

## **Winter Storm Preparedness**

As we move further into the season, it is important to be prepared for harsh winter weather.

Before a winter storm hits your area, be sure to have these items on hand:

- Flashlight and extra batteries
- Battery-powered Weather Radio
- Enough non-perishable food, fresh water, medicine, and baby items to last 3 days
- First-aid supplies
- Emergency heat source
- Salt or sand for walking and driving surfaces

During and after a storm be sure to:

- Continue monitoring the local weather stations for updated storm information
- Avoid driving and stay indoors – if you must drive, stay on the main roads
- Make sure pets have plenty of food, water, and shelter
- Take breaks and rest periodically when shoveling heavy snow
- Watch for and keep a safe distance from downed power lines – report downed line immediately to your local law enforcement agency

See our Consumer Tip on Electric Outage Service Credits & Surviving Power Outages at:  
[www.michigan.gov/documents/mpsc/mpsc-ca\\_electricoutageservicecredits\\_276711\\_7.pdf](http://www.michigan.gov/documents/mpsc/mpsc-ca_electricoutageservicecredits_276711_7.pdf)

And also our Consumer Tip on Supplemental Heating Sources at:  
[www.michigan.gov/documents/mpsc/mpsc-ca\\_supplementalheating\\_231595\\_7.pdf](http://www.michigan.gov/documents/mpsc/mpsc-ca_supplementalheating_231595_7.pdf)

## **Filing Consumer Complaints**

Consumers are encouraged to first contact their utility company to discuss billing or service issues. If a resolution cannot be reached, the MPSC assists Michigan customers with their electric, natural gas, telecom or video/cable complaints.

The MPSC provides several methods for consumers to submit complaints. Consumers may file a complaint online, by phone, by fax, and by mail. Additional information on how to submit both formal and informal complaints is available on our website at:

[www.michigan.gov/mpsc/complaints](http://www.michigan.gov/mpsc/complaints)