

**CADDO PARISH'S  
CITIZENS DISASTER,  
RESPONSE,  
RECOVERY, & REVIEW  
COMMITTEE  
INFORMATION  
BOOKLET**

Established by Caddo Parish Resolution No.  
57 of 2024



# CADDO PARISH COMMISSION



*Chris Kracman*  
**District 1**



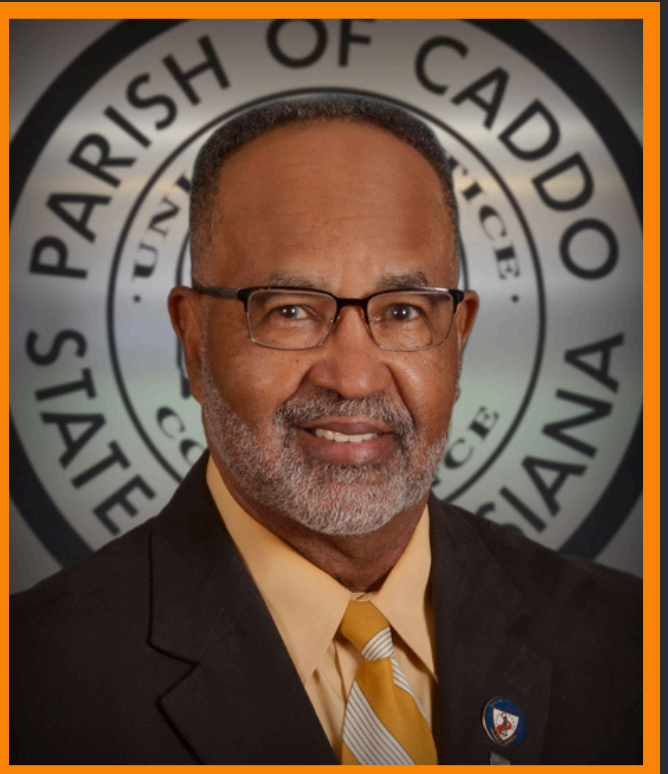
*Gregory Young*  
**District 2**



*Victor L. Thomas*  
**District 3**



*John-Paul Young*  
**District 4**



*Roy A. Burrell*  
**District 5**



*Steffon D. Jones*  
**District 6**



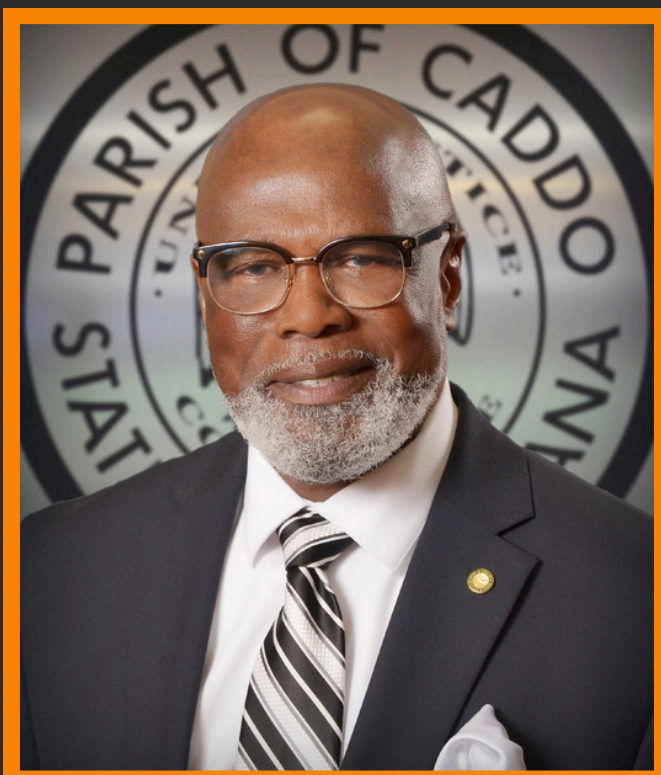
*Stormy Cage-Watts*  
**District 7**



*Grace Anne Blake*  
**District 8**



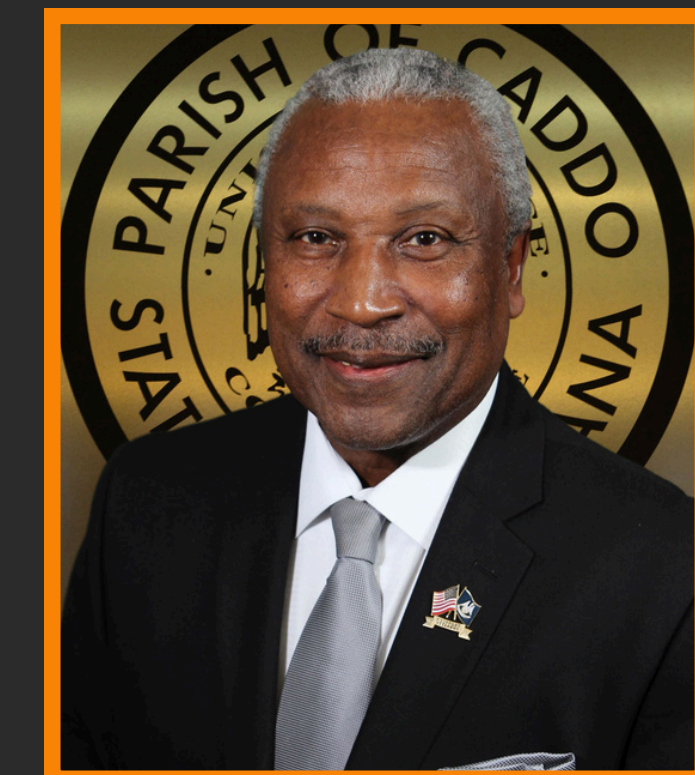
*John E. Atkins*  
**District 9**



*Ron L. Cothran*  
**District 10**



*Ed Lazarus*  
**District 11**



*Kenneth R. Epperson, Sr.*  
**District 12**

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# CADDO PARISH RESOLUTION NO. 57 OF 2024

A RESOLUTION AMENDING RESOLUTION NO. 48 OF 2023, WHICH ESTABLISHED A CITIZENS DISASTER RESPONSE, RECOVERY AND REVIEW COMMITTEE IN CADDO PARISH, AND OTHERWISE PROVIDING WITH RESPECT THERETO.

WHEREAS, the Public Safety Ad Hoc Committee has diligently reviewed various aspects of response to natural disasters which impacted Caddo Parish during the Summer of 2023;

WHEREAS, the Public Safety Ad Hoc Committee would like to have on going citizen input on matters related to disaster response and believes that the best mechanism for gaining such input is organizing a Citizen's Disaster Response, Recovery & Review Committee to make recommendations to the Caddo Parish Commission;

