricane Watch
Hurricane conditions are possible in the specified area of the watch, usually within 36 hours.

Knots
A measure of speed. A nautical mile is one minute of one degree of longitude and is slightly longer than the ordinary statute mile as used in the United States.

Landfall
The term used that indicates the moment the eye of a hurricane hits land.



Millibar
A metric measure of air pressure.

Parish Emergency Operations Center (EOC)
The facility that provides coordination and control of all emergency response and recovery activities for the Parish during declared emergencies.

Storm Surge
A great dome of water, often 50 miles wide, that comes sweeping across the coastline near the area where the eye of a hurricane makes landfall.

Storm Warnings
Issued when winds of 55-73 mph (48-63 knots) are expected. If a hurricane is expected to strike a coastal area, gale or storm warnings will not usually precede hurricane warnings.

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

Tornado Watch
Conditions are favorable for this type of storm.

Tropical Depression
Rotary circulation at the surface with a highest 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. This type of disturbance is common.

Tropical Storm
Distinct rotary circulation with constant wind speed ranges of 39-73 mph.

MAJOR STORMS IN LOUISIANA

IDA Aug. 29, 2021	**ISAAC** Aug. 29, 2012	**RITA** Sept. 23, 2005	**ANDREW** Aug. 24, 1992	**CARMEN** Sept. 7-8, 1974
ZETA Oct. 28, 2020	**IDA** Nov. 10, 2009	**KATRINA** Aug. 29, 2005	**JUAN** Oct. 27-31, 1985	**CAMILLE** Aug. 17-18, 1969
DELTA Oct. 9, 2020	**IKE** Sept. 13, 2008	**LILI** Oct. 3, 2002	**ELENA** Sept. 2, 1985	**BETSY** Sept. 9-10, 1965
LAURA Aug. 27, 2020	**GUSTAV** Sept. 1, 2008	**GEORGES** Sept. 27-28, 1998	**DANNY** Aug. 16, 1985	**CARLA** Sept. 10-12, 1961
BARRY July 10-14, 2019		**DANNY** July 18, 1997		**AUDREY** June 27-28, 1957

Hurricane Categories & Names

Saffir-Simpson Wind Scale

SAFFIR-SIMPSON WIND SCALE is a 1-to-5 categorization based on the hurricane's intensity at the indicated time. The scale provides examples of the type of damages and impacts in the United States associated with winds of the indicated intensity. In general, damage rises by about a factor of four for every category increase. The maximum sustained surface wind speed (peak 1-minute wind at 10 m [33 ft]) is the determining factor in the scale. Earlier versions of this scale – known as the Saffir-Simpson Hurricane Scale – incorporated central pressure and storm surge as components of the categories.

CATEGORY 1
74-95 mph

- Some damage to building structures could occur, primarily to unanchored mobile homes (mainly pre-1994 construction).
- Loose outdoor items will become projectiles, causing additional damage. Persons struck by wind-borne debris risk injury and possible death.
- Numerous large branches of healthy trees will snap. Some trees uprooted, especially where the ground is saturated.
- Many areas could experience power outages with some downed power poles.

CATEGORY 2
96-110 mph

- Some roof, door, and window damage of buildings will occur. Considerable damage to mobile homes (mainly pre-1994 construction) and poorly constructed signs is likely.
- Loose outdoor items will become projectiles, causing additional damage. Persons struck by wind-borne debris risk injury and possible death.
- Numerous large branches will break. Many trees uprooted or snapped.
- Extensive damage to power lines and poles likely, resulting in widespread power outages that could last a few to several days.

CATEGORY 3
111-129 mph

- Some structural damage to houses and buildings will occur, with a minor amount of wall failures. Mobile homes (mainly pre-1994 construction) and poorly constructed signs are destroyed.
- Persons struck by wind-borne debris risk injury and possible death.
- Many trees will be snapped or uprooted and block numerous roads.
- Near total power loss is expected with outages that could last from several days to weeks.

CATEGORY 4
130-156 mph

- Some wall failures with some complete roof structure failures on houses will occur. All signs are blown down. Complete destruction of mobile homes (primarily pre-1994 construction). Extensive damage to doors and windows is likely.
- Wind-borne debris will cause extensive damage and persons struck by the wind-blown debris will be injured or killed.
- Most trees will be snapped or uprooted. Fallen trees could cut off residential areas for days to weeks.
- Electricity could be unavailable for weeks after the hurricane passes.

CATEGORY 5
157+ mph

- Catastrophic damage is expected. Complete roof failure on many residences and industrial buildings will occur. Some complete building failures with small buildings blown over or away are likely. All signs blown down. Complete destruction of mobile homes (built in any year). Severe and extensive window and door damage will occur.
- Severe injury or death is likely for persons struck by wind-blown debris.
- Nearly all trees will be snapped or uprooted and power poles downed. Fallen trees and power poles will isolate residential areas.
- Power outages could last for weeks to possibly months.

Lafayette Parish is an at-risk parish.
No general population shelters will be opened here in Category 3, 4, or 5 hurricanes.

HURRICANE NAMES

2026			2027			2028		
Arthur	Hanna	Omar	Ana	Henri	Odette	Andrea	Humberto	Olga
Bertha	Isaias	Paulette	Bill	Imani	Peter	Barry	Imelda	Pablo
Cristobal	Josephine	Rene	Claudette	Julian	Rose	Chantal	Jerry	Rebekah
Dolly	Kyle	Sally	Danny	Kate	Sam	Dexter	Karen	Sebastien
Edouard	Leah	Teddy	Elsa	Larry	Teresa	Erin	Lorenzo	Tanya
Fay	Marco	Vicky	Fred	Mindy	Victor	Fernand	Melissa	Van
Gonzalo	Nana	Wilfred	Grace	Nicholas	Wanda	Gabrielle	Nestor	Wendy

Prepare Early, Prepare Well

In any kind of emergency situation – especially one involving an approaching hurricane – thorough planning and preparation are the keys to weathering the storm as safely as possible. Early and thorough emergency preparations will also help you protect your family and property, and minimize your risk of injury or property damage.

Work as a family team to read and study the information in this newly updated Hurricane Handbook, and use it to construct your own Family Disaster Plan. Once the plan has been assembled, you and your family should put together the Survival Kit described in the handbook, and rehearse your family preparedness plan. Make sure that everyone in your family understands the plan completely and knows exactly what to do. Once you have completed the preparations outlined in each section of the Hurricane Handbook, keep the plan in a safe place where it will be easy to find and use during hurricane season.

The first step toward building your Family Disaster Plan is to consider what preparations can be done on a continuing, year-round basis. Make sure you and your family are well on the way to finishing your emergency preparations long before hurricane season's first storm watch is issued. Use this checklist to get your early preparations under way:

☐ INSURANCE INVENTORY

Inventory information should include values for each insured item as well as date of purchase and serial number. Do you have enough insurance? Is it the right kind of insurance? These are two important questions you need to ask yourself before hurricane season starts. Having appropriate insurance will help you recover from a disaster by minimizing your losses. Ask your insurance agent to review your current policy.

There are four types of property insurance that are issued on the market today:

HOMEOWNERS INSURANCE This type of insurance usually covers losses caused by wind, storm, and broken water pipes. However, flooding is not covered. Policies and coverages differ among insurance companies. It may be a good time to review what your policy covers.

WIND AND HAIL INSURANCE This type of insurance covers losses due to storm winds in coastal areas. This coverage may be available from insurance providers if it is not included in your basic homeowner's policy.

FLOOD INSURANCE This type of policy is underwritten by the National Flood Insurance Program. The policy is available to those communities that adopt and enforce flood plain management regulations. Lafayette Parish is a participating parish. **Important note: There is a 30-day waiting period before this policy is activated.**

RENTERS INSURANCE Both property protection insurance and flood insurance for contents are available for those who live in rental units. Contact your insurance agent for details.

☐ IMPORTANT PAPERS INVENTORY

Gather up copies of your family's important paperwork and store them in a secure location that will be well within reach if you have to locate these documents quickly because of an approaching storm. Consider including copies of the following for each family member:

- Driver's license
- Vehicle registration and proof of insurance
- Insurance policies (life, health, property)
- Medical and vaccination records, including medicine or food allergies and other specific health conditions
- Copies of prescription medicine labels
- Birth and marriage certificates
- Tax or other important business and personal records
- Veterinary and vaccination records for pets and livestock

☐ PHOTOGRAPH YOUR INVENTORY

Emergency Preparation Plan

Greet Hurricane Season With Family Preparedness Plans

By the time hurricane season starts, your family should have already begun the process of planning for a hurricane emergency — for example, by making sure your insurance coverage is adequate. You may have also completed other preparations, such as building a quick-access file of important family papers in case you need them when a storm approaches.

Use this checklist of items that you should complete now that hurricane season is under way:

☐ **PROPERTY INVENTORY** It is important to start now to create an inventory of your property and personal possessions. An accurate inventory using photographs, videotapes, and/or receipts will enhance your ability to recover your losses after a disaster.

☐ **INDOOR SAFETY PLAN** Identify potential indoor hazards that can cause damage or injury. Anything that can move, fall, break, or cause a fire is a hazard during a hurricane. An indoor home inspection and teaching responsible family members how to cut off utility connections at the source will minimize potential problems and hazards.

☐ **OUTDOOR SAFETY PLAN** An assessment of all small outdoor items such as toys, potted plants, and lawn furniture should be made. These items may cause property damage and injury during a hurricane. A list of these items should be posted and family members given responsibility for knowing their locations as well as how and where to secure them when the need arises.

☐ **CARING FOR TREES** Trees that are not maintained by trimming and pruning can cause damage during a hurricane due to falling limbs and flying debris. Large or diseased trees next to your home should be removed to prevent damage to your home. The key is periodic inspection and tree maintenance.

☐ **FINANCIAL PLANNING** There are several factors that should be considered as to how disasters will affect your family financially. You should be prepared to sustain yourself and your family away from your home for several days or, in a worst-case scenario, several weeks or even months. Be advised, government agencies may not be able to react as quickly as you think they should.

The following breakdown will give you an idea of expenses for a family of four with one of the four having Special Needs requirements.

☐ **DISASTER SUPPLIES KIT** Water, food, first-aid kit, clothing, bedding, tools, and special needs items. Anticipate spending $300 or more. (Additional to items you already may have.)

