



Riviera Utilities

SEVERE STORM PREPAREDNESS GUIDE 2026-2027

Last year’s hurricane season was relatively quiet for Baldwin County. For many of us along the Gulf Coast, that can feel like a welcome break — especially after spending time gathering supplies, reviewing plans, and preparing for storms that never arrived. It can be tempting to look back on those efforts and wonder if all that preparation was necessary after all. The truth is: it absolutely was.

Preparedness is never wasted. Along the Gulf Coast, we know how quickly conditions can change, and history has shown us that the moment we become complacent is often the moment we are tested most. That is why, year after year, Riviera Utilities’ supervisors, leadership teams, and employees come together long before a storm appears on the radar to review and strengthen our emergency response plans, evaluate our systems, and ensure we are ready to respond when our community needs us most.

In my time at Riviera, one thing has become abundantly clear: This team takes its responsibility to our customers personally. Our nearly 300 employees live here, raise families here, and serve this community with pride. Behind the scenes, crews spend countless hours preparing equipment, reinforcing infrastructure, coordinating response efforts, and training for severe weather scenarios so we can respond safely, effectively, and efficiently when storms threaten our area.

While we can never control the path of a hurricane, we can control how prepared we are to face it together. Inside this guide, you will find practical information to help you and your family plan ahead, from building emergency kits and protecting your home to staying informed during outages and severe weather events.

At Riviera Utilities, our commitment extends beyond providing essential services. During times of uncertainty, we are committed to being a steady and dependable source of communication, support, and service for the communities we proudly serve. I encourage you to review this guide, have conversations with your family, and take the time now to prepare before the next storm arrives.

Stay safe, Baldwin County!

 **BRIAN SKELTON**
President and CEO

a message from
THE UTILITY



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STORM PLANNING STARTS NOW.

PREPARE IMPORTANT DOCUMENTS:

- Secure identification like driver’s license, work ID, social security cards, passports, birth certificates, marriage license, and death certificates
- Insurance information and policies
- Wills, contracts, deeds, titles, mortgage information
- Bank or credit account numbers and contact information
- Tax paperwork or other business records
- Your pet’s veterinary and vaccination records
- Emergency contact list and phone numbers for family members

Hurricane Season on the Gulf Coast spans from June 1 to November 30 — a fairly active season for Lower Alabama with visiting family, tourism, and community growth.

It is imperative that each of us take time to prepare our homes, businesses, and families for incoming severe weather. As another highly active storm season approaches,

INSURANCE INVENTORY:

- **Homeowners Insurance:** Covers losses caused by winds, storms, and broken water pipes. Flooding is not included.
- **Wind and Hail Insurance:** Covers losses due to storm winds. This is an underwritten policy in situations where it is not covered in your basic homeowners insurance.
- **Flood Insurance:** This is also an underwritten policy from the National Flood Insurance Program.
- **Renters Insurance:** Both property protection insurance and flood insurance for contents are available for those who live in rental units.

be intentional about sitting down with your family, co-workers, or friends to draft a plan, a shopping list, and organize your belongings to prevent any last-minute meltdowns.

View this guide as a springboard for making plans, setting intentions, and ensuring everyone is on the same page. Challenge yourself to plan ahead and stay aware.

WHAT IS A FAMILY PREPAREDNESS PLAN?

▶ Sign up for ALERT BALDWIN with Baldwin County Emergency Management Agency

02

Schedule a family meeting.

Take what you have learned and share it with each member of your family. Explain how you will prepare, assign tasks and responsibilities, discuss the potential for evacuation, and run a practice drill.

04

Educate and secure.

Post emergency numbers somewhere handy, and explain how and when to shut off water, gas, and electricity from the main switches. Make sure your smoke detector has batteries, and consider taking a CPR course from your local fire departments.

01

Gather information.

Know what threats impact your area, and note how you will receive updates in the case of an emergency.

03

Find a meeting place and evacuation spot for your family.