NOW, THEREFORE, BE IT RESOLVED by the Caddo Parish Commission in due, regular and legal session convened, that the Caddo Parish Commission does amend resolution No. 48 of 2023 as follows:

BE IT FURTHER RESOLVED that this committee shall consist of 27 39 members who shall reside in Caddo Parish and appointed by the Caddo Parish Commission with two three members from each Parish commission district to be nominated by the respective Parish Commissioner and 3 appointees from the Caddo Parish Administrator.

BE IT FURTHER RESOLVED that if any provision or item of this resolution or the application thereof is held invalid, such invalidity shall not affect other provisions, items or applications which can be given effect without the invalid provisions, items or applications, and to this end, the provisions of this resolution are hereby declared severable.

BE IT FURTHER RESOLVED that this resolution shall take effect immediately.

BE IT FURTHER RESOLVED that all resolutions or parts thereof in conflict herewith are hereby repealed.

**ADOPTED BY THE CADDO PARISH COMMISSION DURING ITS  
SEPTEMBER 5, 2024 REGULAR SESSION**



# CADDO PARISH PUBLIC SAFETY COMMITTEE

Kenneth R. Epperson, Sr., Chair

John E. Atkins

Ed Lazarus

John-Paul Young

Stormy Gage-Watts, President



# CADDO PARISH'S CITIZENS DISASTER, RESPONSE, RECOVERY, & REVIEW COMMITTEE MEMBERS

- Jeanette Ashely-Williams
- Gabriel Balderas
- Karen Bell
- Tammy Carey
- Wendy Coker
- Steven Coleman
- Hollie Fritz
- Shayne Gibson
- Tommy Giles
- Rudolph Glass, Jr.
- Peggy Heacock
- Rachel Hill Jackson
- Corretta Kimble
- Kathy Lewis
- Richard Miller
- Mary O'Neal
- Sheri Peace
- Tina Pennywell