☐ **HOME PREPARATION** The estimated cost of securing a 1,400-square-foot home with 11 to 13 openings requiring 19/32" plywood, plastic sheeting, screws, duct tape, etc., could cost between $350 and $500.

☐ **EVACUATION EXPENSES** These expenses include fuel expense, restaurant expense, and your stay in hotels. The average hotel night is $220. Add to that the fuel and eating expense, and you may need to budget $450 per day.

☐ **PET BOARDING** Average boarding costs, depending on the animal, are $40-$100 or more per animal, per night.

☐ **PRESCRIPTION MEDICINES** You should budget enough money to pay for a month's supply.

☐ **CASH ON HAND** During a disaster, credit and bank card use may be limited due to loss of power and other disaster-related factors. Get more cash than you think will be necessary.

TIPS FOR EMERGENCY STORAGE

- Maintain and store emergency supplies in airtight plastic bags. Keep a supply of these on hand to use throughout your hurricane preparations.
- Also have on hand enough waterproof containers, such as plastic bins or buckets, to store last-minute items such as clothing, evacuation supplies, extra groceries, and more.
- Re-evaluate your Hurricane Survival Kit at least once a year to confirm it still meets your family's needs, and update as necessary.
- Replace batteries according to expiration dates recommended by the manufacturer. Check at least every six months, and keep a supply of fresh batteries on hand to operate radios and other emergency equipment for a period of several days.
- Check all clothing items, rain gear, sleeping bags, and similar supplies every six months and replace if necessary.
- Ask your pharmacist how long prescriptions may be stored and make arrangements to have extra refills available in case you need them.

Provisions for Family Members With Special Needs

Some disabled and elderly citizens may have special needs that restrict them from being physically able to evacuate during emergencies or hinder them from being able to comprehend the seriousness of an emergency situation. Government and emergency personnel recognize these needs.

HOW YOU CAN HELP CARE FOR THOSE WITH SPECIAL NEEDS AT HOME

You can be a part of a care program to offer assistance to those family members who are in need or who cannot help themselves by:

- Educating and physically helping them prepare their homes and properties for emergencies such as hurricanes.
- Helping them shop for necessary supplies.
- Helping them create and post their evacuation plan (see page 11) in a visible location as a reminder to them and others.
- Helping them shop for necessary supplies.

HOME HEALTH CARE AND HOMEBOUND LIFE-SUPPORT PATIENTS

During high winds and severe weather, most emergency vehicles cannot assist those with special needs. Please make your arrangements early. These arrangements should include the following:

☐ Notify your health agency where you will be during a hurricane and when care can be re-established.

☐ Contact your physician if you are homebound and under the care of a physician, but not a home health agency.

☐ If you require respirators or other medical equipment that requires electrical power, you should make prior medical arrangements with your physician.

☐ If you require oxygen, check with your supplier about emergency plans.

☐ If you evacuate, remember to bring medications, written instructions regarding your care, your walker, wheelchair, cane, or special equipment, along with your bedding.

☐ If you do not evacuate, keep a list of the names and phone numbers of friends or family so you can make quick arrangements to stay with them in the event of a power interruption.

POWER

During a time of a citywide outage from a natural disaster, such as a hurricane, utility companies may not be able to give priority to special needs of all customers because of the extent of damage and the order in which power must be restored.

If you plan to use a generator as a power backup, follow the safety tips on page 16 for safe operation. In addition, power inverters that can be plugged into the outlet in your car may provide short-term solutions in an emergency, but should not be used as primary planning tool for backup power in case of an emergency.

TIPS TO REMEMBER

Special needs family members in nursing homes also need assistance in preparing for disasters. You can ensure the safety of your family members by inquiring if their healthcare providers are adequately prepared for disaster or emergency situations. These agencies should have the following:

- A disaster plan that is reviewed annually by administration and staff.
- Policies that provide for in-house emergency preparedness training for their employees.
- Identification procedures for patients, such as bands or cards that indicate names, ages, medical conditions, and current medications.
- Transportation agreements for evacuations that are renewed annually.
- Agreements with other healthcare providers that are renewed annually.
- A list of items to accompany your special needs family member if they are evacuated, including an adequate supply of medications and special foods.
- Maps with evacuation routes highlighted.
- Transfer forms readily available authorizing admissions into hospital facilities when necessary.
- A list of friends and family who have agreed to help in emergency situations.
- The best and safest arrangements for special needs family members may be to bring them with you when you evacuate. We suggest keeping these considerations in mind if either you or your loved one has special needs. Also, remember to bring your vital information and documents with you when you evacuate.

What About Pets & Livestock?

While the first priority in any emergency situation should be ensuring the safety of yourself, your family, neighbors, and friends, it's important to remember the needs of pets and livestock. Keep these checklists handy to make sure you haven't overlooked preparations to ensure their health and safety — not to mention your own peace of mind.

PETS

- Gather up pedigree and health records (including vaccination records) and lists of special dietary needs.
- Include contact information for your family veterinarian — name, address, telephone, and cell phone numbers. You might need to reach your vet quickly in an emergency.
- Decide ahead of time whether you will stay at home with your pets, board them at your veterinarian's facility or elsewhere, or take them with you. If you decide to supply any medications your pets may need, including flea and tick treatments, special shampoos, dietary supplements, etc., label them clearly with your pet's name and instructions for safe use of each product or medicine.
- Be sure to have enough pet carriers, leashes, muzzles, and any other restraining equipment you might need.
- You should have one clean, ready-to-use carrier for each pet of the proper size to allow your animal sufficient room to move around.
- Leashes, collars, muzzles, and the like should be kept in good condition and ready to use at a moment's notice.
- Clearly mark each leash, carrier, and other items with your pet's name, your name, and your contact information in case one of your pets becomes lost during an emergency.
- Let your pet practice hurricane safety by allowing time for them to become accustomed to remaining inside their carriers or on their leashes.
- Routinely maintain good discipline and a healthy regimen of veterinary care and grooming with your pets so they will always be fit, healthy, clean, and well-behaved. Doing so will make your pets much easier to handle if an emergency occurs and you have to act quickly.

LIVESTOCK

- Plan well in advance of hurricane season to know where you will keep your livestock during a hurricane and how you will get them to that location when the time arrives.
- If you plan to move your livestock, make arrangements to do it as soon as you learn of an approaching storm. Some large vehicles, including trailers, may be difficult or impossible to drive or tow safely during high winds or other bad weather conditions.
- Plan your primary and secondary travel routes ahead of time. Keep maps in your vehicles at all times so anyone who may be driving will know where to go even if the primary route is closed for safety reasons.
- Identify the nearest high ground where your livestock can go to escape rising flood waters, and determine how you will keep your livestock fed there in case they need to stay for a while. Remember, you may not be able to reach them because of high water or other hurricane-related emergency conditions.
- Keep feed, hay, tack, medicine, and other livestock supplies stored in locations that will withstand rising water and high wind.
- Keep horse trailers, trucks, tractors, and similar equipment fueled and ready to use at a moment's notice, just in case you have to move your livestock quickly.
- Check to be sure housing, food, and supplies for smaller animals, such as chickens and rabbits, are hurricane-ready and able to withstand high winds and rising water.
- Have enough livestock carriers for small livestock on hand (not to mention adequate and easily portable supplies of food, water and medicines) if you plan on evacuating.
- Keep a written inventory of all your livestock holdings, including breeding and expense records, with your important financial papers. If you lose livestock, you may need this kind of paperwork for insurance purposes.
- Be sure livestock branding, tagging, or other identification programs are up-to-date in case some of your animals become lost during storms.
- Keep fencing, gates, corrals, and other enclosures in good repair throughout the year so you won't have to spend time improving them when a storm approaches.

If you need help with already trapped animals or removing an unwanted wild animal, call the Lafayette Animal Control Center dispatch at

337-291-5644

WHAT TO DO WITH PETS

BOARDING

- It won't help to board pets anywhere within the area threatened by a hurricane — they won't be any safer than they would be at home. Choose boarding facilities well out of the threatened area, and make arrangements in advance to get your pets to that location.
- Budget for boarding costs of $40-$100 or more per animal, per night, depending on the animal's size and special needs.
- Boarding facilities require proof of pet vaccinations. Be ready to provide the proper verifications.
- Be sure to provide the boarding facility with your contact information, including where you plan to stay if you won't be staying home during the hurricane.
- Make arrangements with a trusted friend or relative to serve as your backup to pick up or drop off animals for you, just in case you can't do it yourself while you are preparing for or recovering from a hurricane.

HOTELS

- If you plan to keep pets with you in a hotel, motel, or campground, make sure to confirm ahead of time that the facility will accept your pets. Some will allow only animals below a certain weight.
- Find out in advance if your lodgings have special requirements about where pets may be walked outdoors.
- Be prepared to keep your pet in a carrier or on a leash if required, or to have someone stay with your pet at all times. Some accommodations may not allow you to leave your pet alone in your room or cabin.
- Be sure you're well-equipped to travel a long distance — and possibly for several hours on the road — with your pet. You will have to go far enough away from the storm area to ensure your safety, and travel may be very slow along evacuation routes.
- Study your map ahead of time to determine where you will be able to stop to feed, water, and exercise your pet.

STAYING AT HOME

- The safest thing to do is evacuate before a hurricane ever arrives —but if for some reason you can't, make plans to keep your pets indoors with you until the emergency is over.
- Be sure to have enough food, water, and other supplies on hand to care for your pet indoors for several days.
- Decide how you will handle your pet's bathroom needs during the storm. You may want to consider paper-training your pets so you and they will be more comfortable if a storm forces you to stay indoors for an extended period of time.
- Don't let pets go outdoors until you're certain it's safe. Be sure power lines, dangerous tree limbs, wildlife, and other hazards have been addressed before any family member or pet goes outdoors alone.

PET FRIENDLY EMERGENCY SHELTERS & PET EVACUATION

Find information on pet and animal evacuation in a disaster, pet friendly hurricane shelters, and disaster preparedness with pets at **petfriendlytravel.com/pet-friendly-evacuation-shelters**

Hurricane Survival Kit

Your "Survival Kit" should contain the following seven basic categories:

WATER, FOOD, FIRST AID SUPPLIES, CLOTHING AND BEDDING, TOOLS, EMERGENCY SUPPLIES & SPECIAL NEEDS ITEMS.