In case you lose connection with your family, select a meeting space outside of the home and an evacuation location. Designate an out-of-state friend or relative to serve as a communication hub and have everyone commit their contact information to memory.

05

Get to know your neighbors.

We are stronger when we work together. Ask how you could assist them in an emergency and visa versa. Know their skills and what resources they have on hand.

IMPORTANT CONTACTS

State Contacts

Organization	Phone	Website
Alabama Emergency Management Agency	205-280-2200	ema.alabama.gov
National Weather Service Forecast Office (Mobile/Pensacola)	251-633-6433	weather.gov/mob
National Weather Service Southern Region	817-978-1111	weather.gov/srh
US Coast Guard, 8th District	833-662-8724	atlanticarea.mil/Our-Organization/District-8/
ALDOT Emergency Call Center	1-888-588-2848	miscwapps.dot.state.al.us/ECC/
Alabama Department of Transportation	334-353-6554	dot.state.al.us
Alabama Highway Patrol	334-676-6003	alea.gov/dps/highway-patrol
Alabama Law Enforcement Agency	334-676-6002	alea.gov
Alabama Department of Environmental Management	334-271-7700	adem.state.al.us

Baldwin County Utility Companies

Organization	Phone	Website
Riviera Utilities	251-943-5001	rivierautilities.com
Baldwin EMC	251-989-6247	baldwinemc.com
Alabama Power	1-800-245-2244	alabamapower.com
North Baldwin Utilities	251-580-1626	northbaldwinutilities.com
East Central Baldwin Water Authority	251-942-1242	eastcentralbaldwinwater.com
Perdido Bay Water	251-987-5816	perdidobaywater.com
Baldwin County Sewer Service	251-971-3022	baldwincountysewer.com
Daphne Utilities	251-626-2628	daphneutilities.com
Fairhope Utilities	251-928-8003	fairhopeal.gov/departments/public-utilities
Gulf Shores Utilities	251-968-6323	gulfshoresutilities.com
Loxley Utilities	251-964-5162	cityofloxley.com/public-works/
Robertsdale Utilities	251-947-8905	robertsdale.org/utilities-information
Summerdale Water	251-989-6202	summerdaleal.com/utility-information/
Waste Management	800-972-2631	wm.com

Medical Services & Law Enforcement

Organization	Phone
South Baldwin Regional Medical Center	251-949-3400
Thomas Hospital	251-928-2375
North Baldwin Infirmary	251-937-5521
Thomas Hospital Emergency - Malbis	251-279-5400
Baldwin County Sherriff's Office	251-972-6802



Radio

Channels	NOAA Weather
WABB AM/FM 1480	162.400
WABF AM 1220	162.425
WAVH FM 106.5	162.475
WBCA AM 840	162.500
WBLX FM 92.9	162.525
WBHY FM 88.5	162.550 MHz
WHEP AM 1310	—

Television News

Channel	Phone	Website
WKRG News 5	251-662-3002	wkrg.com
FOX10	251-434-1010	fox10tv.com
WPMI NBC 15	251-602-1500	mynbc15.com

National

Organization	Website
American Red Cross	redcross.org
Environmental Protection Agency	epa.gov
Federal Emergency Management Agency	FEMA.gov
National Oceanic and Atmospheric Administration (NOAA)	noaa.gov
National Weather Service	weather.gov
Gulf of Mexico Disaster Response Center	ceanservice.noaa.gov/hazards/drc
National Hurricane Center	nhc.noaa.gov
US Department of Homeland Security	dhs.org

EVACUATION ROUTES, ZONES, & NOTES

Evacuation routes are important for all crises like floods or wildfires — not just hurricanes. They are your path to safety in the midst of chaos.

Being familiar with evacuation zones and routes is crucial as it ensures individuals can swiftly and efficiently respond to evacuation orders, potentially saving lives and reducing harm during times of crisis.