- Larry Richardson
- Jeron Rogers
- Belinda Rose
- Fred Sanders
- Nancy Treadwell
- Tony T. Williams
- Cammie Wright

Kenneth R. Epperson, Sr.  
Caddo Commissioner- District 12  
Public Safety Committee Chair



# CADDO PARISH MUNICIPALITIES

Caddo Parish has eleven municipalities: Belcher, Blanchard, Gilliam, Greenwood, Hosston, Ida, Mooringsport, Oil City, Rodessa, Shreveport, and Vivian. (Keithville is an unincorporated community.)

The largest city in the Parish is Shreveport.

- City of Shreveport  
Mayor Tom Arceneaux
- Town of Blanchard  
Mayor Jim Galambos
- Town of Greenwood  
Mayor Justin Davis
- Town of Oil City  
Mayor Cheryl Clifton Driskell
- Town of Vivian  
Mayor Ronnie Festavan
- Village of Belcher  
Mayor Jennifer Fant
- Village of Gilliam  
Mayor Adam Oliver
- Village of Hosston  
Mayor Kimberly "Kim" Jaynes
- Village of Ida  
Mayor Kenneth Shaw
- Village of Mooringsport  
Mayor Ty Gordon
- Village of Rodessa  
Mayor Tanya Phillips
- Unicorporated Community  
of Keithville



# CADDO PARISH JUSTICES OF THE PEACE

<b>Ward 1</b>	Barbara Dougett	318-455-2220
<b>Ward 2</b> Vivian District	Johnnie Hough	318-470-6632
<b>Ward 3</b> Blanchard	Carl W. Copes	318-929-2789
Ward 3 Mooringsport District	Brian Anderson	318-464-2053
Ward 6	Glenda E. Britton	318-925-9275
Ward 7	Susan Waddell	318-868-9003
Ward 8	John Kay	318-423-2206
Ward 9	Katoya Janelle Rainey	318-918-8936



# CADDO PARISH CONSTABLES

<b>Ward 1</b>	Paul Sapp	318-422-6811
<b>Ward 2</b> Vivian District	Tommy Poindexter	318-995-0903
<b>Ward 2</b> Oil City District	Barry Purcell	318-505-8353
<b>Ward 3</b> Blanchard District	Melvin Presley	318-207-0722
<b>Ward 3</b> Blanchard District	Samuel Yount Deputy Constable	318-393-4465
<b>Ward 3</b> Mooringsport District	Roger D. Harris	318-426-2422
<b>Ward 5</b>	Tony Hunter	318-393-9791
<b>Ward 5</b>	Louis Johnson Deputy Constable	318-751-1774
<b>Ward 6</b>	Kevin McClure	318-925-2362
<b>Ward 7</b>	John R. McGrew	318-925-2209
<b>Ward 7</b>	George Hatfield Deputy Constable	318-795-8774
<b>Ward 8</b>	Patrick Young	318-532-0534
<b>Ward 9</b>	Jimmy Phillips	318-465-2239

# CADDO PARISH FIRE PROTECTION SERVICES

<b>Shreveport Fire Department</b>	Chief Clarence Reese, Jr.	318-673-6650
<b>Caddo Fire District No. 1</b>	Chief Dan Cotton	318-929-3575
<b>Caddo Fire District No. 3</b> Greenwood, LA	Chief Ernest Mitchell	318-938-5290
<b>Caddo Fire District No. 4</b> Keithville, LA	Chief Bryant Williams	318-925-2200
<b>Caddo Fire District No. 5</b>	Chief Darrell Braniff	318-797-4111
<b>Caddo Fire District No. 6</b> Keithville, LA	Chief Damon Johnson	318-925-8791
<b>Caddo Fire District No. 7</b> Oil City, LA	Chief Danny Richardson	318-995-7114
<b>Caddo Fire District No. 8</b> Vivian, LA	Chief Jay Paulette	318-375-3233 318-375-3856