Listed below are some items that could be included. Decide what items best fit your family's needs.

PAPERS & VALUABLES
- ___ birth certificates
- ___ Social Security cards
- ___ marriage records
- ___ death records
- ___ computer backups
- ___ small valuables
- ___ legal IDs
- ___ extra cash
- ___ credit cards
- ___ wills
- ___ insurance policies
- ___ deeds
- ___ mortgages
- ___ stocks & bonds
- ___ checking account information
- ___ savings account records
- ___ household inventory (photo or video)
- ___ driver's license
- ___ pet veterinary records
- ___ passport
- ___ maps
- ___ postcards, stamps, cards, books, stationery

FOOD
- ___ bottled water
- ___ fruit: canned, dried, roll-ups
- ___ meats: canned or dried
- ___ vegetables: canned
- ___ powdered milk
- ___ juices: canned or bottled
- ___ drinking water
- ___ peanut butter
- ___ crackers
- ___ canned soup
- ___ high-energy bars

INTERNAL MEDICATIONS
- ___ ibuprofen/acetaminophen
- ___ sore throat lozenges & spray
- ___ prescription medication
- ___ allergy medication
- ___ laxative
- ___ eye drops
- ___ antacids
- ___ nose spray
- ___ vitamins
- ___ cough medicine
- ___ ear drops

EXTERNAL MEDICATIONS
- ___ antibiotic ointment
- ___ antibacterial soap
- ___ baking soda
- ___ hydrogen peroxide
- ___ calamine lotion
- ___ betadine
- ___ lip balm
- ___ rubbing alcohol
- ___ sunblock

PERSONAL ITEMS
- ___ soap, toothbrush, deodorant
- ___ towels & washcloths
- ___ sewing kit
- ___ shampoo, conditioner
- ___ feminine hygiene items
- ___ shaving kit
- ___ mirror
- ___ eyeglasses & contact lenses

FIRST AID SUPPLIES
- ___ first aid handbook
- ___ scissors, tweezers
- ___ thermometer
- ___ first aid tape
- ___ gauze rolls
- ___ large nonstick pads
- ___ bandages or adhesive bandages
- ___ arm sling
- ___ snakebite kit
- ___ cotton swabs
- ___ ice/heat packs
- ___ latex gloves
- ___ safety pins

SANITARY ITEMS
- ___ portable toilet
- ___ plastic garbage bags
- ___ paper towels, toilet paper
- ___ liquid detergent
- ___ disinfectant

COMMUNICATION EQUIPMENT
- ___ battery-operated radio
- ___ extra batteries
- ___ NOAA weather radio
- ___ mobile phone, charging accessories
- ___ non-cordless phone

CLOTHING & BEDDING
- ___ rain gear
- ___ sleeping bags & pillows
- ___ extra shoes & work boots
- ___ extra clothes

CLEANUP SUPPLIES
- ___ washing detergents
- ___ mops, brooms, etc.
- ___ buckets, extra hose
- ___ old blankets, towels, rags
- ___ large plastic bags
- ___ rubber gloves
- ___ bleach, disinfectants
- ___ camera to photograph home before cleanup

LIGHTING
- ___ waterproof flashlights
- ___ fluorescent distress flag
- ___ extra batteries

BABY SUPPLIES
- ___ diapers, baby wipes, rash creams
- ___ milk, food, formula
- ___ clothes
- ___ disposable bottles & liners
- ___ blankets, sheets, bed liners
- ___ medications
- ___ portable crib
- ___ toys

CHILDREN'S SUPPLIES
- ___ quiet toys
- ___ coloring books
- ___ crayons
- ___ puzzles
- ___ books
- ___ extra batteries

COOKING EQUIPMENT
- ___ gas grill
- ___ extra propane gas
- ___ barbecue grill
- ___ lighter fluid/charcoal
- ___ portable stove
- ___ lighter
- ___ cooking utensils
- ___ manual can opener
- ___ bottle opener
- ___ disposable eating utensils
- ___ disposable plates & cups
- ___ paper towels
- ___ ice chest
- ___ plastic storage bags

MISCELLANEOUS SUPPLIES
- ___ fire extinguisher
- ___ waterproof matches
- ___ insect repellents
- ___ work gloves
- ___ utility knife
- ___ shovel, hand saw, ax
- ___ hammer, nails
- ___ tarp
- ___ chainsaw
- ___ generator
- ___ fuel
- ___ wet/dry vacuum
- ___ extra oil, gas
- ___ duct tape
- ___ jumper cables
- ___ compass

CHECKLIST SHOULD YOU CHOOSE TO EVACUATE

- ☐ Fuel and check your car. Have extra keys.
- ☐ Check disaster supplies and make sure you have at least a three-day supply with you.
- ☐ Gas heating and cooling systems should be turned off.
- ☐ Lock your home.

My Family Evacuation Plan

HOUSEHOLD INFORMATION

HOME #

ADDRESS

CITY, STATE, ZIP

NAME

MOBILE #

OTHER # OR SOCIAL MEDIA

EMAIL

IMPORTANT MEDICAL OR OTHER INFORMATION

NAME

MOBILE #

OTHER # OR SOCIAL MEDIA

EMAIL

IMPORTANT MEDICAL OR OTHER INFORMATION

NAME

MOBILE #

OTHER # OR SOCIAL MEDIA

EMAIL

IMPORTANT MEDICAL OR OTHER INFORMATION

SCHOOL, CHILDCARE, CAREGIVER, & WORKPLACE EMERGENCY PLANS

NAME

ADDRESS

EMERGENCY/HOTLINE #

WEBSITE

EMERGENCY PLAN/PICK-UP

NAME

ADDRESS

EMERGENCY/HOTLINE #

WEBSITE

EMERGENCY PLAN/PICK-UP

NAME

ADDRESS

EMERGENCY/HOTLINE #

WEBSITE

EMERGENCY PLAN/PICK-UP

NAME

ADDRESS

EMERGENCY/HOTLINE #

WEBSITE

EMERGENCY PLAN/PICK-UP

Share a copy or photo of this plan with family and friends.

IN CASE OF EMERGENCY (ICE) CONTACT

NAME

MOBILE #

HOME #

EMAIL

ADDRESS

OUT-OF-TOWN CONTACT

NAME

MOBILE #

HOME #

EMAIL

ADDRESS

EMERGENCY MEETING PLACES

IN-HOME

INSTRUCTIONS

NEIGHBORHOOD

INSTRUCTIONS

OUT-OF-NEIGHBORHOOD

ADDRESS

INSTRUCTIONS

OUT-OF-TOWN

ADDRESS

INSTRUCTIONS

Business Preparations

Prepare Your Business to Weather the Storm

Businesses are just as likely to suffer hurricane-related damage or power outages as private homes. In addition, businesses carry the risk of lost productivity due to hurricane damage or the absence of key employees who may not be able to make it back to the office for several days after a storm has passed.

Here are practical steps you can take to prepare your business to weather the storm:

MAKE YOUR PLAN

Every business would benefit from using the guidelines presented throughout the Hurricane Handbook by converting the guidelines from home use to business use. Then, make your emergency preparation plan, share it with your employees and make sure everyone participates in practicing the plan before it must be used in a real weather emergency.

PROTECT YOUR WORKERS

Speak with your employees to learn who may have special needs or circumstances in the event of a hurricane. For example, do some of your key employees live in areas that might be subject to mandatory evacuation? If so, make arrangements to cover these employees' duties in case storm-related events keep them away from the office longer than other employees.

Determine with your employees how much time they might need away from the office to make last-minute preparations in the event of an approaching storm. Your workers won't be much help to you on the job if they are worried about what needs to be done at home. By helping employees prepare early at home, you will be better positioned to have their help in preparing your business to weather the storm.

Decide ahead of time if or when your business will close early because of a storm. Will you close as soon as a hurricane approaches, or will you wait until closures become mandatory to ensure public safety? Once you make these decisions, share them with your employees so they can plan their own preparations accordingly.

Louisiana Business Emergency Operations Center (LABEOC) assists Louisiana businesses and nonprofit organizations in disaster preparedness, response and recovery efforts to ensure community stability, resilience and economic revitalization. Visit labeoc.org.

PROTECT YOUR WORK FLOW

Store copies of valuable paperwork, files, and data archives in a safe location, preferably outside the risk area, and/or prepare portable backup files that can be driven out of the risk area by managers or employees who plan to evacuate anyway.

Follow instructions elsewhere in this handbook for securing your property (including turning off power at the source) to make sure your offices will be as protected as possible once the storm arrives.

Consider adding insurance coverage to help you recover from lost productivity from a hurricane or other natural disaster.

Make sure key employees are cross-trained and able to handle one another's duties — including your own — in case a staff member has to be out for an extended period of time because of a hurricane evacuation or storm damage.

Think about whether you might try to relocate your operation to a different location if a storm or storm damages prevent you from returning to your normal work location for an extended period of time. Would employees be willing and able to work from home if necessary? What equipment would you need to set up shop in a temporary location?

IN CASE OF CATASTROPHIC DAMAGE

Business and farm loans are available to people who have suffered damage to business property or economic injury. These low-interest loans are available through the **Small Business Administration (SBA)** and the **Farm Service Agency (FSA)**, to repair or replace damaged property not covered by insurance and to provide working capital. You can obtain information at the **Disaster Recovery Center (DRC)** that may be set up after the President declares a major disaster. You can also call **1-800-621-FEMA (3362) (TTY: 1-800-462-7585)** for information. You can visit or call the **Lafayette Parish FSA office (337-262-6601)** or one of the SBA workshops set up in disaster areas.

In addition, the U.S. Department of Agriculture's Extension Service provides information and materials to farmers, ranchers, and others on what they can do to protect themselves and their property against the hazards associated with disasters. Information is available on topics such as cleanup of damaged property, sanitation precautions, insect control, food preparation in an emergency, recovery actions on damaged farms, and renovations of damaged equipment and property.