- **CATEGORY 1 - ZONE 1:** All areas of Pleasure Island Along with individuals living in manufactured homes, and those living in low lying flood prone areas countywide. (Pleasure Island consists of all areas south of the Intracoastal Waterway to include Fort Morgan, Gulf Shores, Orange Beach and Ono Island.)
- **CATEGORY 2 - ZONES 1 & 2:** All areas south of State Hwy 98 and the area on the Eastern Shore that is South of Interstate 10 and West of State Hwy 98. Additionally, all individuals living in proximity to the Fish, Styx, Blackwater and Perdido Rivers and all individuals living in manufactured homes, and those living in low lying flood prone areas countywide.
- **CATEGORY 3 - ZONES 1 THROUGH 3:** All areas south State Hwy 98 and the area on the Eastern Shore west of State Hwy 98, and the area west of State Hwy 225 and west of Hwy 59 North of Stockton to the Baldwin/Monroe County line. Additionally, all individuals living in proximity to the Fish, Styx, Blackwater and Perdido Rivers and all individuals living in manufactured homes, and those living in low lying flood prone areas countywide.
- **CATEGORY 4 OR 5 - ZONES 1 THROUGH 4:** All areas South of Interstate 10 and the area on the Eastern Shore west of State Hwy 225 and west of Hwy 59 North of Stockton to the Baldwin/Monroe County line. Additionally, all individuals living in manufactured homes and those living in low lying flood prone areas countywide.

HURRICANE CATEGORY BREAKDOWN

TROPICAL STORM 40 - 74 mph	CAT 1 74 - 95 mph	CAT 2 96 - 110 mph
CAT 3 111 - 130 mph	CAT 4 131 - 155 mph	CAT 5 156 mph & above

NAVIGATION:

GULF SHORES & ORANGE BEACH RESIDENTS:
Highway 59, Foley Beach Express & Baldwin Beach Express

CENTRAL & S. BALDWIN RESIDENTS:
Highway 59 North & Baldwin Beach Express

EASTERN SHORE RESIDENTS:
State Highway 181 & Highway 98 North

LILLIAN AREA RESIDENTS:
County Road 87

EAST SIDE OF PLEASURE ISLAND (ORANGE BEACH AND ONO ISLAND):
Foley Beach Express via Bridge & Baldwin Beach Express

IF YOU PLAN TO STAY



Clean up.

Tidy your yard before an incoming storm. Pick up toys, bikes, and yard signs. Take potted plants inside and pick up large debris.



Tie down.

Tie down or weigh down any loose furniture and equipment. Consider deflating/taking down above ground pools.



Go inside.

Bring your family and animals inside, and stay inside. It is important to take cover and avoid temptations to look out windows or step outside to see what is going on throughout the storm.

SECURE YOUR HOME & BELONGINGS

If you decide to stay put instead of evacuating, there's no time to waste in preparing your home and property. Start by boarding up windows, securing doors, sealing cracks and crevices and reinforcing garage doors.

If you do not have shutters on your house, consider installing temporary protections. These can be made with 5/8" plywood, but make sure you leave a 4" overlap on all sides for a sturdier covering.

Preparing for major storms can be costly. A family should expect to spend anywhere from \$250 to \$350 on home preparation. It is important to budget for these potential expenses as a part of your hurricane season preparedness plan. Here are a few more reminders if you and your family are thinking about riding out the storm in place.

- Complete all of your household chores and prepare your shelter spots to avoid rushing around.
- Check for tools and supplies. Make a "last minute" shopping list after you check your supplies.
- Stay tuned into local news for updates and monitor announcements from the Baldwin County Emergency Management Association.
- Keep in touch with family and friends as you prepare your home and your family. Reach out to others to see how you can assist.
- Make sure you have gas in the tank, propane or charcoal for the grill, cash for unexpected expenses, and batteries for radios and flashlights.