# CADDO PARISH WATER & SEWERAGE SERVICES

<b>Shreveport Water/Sewerage Department</b>	318-673-7969
<b>Caddo Waterworks District No. 7</b> Keithville, LA	318-925-6680
<b>Pine Hill Waterworks District No. 8</b>	318-425-7586
<b>Lakeview Waterworks District</b>	318-222-4871
<b>Black Bayou Watershed Commission</b>	
<b>Caddo Parish Sewerage District No. 2</b>	318-221-7299
<b>Caddo Sewerage District No. 7</b>	318-227-0374
<b>Caddo Sewerage District No. 8</b> Keithville, LA	318-925-0095



# CADDO PARISH COMMUNICATIONS

## DISTRICT NUMBER ONE

### HISTORY

The District was established on September 25, 1985 through Parish Ordinance 2291, created to establish a uniform emergency telephone notification system, using the primary emergency telephone number “9-1-1”, to shorten the time required for a citizen to request and receive emergency aid. This ordinance, and subsequent amendments, allowed for the formation of an appointed, seven-member, citizen Board of Commissioners to establish policies and to provide oversight of the staff and technology supporting this new concept. On April 5, 1986, the citizens of Caddo Parish approved the assessment of a telephone surcharge to fund the development, implementation and operation of an enhanced emergency telephone reporting system, commonly known as “9-1-1”. The proceeds from these telephone surcharge fees are used to fund the emergency telephone system/network; the emergency communications equipment and equipment maintenance; employee training; eight (8) systems support and administrative staff positions; a facility housing the communications officers from the Caddo Parish Sheriff’s Office, Shreveport Fire Department and Shreveport Police Department, who answer 9-1-1 calls and dispatch emergency services personnel; and the building/grounds maintenance. On September 17, 1989, Caddo Parish’s “9-1-1” system was implemented, with the first call received at 2:02:02 a.m. The average monthly call volume was ~9,000 calls. Today, the District’s system averages 24,000 calls per month.

### PRIORITIES

The District continues to evolve its technological advantage, striving to ensure Caddo Parish citizens receive the quickest response possible during emergencies. We will foster a positive organizational culture that values the experience and input of all staff, in an effort to achieve “pride in ownership”, systems expertise and process continuity. We will sustain and bolster our relationships with public safety agencies, local government organizations and vendor partners, to ensure all First Responders have the most modern equipment we can offer. We will be fiscally responsible when maintaining legacy systems, and proposing new services and equipment to support advanced technology.

### GOALS

We will aspire to build reliable, effective and secure communications systems with interoperability and safety at the forefront. The District must maintain its position as the provider of emergency communications technology and infrastructure, allowing the public safety agencies to manage their personnel and operational matters. We will continue to preserve legacy systems, equipment and facilities alongside advanced technology, while planning for their replacement using sensible forecasting and smart fiscal decision making. Administrators will refine annual budget planning and utilize a future years spending plan to assist with committing funds toward near-term and long-term objectives.

### CONTACT INFO

Tommy Mazzone, Executive Director  
(318) 675-2222



# CADDO PARISH SHERIFF'S OFFICE

## HOMELAND SECURITY & EMERGENCY PREPAREDNESS

Caddo Parish is subject to the effects of many disasters that cover a wide spectrum of types and magnitudes. Disaster conditions can result from natural phenomena (tornadoes, floods, winter storms, droughts, fires, etc.) or manmade and technological incidents occurring from transportation of hazardous materials, train derailments, aircraft disasters, building collapses, terrorist incidents, etc.

### MISSION

The mission of the Caddo Parish Sheriff's Office of Homeland Security and Emergency Preparedness (OHSEP) is to lead and support the citizens of Caddo Parish in preparing for, responding to and recovering from disasters.

### EMERGENCY OPERATIONS PLAN (EOP)

An emergency develops when a situation impacts individuals. Under the Louisiana Disaster Act of 1993 and the Robert T. Stafford Act, each jurisdiction must continually update an Emergency Operations Plan (EOP). The focus of the plan is for the welfare of all citizens in Caddo Parish. This plan defines actions necessary to provide the best possible programs to protect life and property. It also provides positive actions to deal with the adverse affects of a disaster. The Caddo Parish Sheriff's OHSEP maintains this plan.