Inland Flooding & Tornadoes

SANDBAG LOCATIONS

Dean Domingue Compost Facility

400 Dugas Rd
Lafayette, 70507

337-291-5637

Picard Park

130 Park Lane
Lafayette, 70508

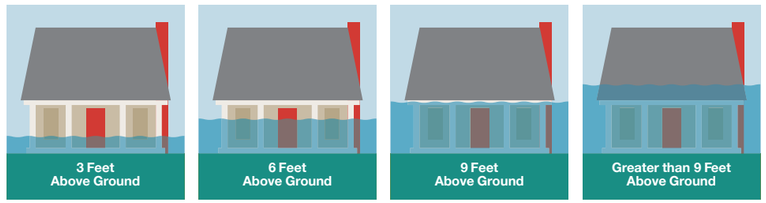
337-291-8370

Scan for available locations

lafayettela.gov/hurricane-resources/sandbag-locations

FACTS ABOUT INLAND FLOODING FROM HURRICANES

- In the past 30 years, heavy rains have contributed to 63 percent of deaths in the United States during tropical storms and hurricanes.
- Over the past 30 years, 78 percent of children killed by tropical storms and hurricanes drowned in freshwater floods.
- One cubic yard of water weighs 1,700 pounds. The average automobile weighs 3,400 pounds.
- The average person can be swept off their feet in 6 inches of moving water.
- The average automobile can be swept off the road in 12 inches of moving water.
- One out of four deaths from United States tropical storms and hurricanes occurred when people were trapped in their flooded vehicles, or as they tried to flee from their submerged cars and trucks.



FACTS ABOUT HURRICANE-SPAWNED TORNADOES

- Ten percent of deaths in the United States associated with hurricanes are a result of tornadoes.
- Most tornadoes occur within 24 hours after hurricane landfall. The exception is when there is interaction with a cold front after landfall. Then, more tornadoes will occur two or three days after landfall, well inland.
- Most tornadoes occur within 150 miles of the coastline.
- More tornadoes occur during the morning and afternoon rather than evening or night due to the need for a tornado to have a heat source.
- Gulf of Mexico hurricanes produce more tornadoes than Atlantic storms.
- The majority of tornadoes occur within 30 miles of the center of the tropical storm or hurricane, but there is a secondary area that is highly vulnerable further away in the outer rain bands (100-150 miles away from the center).
- Tornado winds can reach up to 300 mph at a forward speed of 60 mph and are usually 100-300 yards wide.

Tropical Storm

Don’t Underestimate the Dangers of Tropical Storms

Tropical storms pack less punch than a hurricane, but that doesn’t mean anyone should underestimate the dangers tropical storms can present.

In the last few years, for example, tropical storms have brought heavy rains, flooding, and in some locations, tornado-like wind damage. Clearly, being prepared to safely face an approaching tropical storm is just as important as being prepared for a hurricane.

Tropical storms also give your family an opportunity to practice your Family Disaster Plan in real life. No one should take chances with last-minute preparations during bad weather. In the days before the tropical storm makes landfall, however, your family should conduct preparation drills to make sure your emergency plans are complete and to verify that each family member knows what to do in emergency situations.

Consider including these activities in your tropical storm preparations as drills for future hurricanes:

SECURE YOUR HOME AND PROPERTY

The most susceptible areas of your home to the devastating effects of tropical storms and hurricane winds are the exterior windows, large window areas, garage doors, and roofs. If hurricane winds enter any of these openings, increased internal pressure and uplifting on walls and roof supports can cause damage. Look for and address any potential danger areas early in the season so you can be ready to take action quickly when a storm approaches.

EXTERIOR WINDOWS

The most secure covering for windows is shutters.

- If there are no shutters on your home, temporary coverings can be made of 5/8” plywood that must be installed with a 4” overlap on all sides.
- Plywood should be bolted or screwed to the house to ensure it will stay in place and not break free during a hurricane.

LARGE WINDOWS AND GLASS DOORS

- Bracing plywood over large windows and glass doors can be achieved by screwing a two-by-four support beam across the plywood and angling another two-by-four beam from that beam to an anchor that has been firmly set in the ground.

GARAGE DOORS

- Reinforce garage doors by adding horizontal wood braces to each panel at its weakest point and securing them with screws. Kits are available at your local home improvement centers.

ROOF ENDS

Hurricane-force winds can cause damage by literally lifting off the roof when entering through unsecured openings of where the roof peaks.

- Use the same temporary shutter procedures as for exterior windows to cover unsecured openings where the roof peaks.

ROOF PROTECTION

- Hurricane straps can increase the strength of your roof against the uplifting forces of hurricane winds by 50 to 75 percent. They are galvanized metal bracing materials designed to hold the roof in place and reinforce the strength beyond that of regular nails.
- Retrofitting your home with these straps is NOT considered a do-it-yourself project; a professional contractor or carpenter should be hired.

WIND-BLOWN DEBRIS

- Check around the yard for loose objects such as toys, gardening tools, barbecue equipment, lawn chairs, and other items that could cause damage if blown around by the wind.
- Have a cleanup drill to practice gathering up these items quickly and putting them away in a safe location.

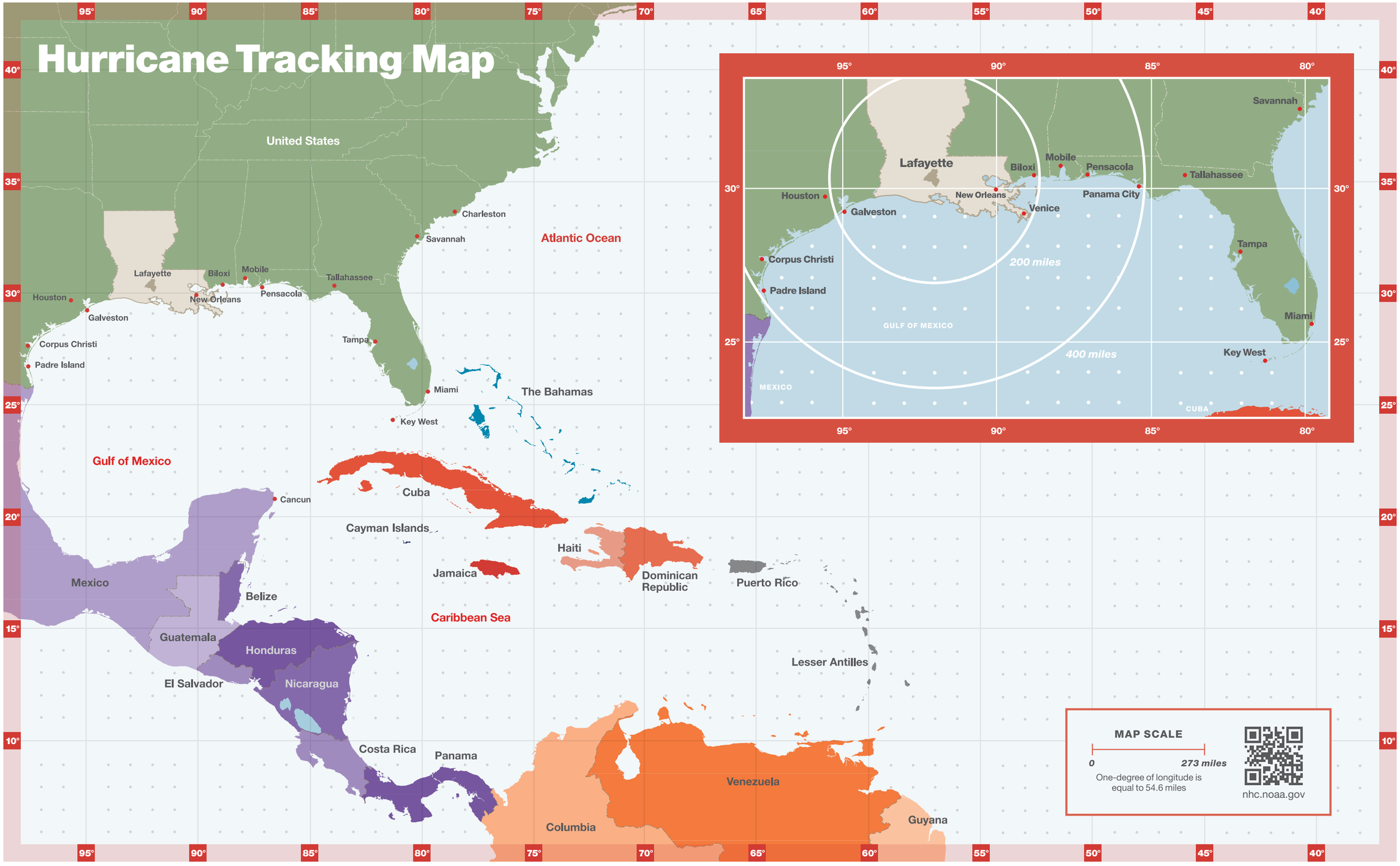
MOBILE HOME SPECIAL PRECAUTIONS

Mobile homes are particularly vulnerable to hurricane force winds. Anchor the mobile home with over-the-top, or frame, ties. When a storm threatens, do what you can to secure your home; then, take refuge with friends or relatives or at a public shelter. Before you leave, take the following precautions:

- Pack breakables in boxes and put them on the floor.
- Remove mirrors and tape them. Wrap mirrors and lamps in blankets and place them in the bathtub or shower.
- Install hurricane shutters or precut plywood on all windows.
- Shut off utilities and disconnect electricity, sewer, and water lines. Shut off propane tanks and leave them outside after anchoring them securely.
- Store awnings, folding furniture, trash cans, and other loose outdoor objects.

PREPARATION

Hurricane Tracking Map



MAP SCALE

0 — *273 miles*

One-degree of longitude is equal to 54.6 miles

nhc.noaa.gov

Hurricane Watch

Be Alert for Storm News

By the time a hurricane watch or warning is issued for our area, all but the most last-minute of your family's emergency preparations should be completed. Your emergency supplies, including copies of important papers, should already be on hand and ready-to-use, and your family should have already had at least one practice drill to make sure everyone knows what to do when a real emergency occurs.