The EOP is an all-inclusive plan concerned with all types of hazards that Caddo Parish may face. OHSEP employs Comprehensive Emergency Management (CEM), a planning system of four phases: Mitigation, Preparedness, Response, and Recovery. CEM is a cyclical process with all four steps working in harmony. No single step can function fully without the other three:

- Mitigation is defined as activities that eliminate or reduce the impact of a disaster. Some examples are building codes, flood plain management, insurance, building elevations, designation or shelters, etc.
- Preparedness is defined as activities that develop response capabilities and determine resource needs in case an emergency occurs. Planning, exercises, training, public education, and warning systems are examples of preparedness actions.
- Response is defined as activities taken during a disaster to reduce casualties and damages and bring on the final phase - Recovery. Some examples of these activities are evacuation, search and rescue, triage and treatment, and restoration of utilities.
- Recovery is defined as the process of returning the community to normalcy. It is both a short-term and long-term process. Short-term operations restore vital services such as water, electricity, and gas. Long-term recovery focuses on restoring the area to its pre-event status or improving upon that status. Temporary housing, restoration of governmental services, reconstruction of damaged property are recovery issues.



# CADDO PARISH PUBLIC WORKS

## INCLEMENT WEATHER PREPAREDNESS PLAN

### INTRODUCTION

The Severe Weather Annex outlines how Public Works will prepare for and respond to severe weather events. This procedure covers winter storms, high winds, and flooding conditions.

### PREPARATION

Maintain communications with CPSO (Homeland Security), Parish Administration, DOTD, and other local jurisdictions regarding the status of emergency water, sandbags, signs, barriers, salt/sand, and other available resources. Ensure all equipment is fueled and all tools are in proper working condition.

### MONITORING

Monitor weather forecasts and lake levels and prepare to coordinate Parish-wide assistance as needed. This includes but is not limited to, ice removal, salting, barricading, debris clearing, and evaluating the need for road closures.

### ACTION

Deploy designated staff to place high water, road closure, and barrier signs in areas historically prone to weather-related issues. Road crews will report and identify potential hazard locations and issues, with the Parish responding as needed.

### COMMUNICATION & COORDINATION

Activate the Parish Everbridge Emergency Operations for impacted areas and notify the Communications Department about sign placements and road closures. Coordinate with CPSO 911 on locations where Public Works can assist with roadway obstructions, fallen trees, and icy roads. Collaborate with other agencies and municipalities as needed.

### FOLLOW-UP PROCEDURES

Continue debris removal and check daily weather updates and road conditions to assess the need for further action. Monitor sandbag distribution for citizens and periodically inspect all signs to ensure they remain visible and adequately placed. Remove or adjust signs as needed once the threat of flooding has passed.

### POST-ISSUE REVIEW

Document all actions taken, including the placement and adjustment of signs. Review and update the list of road conditions and posting locations. Assess any damages and necessary repairs to Parish right-of-ways, drainage systems, and infrastructure.



# CITY OF SHREVEPORT


## WATER & SEWERAGE DEPARTMENT

### Emergency & Disaster Response Role

In the event of a natural disaster or public emergency (like hurricanes, floods, or freezes), the Department of Water and Sewerage is vital to protecting public health and infrastructure:

- Water Supply Continuity- Ensures the safe operation of water plants and water pressure throughout emergency events.
- Sewer System Monitoring- Protects against hazardous backups or overflows that could contaminate neighborhoods or waterways.
- Boil Advisories & Alerts- Issues public notifications for boil water advisories and provides guidance on safe water use after disruptions.
- Flood Response- Coordinates with Public Works to manage sewer lift stations and prevent sanitary system overflows.
- Infrastructure Repairs Deploys crews to rapidly address burst pipes, line breaks, and service interruptions—especially during freezes or flooding events.

#### Contact Information:

 Office Address: 505 Travis Street, Suite 580  
Shreveport, LA 71101


 Customer Service: 318-673-5510

 Fax: 318-673-5515

 [waterandsewer@shreveportla.gov](mailto:waterandsewer@shreveportla.gov)

 [www.shreveportla.gov/119/Water-Sewerage](http://www.shreveportla.gov/119/Water-Sewerage)

#### 24/7 Emergency Line:

 318-673-7600 (Use this line for urgent issues such as sewer overflows or water line breaks)

#### Helpful Tips for Residents

- Sign up for CodeRED Alerts on the city's website to get notifications for water advisories.
- After a storm, avoid flushing non-flushable materials that could block sewer lines.
- Know where your private shut-off valve is in case of a plumbing emergency.



# LDA OFFICE OF COMMUNITY DEVELOPMENT

## Disaster Recovery

Housed within the Louisiana Division of Administration, the Louisiana Office of Community Development – Disaster Recovery administers federal grant funding to eligible storm-affected entities throughout the state in the form of disaster recovery dollars for programs related to housing, infrastructure, economic development and mitigation. To this end, LOCD-DR leverages established statewide partnerships and proven best practices to help Louisiana communities recover, rebuild and implement long-term resilience planning that helps mitigate impacts from future disaster events.

### Types of Assistance

- Buyouts and resettlements
- Small Business Recovery Programs
- Long-term Recovery Planning
- Immediate and Temporary Housing
- Homeowner and Rental Assistance
- Infrastructure Recovery Program
- Disaster Recovery Program
- Provisions of Public Services
- Trainings & Workshops
- Resilience and Mitigation

### Role of LOCD-DR During Disasters

- Disaster Response (Short-Term): The Governor's Office of Homeland Security & Emergency Preparedness (GOHSEP) collaborates with FEMA to implement disaster response initiatives.
- Disaster Recovery Begins (Intermediate): Depending on the timeline to receive available federal funding, LOCD-DR works to develop action plans and launch recovery programs as soon as possible.
- Disaster Recovery Continues (Long-Term): LOCD-DR continues to administer recovering funding and programs, including ongoing program evaluation.

### LOCD-DR Executive Director

#### Gina Campo

 P.O. Box 94095, Baton Rouge, LA 70804

 225-219-9600

 [gina.campo@la.gov](mailto:gina.campo@la.gov)

 [locddr.la.gov](http://locddr.la.gov)



# LOUISIANA ATTORNEY GENERAL'S OFFICE

## Emergency Response Services

- Price Gouging Enforcement: Investigates and prosecutes businesses that unfairly increase prices on necessities such as fuel, water, or lodging during declared emergencies.
- Disaster Scams & Fraud Investigations: Responds to reports of fraudulent contractors, donation scams, or fake charities that arise in the wake of storms or crises.
- Consumer Protection Hotline: Provides guidance for residents dealing with contract disputes, defective repairs, and insurance issues post-disaster.
- Support to Local Law Enforcement: Offers legal resources, coordination, and investigative assistance to local police and sheriffs' offices during emergencies.
- Legal Aid for State Agencies: Assists other government agencies with emergency-related legal matters, including emergency declarations, procurement, and evacuations.

## Disaster Preparation & Consumer Tips

- Beware of Scams: Only donate to reputable charities and avoid high-pressure donation tactics.
- Verify Contractors: Always ask for a contractor's license and never pay in full upfront. Verify licenses at [www.lslbc.louisiana.gov](http://www.lslbc.louisiana.gov).
- Report Price Gouging: Save receipts and report unusually high prices on essentials such as gas, food, or generators.
- Keep Records: Document any storm damage with photos and keep written records of repair estimates and contractor agreements.
- Know Your Rights: Review any contracts or legal documents with caution—seek legal advice if uncertain.

### Criminal Investigations Division (Shreveport Region)

Office of the Attorney General  
1525 Fairfield Ave., Suite 500  
Shreveport, LA 71101

### Louisiana Attorney General's Consumer Protection Hotline

1-800-351-4889

### Report Scams or Price Gouging Online

[www.ag.state.la.us](http://www.ag.state.la.us)

### Emergency Email Contact

[consumerinfo@ag.louisiana.gov](mailto:consumerinfo@ag.louisiana.gov)




# TOWN OF GREENWOOD

In the event of a natural disaster or public emergency, the Town of Greenwood works in coordination with Caddo Parish Emergency Operations, local utilities, and state agencies to respond and recover. Key roles include:

- Disaster Communication- Greenwood officials help keep residents informed via the town's website, Facebook page, and local alerts.
- Water Supply & Infrastructure Oversight- In areas where the town manages water systems, they maintain service and issue boil advisories or guidance if needed.
- Storm Debris & Road Safety- Public Works crews are deployed to remove debris, manage stormwater drainage, and reopen roads as safely and quickly as possible.
- Law Enforcement & Security- Greenwood Police Department increases patrols and supports public safety during storm recovery periods.
- Emergency Coordination- Town officials coordinate with Caddo Parish and the State of Louisiana for resource requests, sheltering information, and utility restoration.