Here are just a few tips to help you complete those last-minute details once a hurricane watch, which means the threat of hurricane conditions could come as soon as 24-36 hours, has been issued for your area:

- ☐ Check food, water, first aid, batteries, pet supplies, and other stored supplies to make sure they are fresh, adequate, and ready to use.
- ☐ Start a last-minute shopping list for any items you may need and pick them up as soon as possible.
- ☐ Turn refrigerators and freezers to their coldest settings.
- ☐ Store drinking water in clean bathtubs, bottles, jugs, and cooking pots.
- ☐ Fill your car with gas; check oil, tires, and other maintenance points.
- ☐ Secure mooring of boats or move them inland to a safe location. Secure boats to trailers with ropes or chains and secure trailers to ground or house.
- ☐ If you plan to evacuate, place items you'll need in your vehicle if they aren't already stored there.
- ☐ Complete any laundry or other household chores so your family will be more comfortable if you have to spend time at home without electricity.
- ☐ Pick up loose items around your property, including outside antennas, and store them until after the storm passes.
- ☐ Check the tools and supplies you'll need to secure windows, doors, and other storm-vulnerable areas.
- ☐ Make sure your generator, if you plan to use one, is ready with gas, oil, and an appropriate location for safe use.
- ☐ Contact family members, friends, and business associates who are inside the storm area to see if you can help them prepare. While you're making those calls, update your family's emergency phone list as necessary.
- ☐ Contact your doctor, veterinarian, dentist, or pharmacist to arrange for any extra prescriptions or other medications you would want to have on hand in case of emergencies.
- ☐ Stay tuned to local news and weather authorities. Be prepared to act quickly if the need arises.

Hurricane Warning

Preparation Leads to Safety

By the time a hurricane warning is issued for our area, options for dealing with the storm will be limited to two fundamental choices — evacuation, which is the safest plan, or weathering the storm at home. A hurricane warning means hurricane conditions are expected in 24 hours or less. Make sure you decide quickly and decisively what you plan to do.

Use these guidelines for last-minute preparations involving either of those choices:

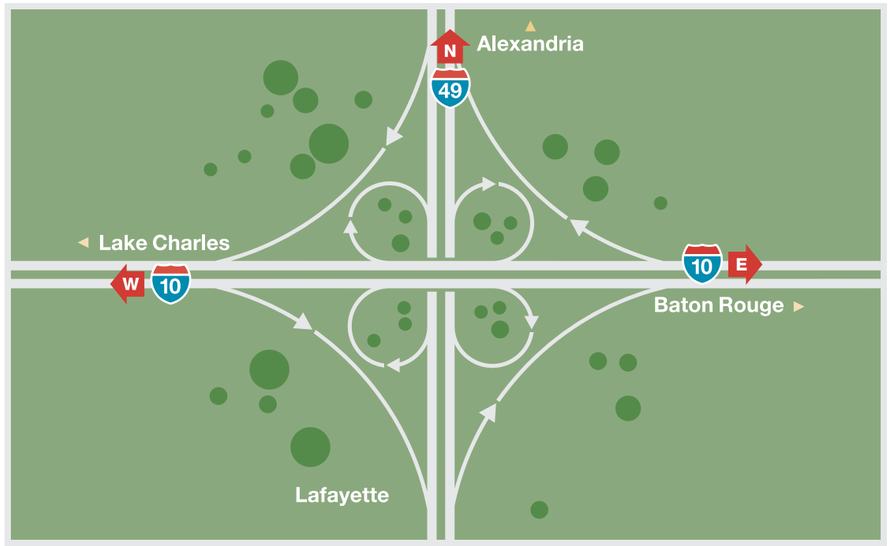
IF YOU'RE EVACUATING

- ☐ Your vehicle, travel supplies, and home preparations should already be complete. If they aren't, don't spend too much time trying to catch up. It's much more important to evacuate your family safely, while there's still time.
- ☐ Secure your home and property to protect it from hurricane-related damage.
- ☐ Check and secure mobile home tiedowns and evacuate immediately.
- ☐ Let your family, friends, and neighbors know where you will be, how you can be reached, and when you plan to return home.
- ☐ Leave the area as soon as possible to help minimize traffic delays along evacuation routes. Plan to leave early and allow extra driving time.
- ☐ Once you arrive at your destination outside the risk area — whether it's an emergency shelter, hotel, or a friend's home — call to let your loved ones know you've arrived safely. Plan to stay put until local officials give the all clear for returning home.
- ☐ Continue monitoring local news and weather updates.

PREPARING TO STAY HOME

- ☐ Your advance preparations should already be complete. If they aren't, don't spend too much time trying to catch up. It's much more important to focus on whatever steps are necessary to ensure your family's safety during the storm.
- ☐ Secure your home and property to protect it from hurricane-related damage. This would include boarding up windows, etc.
- ☐ Make sure all family members and pets are safely indoors and that they stay there until the danger has passed.
- ☐ Keep in touch with friends and family as best you can during the storm to let them know your status.
- ☐ Make sure your vehicle is parked in the safest possible location to minimize storm-related damage and don't plan on going anywhere until after the storm has passed and local officials have given the go-ahead for safe travel.
- ☐ Continue monitoring local news and weather updates.

Hurricane Evacuation Phases



I-49 / I-10 Interchange Detail

VOLUNTARY

This phase concentrates on all people who are at risk – that is, those who live in a low–lying or flood prone area; and those who live in a manufactured home (mobile home, RV, etc.). If you live in these kinds of conditions, you will be considered at-risk whether your home is inside or outside a levee protected area. Individuals who require additional medical attention or lack transportation are also considered at-risk.

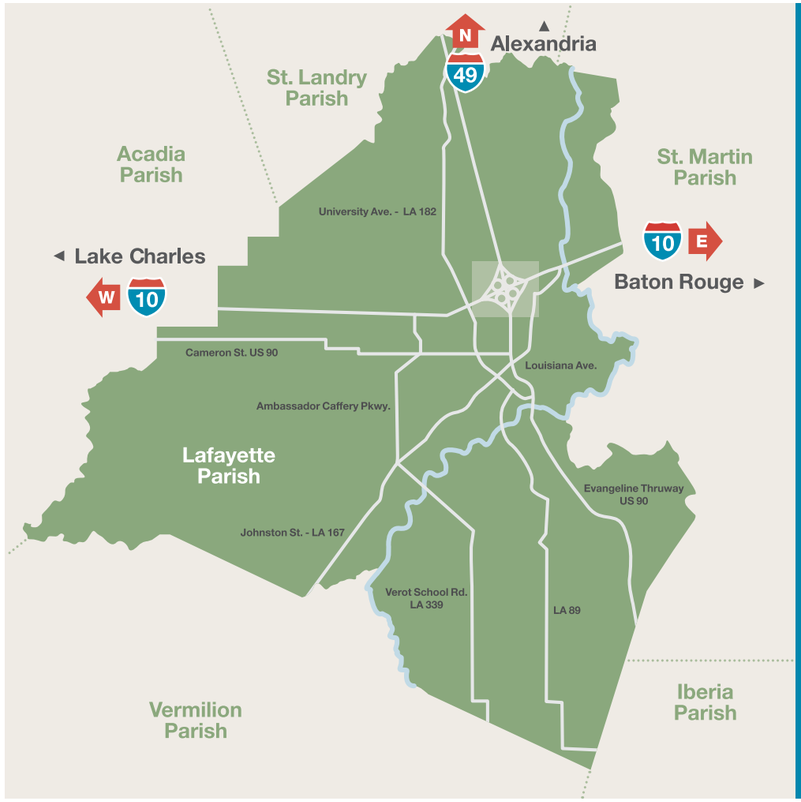
MANDATORY

In this final stage, maximum emphasis will be employed by authorities to encourage evacuation of everyone, except essential emergency personnel, out of the risk area. Entry back into the risk area will be curtailed and monitored by public safety and emergency personnel. When the hurricane is close to the risk area, even the designated evacuation routes will be closed – so it's important to get out early, before your escape routes are no longer passable.

IMPORTANT TIPS

Lafayette Parish is an at-risk parish. No general population shelters will be opened here in Category 3, 4, or 5 hurricanes. Likewise, it won't do much good for you and your family to evacuate from your home if you're planning only on going a few miles away — you'll still be in the danger area of the storm's path. To ensure your family's safety, you'll have to plan on traveling farther to reach safe areas for riding out the storm in designated emergency shelters, with friends and relatives, or in a hotel or motel.

Lafayette Parish Hurricane Evacuation Routes



IMPORTANT TIPS

Shelter information checkpoint on I-49 at Exit 53 and other points north.

***511 helps motorists find the quickest and safest route.**

Make sure that your vehicle has a full tank of gas before you begin your evacuation.

For contra-flow traffic information, use the *511 system or visit the Louisiana State Police website at lsp.org.

If in doubt of your route

DIAL *511

Scan for Lafayette road closures

lafayettela.gov/roadclosures

When local public safety and emergency preparedness officials issue evacuation orders, it's important for everyone in the risk area to know what they should do, where they should go, and how they can safely follow evacuation orders. Your family's job in helping make that happen is to be familiar with the exact route you would use to evacuate, so you can be ready to hit the road when necessary.

Use the Lafayette Parish Evacuation Map provided here as a starting point for planning your family's evacuation. Remember, though, that you'll need to get your family well away from the at-risk area. In the case of most hurricanes, that will mean traveling a significant distance to get safely away from the storm's expected path.

The Louisiana Department of Transportation and Development and the Louisiana State Police have introduced the *511 system to help motorists determine which is the best route to take to avoid closed roads and obstacles. Motorists can dial *511 on their cell phones to access a voice-activated system which gives the latest updates on the situation on Louisiana's highways. Before you leave home, you can visit www.511la.org which has an interactive map showing the same information. For contra-flow traffic information, use the *511 system or visit the **Louisiana State Police website at www.lsp.org.** These are valuable tools to help you plan the best route to safety.

Emergency Shelters

A Safe Haven From the Storm

No one likes to think about leaving their home and property behind when seeking shelter from Mother Nature's wrath. Fortunately, safe emergency shelters outside the risk area are available by local and state governments, the American Red Cross, and similar organizations. No matter which of these kinds of emergency shelters you might use, rules for using them safely and courteously will most likely be the same. Be sure to monitor local media for a list of shelters as they open.

Here are things to consider before you leave home to head to an emergency shelter, things you need to know about the time you'll spend inside the shelter, and other tips for getting there and back again safely.