## Contact Information

 Greenwood Town Hall 9381 Greenwood Road  
Greenwood, LA 71033

 Main Office: 318-938-7261

 Fax: 318-938-7032

 [info@greenwoodla.org](mailto:info@greenwoodla.org)

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

## Helpful Numbers for Emergencies

Greenwood Police Department (Non-Emergency): 318-938-5554

Water Department (Billing/Inquiries): 318-938-7261

To report drainage or road issues: Call Town Hall or submit a request via the website.

**For life-threatening emergencies, always dial 911.**

## Stay Informed

Follow the Town of Greenwood, LA - Government Facebook page

Register with CodeRED or Everbridge (if applicable) for emergency alerts

Keep updated during storms by monitoring Caddo Parish emergency notifications and town announcements



# PUBLIC SERVICE COMMISSION

FOSTER CAMPBELL'S OFFICE

Caddo Parish is located in Louisiana Public Service Commission, District V, currently represented by Commissioner Foster Campbell. District V includes much of Northwest Louisiana, including all of Caddo, Bossier, Webster, Claiborne, and surrounding parishes.

In the wake of hurricanes, winter storms, or other large-scale emergencies, the LPSC becomes an important advocate and resource for restoring public services. Here's how they help:

- Power Restoration Oversight- The LPSC monitors and coordinates with electric utilities (e.g., SWEPCO, Entergy) to prioritize and accelerate restoration efforts.
- Communication with Utility Providers- The Commission ensures that utility companies provide accurate updates to the public and prioritize service for critical infrastructure (hospitals, emergency responders, etc.).
- Billing & Outage Relief- In some cases, the PSC works to ensure fair billing practices, suspensions of disconnections, and relief credits after service interruptions.
- Emergency Preparedness Regulations- The Commission sets standards for utilities to maintain readiness—requiring storm hardening plans, vegetation management, and contingency planning.
- Consumer Assistance- Residents can report prolonged outages, unsafe conditions, or billing issues. The Commission investigates and advocates for timely resolutions.

## District Office of Commissioner Foster Campbell

📍 600 North Benton Road, Suite 210, Bossier City, LA 71111

☎ 318-676-7464

✉ [psc@la.gov](mailto:psc@la.gov) (general)

🌐 [www.lpsc.louisiana.gov](http://www.lpsc.louisiana.gov)

**The PSC does not regulate municipally-owned utilities or cooperatives, but they can still help guide you to the right contact in such cases.**



# SWEPCO

Electric Utility Company

SWEPCO is the electric service provider in Caddo Parish.

Our Service territory includes 3 States (Arkansas, Louisiana and Texas) serving some 547,000 customers. In Louisiana, we serve 235,000 customers in 12 Parishes.

SWEPCO is regulated by the Louisiana Public Service Commission.



## HELPFUL TOOLS

**SWEPCO APP:** Download the SWEPCO App from your IOS or Google App Store

Use the app to request automatic texts regarding power outages and when power will be restored. You can also use the app to monitor your electrical use and see billing information.

**SWEPCO.com:** Access from your computer, smartphone or other devices

Use the website to register your account. This enables us to communicate via text, email or automated telephone call regarding outages, restoration and share high bill alerts. You can also sign up for paperless billing and Average Monthly Payments. The website also contains information about energy savings and current incentives and rebates offered to customers.

### **Average Monthly Payments (AMP)**

Take advantage of AMP to spread the cost of heating and cooling over the entire year. You pay roughly the same amount each month to assist with budgeting and prevent high bills due to hot or cold weather.



# DELTA ENERGY SERVICES

Delta Energy, formerly operating as CenterPoint Energy, is the primary natural gas utility provider for Caddo Parish.