2-1-1 Louisiana Statewide Network

Call 211 or visit Louisiana211.org for shelter information

PARISH PICKUP POINT

MLK Center
309 Cora Street
Lafayette, LA 70501

337-291-5561

HOW TO PREPARE

- First, make sure your emergency shelter destination is well outside the storm risk area. Businesses or other organizations offering shelters inside the hurricane warning area will still be at risk to suffer the full effects of the approaching storm.
- Plan to leave extra early — several hours ahead of your desired arrival time — because travel will be slow due to worsening weather and heavy traffic.
- Map out alternate routes to your shelter destination as evacuation routes can become congested.
- Pack what you need — and only what you need. Emergency shelters will not have space available to house your family treasures, so limit your packing to necessities only.
- Make sure you have enough food, water, first aid, batteries, and other stored supplies to last your entire family for a three-day period.
- Let family and friends know exactly which shelter you plan to use and where it is located. Let loved ones know you've arrived safely.
- Be sure your vehicle is filled with gas and in good operating condition.
- Make other arrangements for pets and livestock because emergency shelters won't accept them.

WHAT TO EXPECT WHEN YOU ARRIVE

- Register at the shelter as soon as you arrive.
- Find a safe place that is as private as possible for your family to use as home base.
- Help each family member locate the restrooms and exits.
- Work to make the best of the situation by cooperating and working with others.
- Follow the shelter guidelines at all times and make sure your children understand the rules as well.
- Know the whereabouts of family members at all times.
- Report any inappropriate behavior to the nearest shelter staff immediately.
- Treat shelter staff, volunteers, and other sheltering families with kindness, patience, and compassion. Remember, they're in the same predicament as you and your family.

PROVISIONS FOR FAMILY MEMBERS WITH SPECIAL NEEDS

If your family has special needs relatives, please reference page 10 for planning purposes. Evacuation centers will not be able to offer the same quality of care that is provided for your elderly or disabled family members; only basic care and assistance will be available. Medications, skilled nursing care, oxygen, and other special medical equipment will not be available, so make sure you bring enough of these items to last three days or more. Remember, evacuation centers are staffed with volunteers, and supplies are limited to the basics such as food, water, and first-aid kits.

PREPARING FOR AN EXTENDED STAY

- Register with the proper agencies so that family and friends can find out about your status.
- Seek guidance from shelter staff on how to apply for financial assistance.
- Be sure to make officials aware of any special medical needs.
- Shelters are short-term solutions, so begin seeking other long-term housing as soon as possible.
- Be sure you know how to contact your employer to inform them of your status and inquire about continuing compensation and the company's ability to conduct business.
- If you cannot return to work, seek financial assistance as soon as possible through government channels.
- Seek guidance from the proper officials on how to make alternative school plans for you or your children.

WHAT TO PACK

- [ ] Blankets, pillows, sleeping gear
- [ ] Non-perishable foods that do not require cooking
- [ ] Water
- [ ] Extra clothing
- [ ] Baby supplies such as diapers, baby formula/food, baby wipes, quiet toys
- [ ] Flashlight with extra batteries
- [ ] Medications
- [ ] Disinfectants
- [ ] Important papers, including your Hurricane Handbook
- [ ] Personal hygiene items
- [ ] Ice chest
- [ ] Quiet family activities — books, cards, puzzles, children's coloring books and crayons, etc.

DON'T PACK THESE

- ⊘ Weapons or firearms of any sort
- ⊘ Alcoholic beverages or illegal drugs
- ⊘ Valuables and family treasures of irreplaceable value
- ⊘ Candles, kerosene lamps, or other flammables

Staying Safe During the Storm

BE READY TO EVACUATE SAFELY AND ON TIME

All the experts agree: the safest way to weather a hurricane is to get out of the at-risk area – which, for many hurricanes, will include Lafayette Parish. As a hurricane approaches, local emergency preparedness officials will get the word out when people should evacuate and which evacuation travel routes they should follow. The best place to be to ride out the storm is far away, well outside the storm's path, preferably 4-5 hours north, east, or west to get out of the storm's path.

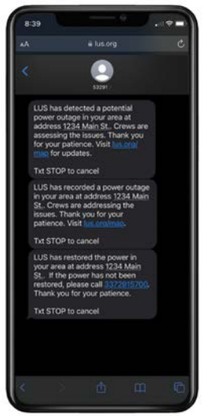
If you aren't able to travel that far, the safest course of action is to take your family to an emergency shelter located as far as possible from the danger area. Staying at home and in the path of the oncoming storm is not a smart decision — but there's always the chance that some unforeseen factor may prevent you from leaving home in time to evacuate safely.

IF YOU STAY HOME INSTEAD OF EVACUATING

Each family should make every possible effort to prevent staying home during a hurricane. If evacuating is not possible, it might be a good idea to discuss these safety tips, just in case someone becomes stranded and must remain at home:

- ☐ **Never go outdoors during a hurricane** — not even during the quiet time that occurs while the storm's eye is moving through the area. In addition to wind, flying debris, and possible hail or lightning, you may also encounter dangers such as rising water and downed power lines. If you must stay at home during a hurricane, plan to remain inside for the duration of the storm.
- ☐ **Stay away from any windows or glass-paned doors** that haven't been boarded up from the outside. Cover them with blankets from the inside to prevent injury or property damage from water, flying debris, or broken glass.
- ☐ **Stay tuned to local news and weather broadcasts** to keep up with the storm's progress and other emergency bulletins.
- ☐ **Never rely on candles, kerosene lamps, or other flammable lighting materials.** Use glow sticks, flashlights, or battery-powered lamps instead.
- ☐ **Keep your family together at all times,** preferably in an interior room of your home or whatever indoor location you feel will provide the best protection from hurricane-force winds.
- ☐ **Gather up extra pillows, blankets, sleeping bags, sofa cushions, and mattresses to make a soft shelter** to use quickly in case your home is damaged by hurricane winds or tornadoes. Be prepared to use these soft materials to cover yourself and your family for protection against falling objects.
- ☐ **Keep pets with you at all times** so you can monitor their behavior and keep them safe.
- ☐ **Never attempt to travel the roads until after the storm is over** and local authorities have declared the area safe for traveling.

Services Outage & Events Updates

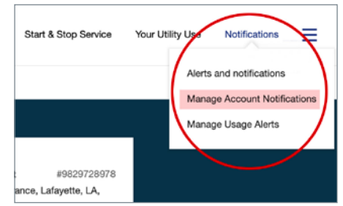


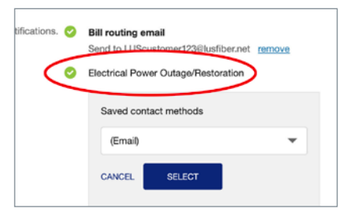
LUS CUSTOMER ELECTRICAL POWER OUTAGE NOTIFICATIONS

Stay connected by signing up for electrical power outage notifications through the LUS MyAccount platform. This system is a convenient way to stay up-to-date on electrical power outages/restoration by receiving text (SMS) and email notifications.

HOW TO SIGN UP

- Log in to **MyAccount**
- Navigate to **"Notifications"** then click **"Manage Account Notifications"**
- Update **"Notification Preferences"** for Electrical Power Outage/Restoration choosing text (SMS) and/or email notifications





LUS ONLINE OUTAGE & EVENTS MAP

The LUS Outage & Events Map will include information regarding power outages, planned outages, boil water advisory locations, maintenance, tree trimming, and road closures (related to LUS work).

Customers need to continue to **call 337.291.5700 to report a power outage or to report a downed power line** or pole, or to report any water or wastewater issues.

map.lus.org

HOW THE LUS OUTAGE & EVENTS MAP WORKS

Customers can subscribe to outages or events happening in your area. When subscribing, customers will receive email or SMS/text-based alerts regarding the status of the particular event.

Stay Safe After the Storm Has Passed

Getting through a hurricane is always dangerous and far from fun. However, that sense of relief once a storm has passed shouldn't diminish our caution; many dangers remain even after the winds stop.

Downed power lines, broken water, sewer, or gas lines, clogged roadways, and dangling tree limbs are just a few of the lingering hazards that must be dealt with after a hurricane has moved through the area.

Here are several tips to consider to keep you and your family safe during the recovery period following any major storm:

GENERAL GUIDELINES

Avoid driving until authorities can clear roadways of debris and downed power lines.

Make sure that your children do not play or swim in flood water.

Don't drive through standing water. You could be stranded, injured, or swept away by flash-flood waters.

Flood water can pick up sewage and chemicals from roads, farms, and factories. If your home has been flooded, protect your family's health by cleaning your home immediately.

Watch out for downed power lines. Stay away from them, and report them to authorities or LUS Dispatch at 337-291-5700.

Respect the line crews by giving them space as they work to bring power back on.

Be on the lookout for other broken utility lines — water, sewer, and gas lines in particular, but also fiber network, phone, cable, and other service hookups. Report these kinds of problems to authorities as well.

Be careful not to set fires accidentally, and quickly report any fires. Fires spread rapidly during emergency situations when decreased water pressure and transportation problems may hinder firefighters.

Never try to touch or move downed lines or repair broken electric or gas connections.

Be extremely careful clearing storm debris, which may camouflage downed power lines, serve as hiding places for wild animals, or be contaminated with raw sewage or other hazards.

To report an LUS power outage, downed power line or pole, any water or wastewater issues
CALL 337-291-5700

WATER SAFETY

It may be several days before authorities can restore water and sewer service to your home after a hurricane emergency ends. While you're waiting, it's important to keep stored water drinkable and free of contamination.

If you have the slightest doubt about the water's safety for drinking, purify it by using one of the following methods:

- Bring water to a full rolling boil, let it boil for one (1) minute, and let it cool before consuming. See pages 38-39 for more information.
- Add water purification tablets per the manufacturer's instructions.

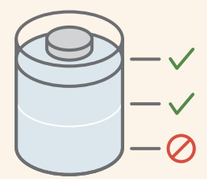
WATER STORAGE

- Water can be safely stored in a cool dark place for up to six months.
- You can safely store water in your freezer by filling plastic bags or other leak-proof containers about two-thirds full, then freezing. When the electricity goes out during a storm, simply let the stored ice melt.
- Even a water bed, bathtub, or spare bucket can be used to store extra water — just make sure to fill them up before you lose electric or water service at home. For water beds, fill with fresh water and treat with two ounces of bleach per 120 gallons.
- Use water stored in bathtubs or open containers for cleaning and washing, but not for cooking or drinking.

FOOD SAFETY TIPS

- Plan ahead to have enough nonperishable food on hand for several days' use.
- Check all canned or stored dry goods for quality before consuming them. Toxins can form quickly in the form of bacteria or mold in the hot, humid days after a hurricane.
- Throw out food and medicine that may have come in contact with flood water.
- If you aren't sure whether the food is safe or it is expired, don't eat it! You might not have quick access to emergency medical care to treat food poisoning because of blocked roadways or other storm-related delays.
- Keep a supply of non-perishable food in the trunk of your car or some other safe location, just in case your primary food stores become damaged during the storm and can't be used.

CUP COIN TIP



Put a cup of water in your freezer. Freeze it solid and then put a quarter on top of it and leave it in your freezer. That way when you come back after you've been evacuated, you can tell if your food went completely bad and just refroze or if it stayed frozen while you were gone. If the quarter has fallen to the bottom of the cup, that means all the food defrosted, and you should throw it out. But if the quarter is either on the top or in the middle of the cup, then your food may still be okay.

Power Outage Restoration

Getting Your Power Back On

We work as quickly and safely as possible to restore power after a storm, following a step-by-step plan.

1. Damage assessment and repairs to LUS generating facilities and transmission lines.
2. Repairs to transmission lines to distribution substations.
3. Repairs to main lines, which involves electric circuits serving critical facilities such as hospitals, police, and fire stations.
4. Our goal is to restore services to the greatest number of customers as soon as possible.
5. Once power is restored to large-impact areas, we focus on restoring power to small pockets or individuals still without power.

TO REPORT AN LUS POWER OUTAGE 337-291-5700

TO REPORT AN LFT FIBER OUTAGE 337-99-FIBER (337-993-4237)

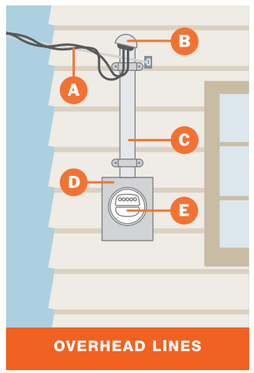
Overhead & Underground Line Repairs

LUS WILL REPAIR OR REPLACE DAMAGED:

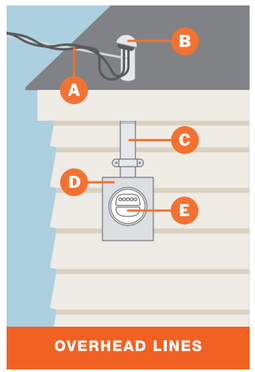
- Overhead service lines **(A)** up to the weatherhead **(B)**
- Electric meter **(E)**

THE HOMEOWNER IS RESPONSIBLE FOR REPAIRING DAMAGE TO:

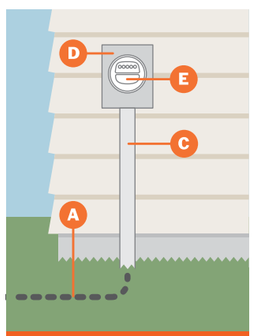
- Underground service lines **(A)**
- The weatherhead, used for overhead lines **(B)**
- The riser **(C)**
- The meter can, which is the metal case surrounding the meter **(D)**



OVERHEAD LINES



OVERHEAD LINES



UNDERGROUND LINES

A Service Lines
B Weatherhead
C Riser
D Meter Can
E Meter

FIBER OUTAGE RESTORATION

If your electrical power has been restored and your LFT Fiber service is not working, call 99-FIBER (337-993-4237).

LFT Fiber works to restore fiber service as soon as it is safe to do so. Coordinating with LUS electric crews, our service teams begin working in areas where downed power lines have been secured.

RESTORING FIBER SERVICE USING A GENERATOR

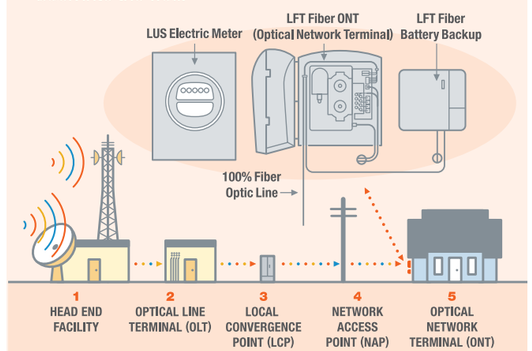
You may be able to connect a generator to the optical network terminal (ONT) to temporarily restore your fiber service. The ONT is mounted on the outside wall of your house next to the electric meter.

1. If you have one, locate the LFT Fiber power adaptor, which will be plugged into an indoor wall outlet. It's wired through the wall directly to the ONT and converts electric current from AC to DC.

2. Unplug the power adaptor from the wall and plug it into the outlet or extension cord that will be powered by the generator.

- Check safety guidelines for using home generators on page 16 of this handbook.
- A battery backup will power the average LFT Fiber home phone system for about eight hours of emergency use.
- A 24-hour battery backup for voice services is available upon request

3. Once power is fully restored, plug the power adaptor back into the wall.



Aftermath FAQ

Answers to Many Common Restoration Questions

EMERGENCY ASSISTANCE

American Red Cross

American Red Cross hotline

1-866-GET-INFO (1-866-438-4636)

FEMA

Federal Emergency Management Agency (FEMA)

800-621-3362

damage.la.gov

As the aftermath of Hurricanes Ida and Laura taught us, there may be a time when catastrophic damage makes returning home right away impossible. If that happens, people often don't know where to turn for help. Here are answers to some of the basic questions that might apply to your situation:

HOW DO I APPLY FOR DISASTER ASSISTANCE?

A number of different services and special programs are made available when the U.S. President signs a major disaster declaration. To contact the Federal Emergency Management Agency (FEMA) for assistance, call 800-621-3362.

HOW CAN I GET IN TOUCH WITH MY FAMILY?

The American Red Cross maintains a database to help you find family members. Contact the local American Red Cross chapter in your evacuation area for information or call the American Red Cross hotline at 1-866-GET-INFO (1-866-438-4636). Do not contact the chapter in the disaster area.

WHAT IF MY HOME WAS DESTROYED?

FEMA can provide disaster housing assistance to those whose homes are damaged or destroyed. To apply for assistance, call the special toll-free number 1-800-621-FEMA (3362) to register. Specially trained operators at one of FEMA's National Processing Service Centers will process your application.

WHAT IF I DON'T HAVE ANY (OR ENOUGH) INSURANCE?

You may qualify for grants from FEMA, low-interest loans from the Small Business Administration (SBA) or the Farm Service Agency (FSA), or you may qualify for tax refunds for items that were not covered by insurance. For federal tax information, contact the Internal Revenue Service at 1-800-829-1040 (TTY: 1-800-822-6268) for assistance. Information on tax assistance, grants, and loans can be obtained at a Disaster Recovery Center (DRC) that may be set up after the President declares a major disaster. You can also call FEMA at 1-800-621 FEMA to register for assistance over the phone.

WHAT IF I CAN'T AFFORD TO REBUILD?

FEMA may be able to provide money to make repairs to your home. If you have the ability to repay a loan, the Small Business Administration (SBA) offers loans at low-interest rates for home repairs and personal property. Ask about housing assistance under the Individuals and Households Program. In addition, the Farm Service Agency (FSA) provides loans to help eligible low-income applicants buy, build, or repair housing located in rural areas. For additional information or to apply for assistance, contact the local FSA Office serving Lafayette Parish at 337-262-6601. To apply for Assistance for Individuals and Households, call FEMA at 1-800-621-FEMA (3362) to register. Specially trained operators at one of FEMA's National Processing Service Centers will process your application.

WHERE CAN I GET FOOD AND WATER?

The American Red Cross and other volunteer agencies will provide you with food, water, and clothing. Listen to your radio or watch local media for the location of the nearest volunteer agency facility.

WHAT IF I LOST MY JOB OR CAN'T WORK BECAUSE OF THE DISASTER?

People who lose their jobs due to the disaster may apply for Disaster Unemployment Assistance (DUA) that provides weekly benefits to individuals who are unemployed and not eligible for regular Unemployment Insurance Compensation. You can call FEMA or the Lafayette Parish Unemployment Office at 337-262-5511 for information.

IS CRISIS COUNSELING AVAILABLE?

The purpose of a crisis counseling program is to help relieve any grieving, stress, or mental health problems caused or aggravated by the disaster or its aftermath. These short-term services, provided by FEMA as supplemental funds granted to state and local mental health agencies, are only available to eligible survivors of presidentially declared major disasters. Those persons who may require this confidential service should inquire about it while registering for disaster assistance. Or they may contact FEMA to find out where these services can be obtained. Crisis counseling services are also offered by the American Red Cross, The Salvation Army, other voluntary agencies, as well as places of worship. Additional mental health information may be found on the U.S. Department of Health and Human Services Center for Mental Health Services' website, www.mentalhealth.gov.

WHAT IF I NEED LEGAL HELP?

Local members of the American Bar Association, Young Lawyers Division, offer free legal counseling to low-income individuals. You can get information at a Disaster Recovery Center (DRC) that may be set up after the President declares a major disaster. You can call FEMA for more information.

CONTACT FEMA AT 1-800-621-FEMA (3362)
(TTY: 1-800-462-7585)

Generator & Chainsaw Safety

CHOOSING A GENERATOR

- Listed with Underwriters Laboratory (UL) or Factory Mutual (FM)
- Match the generator to the power needed for the equipment you plan to connect. Check appliance labels or light bulb wattage for this information, or ask an electrician.
- Your generator should produce more power than the total needed by all of the connected appliances, including the initial surge when it's turned on. Otherwise, stagger operating times for your appliances.

USING A GENERATOR

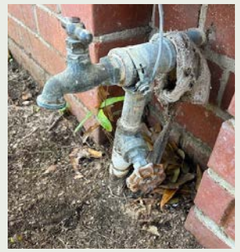
- Follow manufacturer directions for safely operating your generator.
- NEVER use a generator indoors, including inside a garage.
- Adequate ventilation is necessary for safe operation.
- A carbon monoxide (CO) alarm in your home can alert you to the presence of CO gas, which poses a risk of fire, negative health effects, or death.
- Let the generator cool before refueling. Use only the proper type of fuel, and store it in an approved container in a protected area away from your home. Follow manufacturer guidelines and local fire department regulations regarding generator fuel.
- NEVER hook up a generator directly to your home's wiring. This can be hazardous to your home, your neighbors, and your utility company.

Plugging a generator directly into your home's wiring can backfeed electricity beyond your home and out to downed lines, endangering utiltity workers or others who come in contact with the lines.