## Emergency Response Services

- 24/7 Emergency Dispatch: Delta Energy maintains a 24-hour emergency hotline to respond to reports of gas leaks, service outages, or damage to gas infrastructure.
- Rapid Leak Detection & Repair: Trained technicians are deployed immediately to investigate gas odors, pressure issues, or damaged lines.
- Coordination with Emergency Agencies: Delta works in partnership with local emergency management, fire departments, and public safety agencies during disasters.
- Temporary Gas Shut-Offs: In the event of severe weather or structural damage, Delta may shut off gas service to protect public safety and prevent explosions or fires.
- Service Restoration Post-Disaster: Delta crews assess and restore gas infrastructure quickly after hurricanes, tornadoes, floods, or ice storms.

## Contact Information

 525 Milam Street, Shreveport, LA 71101

 **24/7 Gas Emergency Line** 1-888-876-5786

 Customer Service 1-800-992-7552 (M-F, 7:00 a.m.–7:00 p.m.)

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

## Call Before You Dig (811)

Louisiana One Call – Dial 811 or 1-800-272-3020

## Disaster Preparedness Tips for Natural Gas Users

- Know the Smell: Natural gas is odorized with mercaptan to smell like rotten eggs—leave immediately and report it if you detect it.
- Shut-Off Valve Location: Learn how to locate and safely turn off your natural gas supply at the meter if instructed by authorities.
- Avoid Open Flames: Do not use matches, lighters, or electrical switches if you suspect a gas leak.
- Appliance Safety: Secure natural gas appliances and check for damage before restarting after a disaster.
- Evacuation Planning: Include gas shutoff procedures in your family's evacuation plan.
- Call 811 Before You Dig: Always contact 811 to prevent damaging buried gas lines during post-disaster cleanup or reconstruction.



# PANOLA-HARRISON ELECTRIC COOPERATIVE

When the power goes out, we expect it to be restored within a few hours. But when a major storm or natural disaster causes widespread damage, extended outages may result. Line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible.

## Steps to Restoring Power

- 1. High-Voltage Transmission Lines** Transmission towers and cables that supply power to transmission substations (and thousands of members) rarely fail. But when damaged, these facilities must be repaired before other parts of the system can operate.
- 2. Distribution Substation** A substation can serve hundreds or thousands of consumers. When a major outage occurs, line crews inspect substations to determine if problems stem from transmission lines feeding into the substation, the substation itself or if problems exist further down the line.
- 3. Main Distribution Lines** If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of consumers in communities or housing developments.
- 4. Tap Lines** If local outages persist, supply lines (also known as tap lines) are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service, outside businesses, schools and homes.
- 5. Individual Homes** If your home remains without power, the service line between a transformer and your residence may need to be repaired. Always call to report an outage to help line crews isolate local issues.

## Contact Information

 410 East Houston Street, Marshall, TX 75670

 903-935-7936

 Report Outages 1-800-972-1093

 [www.phec.us](http://www.phec.us)



# WHAT TO DO DURING A NATURAL DISASTER

1

## DO YOUR RESEARCH

Familiarize yourself with the risks that could occur in your community

2

## PREPARE YOUR HOME

Coordinate with your family on your protocol during an emergency. Keep important numbers on hand.

3

## PACK AN EMERGENCY KIT

They should all contain food, water and supplies for a minimum of 72 hours.

4

## STAY INFORMED

Sign up for emergency alerts by going to [caddo.gov](http://caddo.gov) and clicking on the Notify Me button





**STAY READY. SUBSCRIBE.  
GET NOTIFIED.**

## **LOUISIANA ALERTS**

<https://alerts.la.gov/>

## **FEDERAL EMERGENCY ALERTS**

<https://www.fcc.gov/emergency-alert-system>

## **EMERGENCY ALERTS & WEATHER**

<https://www.ready.gov/alerts>

## **NATIONAL WEATHER SERVICE**

<https://www.weather.gov/wrn/wea>



Are You  
**C!ADDO**  
**READY**

EMERGENCY  
ALERTS



CITY & PARISH  
NOTIFICATIONS

*Sign up at*

**[caddoready.org](http://caddoready.org)**

*for FREE emergency and community alerts!*

# Emergency preparedness starts with you **be prepared**

## **build a kit**

- ✓ Customize your kit
- ✓ Pack enough for 3 days
- ✓ Refresh twice a year



First aid kit



Non-perishable food



Crank radio



Water (4L/person/day)



Flashlight



Medication



Documents  
& cash



Batteries  
& chargers



Clothing  
& blankets



Personal items







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