CHAINSAW SAFETY

- NEVER attempt to remove downed trees on power lines. Call LUS at 337-291-5700 for help.
- Wear face and eye protection, gloves, long pants, and safety shoes when operating a chainsaw.
- Review owner's manual to reduce chainsaw kickback. Make sure chain brake, catcher, safety throttle switch, on/off switch, and spark arrester are all working properly.
- Refuel only when engine is cool.
- Adjust carburetor properly.
- Do NOT attempt to cut down a dangerous broken tree yourself.
- Turn off chainsaw to carry it.
- Use a chainsaw only on ground level, never on a ladder or in a tree.
- Never cut when tired or alone. Make sure everyone is at least two tree lengths away and have a preplanned escape route.

Freeze Tips



Where to find hand cut-off valve: It is commonly found 1-2 feet from the water meter box going toward the house. Older houses may be on an outdoor faucet. Newer homes may also have the valve inside the garage.

lus.org/conservation/seasonal-tips/cold-weather-tips

BEFORE FREEZE

- [ ] Wrap exposed pipes outside, in the attic, and beneath your home (if above ground) with insulation
- [ ] Cover outdoor faucets
- [ ] Update your LUS My Account with your current contact information to receive important notifications
- [ ] Locate your water hand cut-off valve should you need to turn off your water

DURING FREEZE

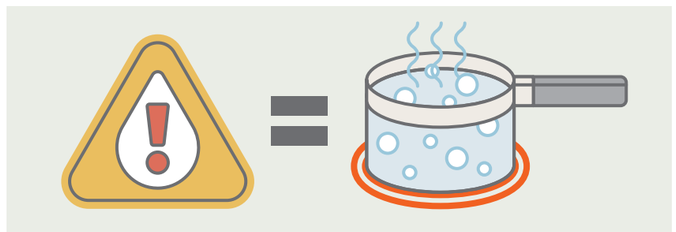
- [ ] Do not drip or run water from your faucets
- [ ] Open cabinet doors under sinks to allow heat to circulate
- [ ] If you have a pool, make sure your main pool pump is running 24/7 to prevent pipes from freezing

AFTER FREEZE

- [ ] DO NOT attempt to thaw pipes with a torch or flame
- [ ] Thaw pipes with heat from a hair dryer or hot water
- [ ] Be on the lookout for water in unexpected areas, as this may indicate a leak or busted pipe
- [ ] Monitor your usage after the freeze for the next five (5) days with your LUS online account

Boil Water Advisory

ldh.la.gov/bureau-of-engineering-services/boil-water-advisories



WHAT IS A BOIL WATER ADVISORY?

As per Louisiana Department of Health (LDH), a Boil Water Advisory is a public statement issued by a water system advising their customers to boil tap water before consuming it. A boil water advisory is issued when an event has occurred allowing the potential for biological contamination of the water supply. An advisory does not mean that the water is contaminated, but rather that it may be contaminated and consumers should take appropriate precautions.

Events that may trigger a Boil Water Advisory include power loss, water main breaks, or other situations (e.g., extreme weather) that cause the water system pressure to drop below LDH's requirements.

TESTING

Once LUS's water system has returned to normal pressure and operation, LUS will collect water samples from the impacted area for analysis of coliform bacteria. Coliform testing is done at LUS's LDH certified lab, which is a 24- to 48-hour process. If bacteriological growth is identified after 24 hours, another 24 hours is required to confirm that it's coliform bacteria. If this would happen, the boil advisory would remain in effect until a satisfactory result is obtained. Once LDH has approved LUS samples, the Boil Water Advisory will be lifted.

WHERE TO GET INFORMATION

Every effort will be made to notify affected customers of enacted and lifted Boil Water Advisories via press release, social media, and outbound calling. Customers can update their current contact information in their My Account. Visit LUS's Outage & Events Map to check to see if a residence or business is in the affected area. Updates will be posted to social media regularly.

TIPS DURING A BOIL WATER ADVISORY

Hygiene

- You can still use your water for showering and bathing during a boil water advisory. Be careful not to swallow any water.
- Use caution when bathing babies and young children. Consider giving them a sponge bath to reduce the chance of them swallowing water.
- To minimize the chance of infections, people with open wounds, cuts, blisters, or recent surgical wounds and people who are immunocompromised or suffer from chronic illness should use boiled water to bathe after the water has cooled.
- In many situations, you can use tap water and soap to wash your hands. Be sure to scrub your hands with soap and water for 20 seconds and rinse them well under running water. It is important to dry hands completely with a towel or by letting them air dry.

ADDITIONAL INFORMATION

Food preparation

- Use bottled water or boiled water that has cooled to wash all fruits and vegetables; prepare drinks, such as coffee, tea, and lemonade; make ice; and wash food preparation surfaces.
- Any water used for food preparation or cooking needs to be from bottled water or boiled water that has cooled. The cooking process should bring the water to a full rolling boil for at least one minute before adding the food item (for example, making pasta).
- Prepare powdered or concentrated baby formula with bottled water or boiled water that has cooled. Wash and sterilize baby bottles before use using bottled water or water that has cooled.

Laundry and dish washing

- You can safely wash clothes in your washing machine as you normally would. Make sure the clothes are completely dried before being worn.
- To wash dishes by hand, wash and rinse the dishes as you normally would using hot water. In a separate basin, add 1 teaspoon of unscented household liquid bleach for each gallon of warm water. Soak the rinsed dishes in the water for at least one minute. Allow dishes, cutlery, cups, etc. to completely air dry before use.
- You can safely use your dishwasher to wash dishes as long as it has a sanitation cycle or you are sure it reaches a final rinse temperature of 150 degrees Fahrenheit. If you are uncertain of the temperature of your dishwasher, rinse in diluted bleach and completely air dry as described for handwashed dishes.

BOIL WATER ADVISORY LIFTED – NOW WHAT?

- ☐ **Dispose of the next three batches of ice from ice makers**
- ☐ **Run empty dishwasher one time on the hottest or sanitize setting**
- ☐ **Unscrew faucet aerators, run water for 5 minutes, then clean and reinstall the aerator**

Water Conservation Ordinance

lus.org/conservation/water-conservation/water-ordinance

Annually from May 1st – September 30th, Lafayette Utilities System enacts a water conservation ordinance to combat low water pressure.

The ordinance applies to LUS residential, commercial, and wholesale customers:

City of Youngsville
City of Broussard
Milton Water System
City of Scott
Water District North
Water District South

Fines* are cumulative and stay on record for three years.

EXCEPTIONS TO THE SCHEDULE

- Hand-watering (hose held by hand and equipped with a shut-off nozzle)
- Soaker hoses (drip irrigation)
- Newly-planted sod, landscaping, and ground cover

  EXEMPTION: Daily watering between the hours of midnight to 2 p.m. for 30 days

  The property owner must contact LUS at (337) 291-5743 to apply
- Customers using a water supply other than LUS (such as private wells or ponds)
- Businesses that require water to operate such as plant nurseries and commercial car washes

To report a watering violation, contact LUS Dispatch at (337) 291-5700.

*FINES ISSUED

- First offense: written warning
- Second offense: $50 fine
- Third offense: $100 fine and publication of name in a legal journal
- Fourth offense: $200 fine and publication of name in a legal journal
- Fifth offense: $500 fine and publication of name in a legal journal

Lawn watering fines will be added to the customer's utilities bill. LUS Water Distribution personnel will handle enforcement. Customers cited will receive notification of the offense and can appeal within 15 days. Appeals will be heard at the Parking Adjudicator's office.

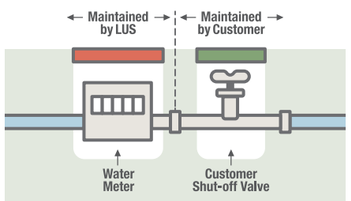
Year-Round Conservation & Household Tips

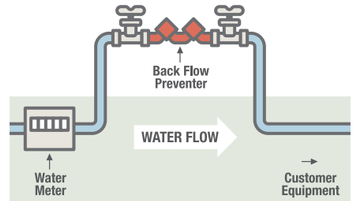
WATER CONSERVATION TIPS

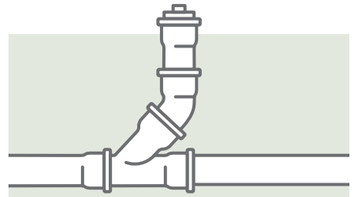
- ☐ Position your sprinkler to water your grass and not your sidewalks or driveway
- ☐ Wait to run your washing machine and dishwasher until you have a full load
- ☐ Check toilets and faucets for leaks
- ☐ Install timer(s) for your sprinkler system
- ☐ Follow LUS's lawn watering schedule

ENERGY CONSERVATION TIPS

- ☐ Replace any incandescent light with LED lighting
- ☐ Use a fan to circulate air. Set your ceiling fan blades to rotate counterclockwise in the summer and clockwise in the winter
- ☐ Change your AC filter monthly







PIGTAILS

Is water pooling in your yard? LUS is responsible for the water operation and maintenance of the water mains, service lines, and water meter boxes.

Customer responsibility begins at the connection point where the water meter box meets the customer's service line and extends through the entire private plumbing system.

For more information, visit lus.org/water/water-meter-pigtail.

BACKFLOW

Our Backflow Prevention Program is carried out in accordance with Louisiana State regulations to effectively safeguard the public water system from potential contamination.

- ☐ **Employ a certified backflow inspector for testing**
- ☐ **Use the air gap method when filling your pool, hot tub, pond, fountain, or other vessel**

For more information, visit lus.org/residential/backflow-prevention.

SEWER CLEANOUT

A sewer cleanout is an access point to your home's sewer service line, typically located near the house. It allows quick access to the line if a blockage occurs, making it easier to clear stoppages and restore service.

LFT fiber

Because no matter the conditions, connection matters.

When the weather turns, peace of mind comes from knowing you can reach the people who matter. At LFT Fiber, we're more than a network—we're your neighbors. Our local team is ready to help, making sure you have the support you need, when you need it.

From routine days to rough weather, we're here to keep you connected with service you can count on.

As Louisiana's only community-owned fiber network, LFT Fiber is built for reliability, built for Lafayette, and built for whatever comes next.

Visit **LFTfiber.com** or call **99-FIBER** (337.993.4237)