Make sure your emergency kit, radio, food, and water are accessible to you and your family in your shelter spot. You could end up in your shelter spot for hours, so prepare everything for that area ahead of time.



I'M EVACUATING. WHAT NOW?

Evacuating is always a good option — no matter the severity of the storm. You will never regret getting yourself and your family out of harm's way.

BEFORE EVACUATION

- In case you need to evacuate, know how you will leave and where you will go.
- Identify several places you could go in an emergency. Think north, east, and west. If possible, have a plan that'll keep you safe no matter the storm path.
- Identify a place for your pets to go if you must leave.
- Become extremely familiar with evacuation routes, and have paper maps handy in case cell service goes down.
- Have your go-bag ready. Keep your supplies light and easy to carry.
- Fill up your gas tank and do not let it get below half a tank if you can. Carpool when able to reduce congestion on the roads.
- Download the FEMA app for a list of open shelters.

AFTER EVACUATION

- If you're returning to areas affected by disasters, be prepared for disruptions in your daily routine. It's unsafe to return home before storm debris is cleared.
- Avoid downed power lines or utility lines, as they may still be live with dangerous voltage. Report them to your utility company immediately.
- If you plan to use a generator, follow the safety tips on page 16.
- Make sure to inform family and friends when you are on your way back and when you arrive safe.

Last Resort Shelters

Shelter	Address
Daphne East Elementary	26651 Co Rd 13, Daphne, AL
Baldwin County Satellite Court House	1100 Fairhope Ave, Fairhope, AL
Baldwin County Coliseum and Fairgrounds	19477 Fairground Rd, Robertsedale, AL
Baldwin County Satellite Court House	201 E. Section Avenue Foley, AL
Baldwin County Community Shelter	260 N White Ave., Bay Minette, AL
Bay Minette Middle School	1311 W 13th St, Bay Minette, AL

EMERGENCY?

Get this app. **what3words** is an easy way to give an exact location. Every 10ft square in the world has been given a unique combination of three words.

To give a what3words address in an emergency:

1. Open the what3words app.
2. Wait for the blue GPS dot to stabilize, then tap the current location icon (iOS icon, Android icon).
3. Read the three words to the 911 call operator.



RU PREPARED?

BUILDING THE KIT

CONSUMABLES

- ☐ Water (one gallon per person per day for 3-5 days)
- ☐ Food (at least a 3-5 day supply of non-perishable food)
- ☐ Manual can opener and scissors

CONNECTIVITY

- ☐ Battery-powered or hand crank radio
- ☐ Extra batteries and charged power banks with cords
- ☐ Whistle

SANITATION & HEALTH

- ☐ First Aid Kit and perscription/over-the-counter medications
- ☐ Soap, disinfecting wipes, and garbage bags
- ☐ Change of clothing and shoes appropriate for the climate

ADDITIONAL SUPPLIES FOR VARYING SITUATIONS

ANIMALS

- ☐ Pet food and water
- ☐ Medications and medical records
- ☐ Crate, toys, blankets, leash and harness

SURVIVAL

- ☐ Matches in a waterproof container
- ☐ Fire extinguisher
- ☐ Cash

COMFORT

- ☐ Books, games, puzzles, and others for children
- ☐ Sleeping bag and warm blanket for each person
- ☐ Mess kits, paper cups, plates, paper towels, and utensils

Whether it's your first storm season or your twentieth, having a well stocked, functional preparedness kit can make all the difference when storms roll in. It's not just about gathering supplies — it's about ensuring that your family has the tools and information needed to stay safe and comfortable during an emergency. Each year, take time to check expiration dates, test flashlights, and replace any missing or damaged items. Don't overlook small but essential items like fresh batteries or updated contact information. Most importantly, make sure every member of your household knows where the kit is and how to use what's inside. A little preparation now can bring peace of mind when it matters most.

KNOWLEDGE IS POWER

Know your storm and emergency terminology as well as the locals.

Storm season can be daunting for many on the Gulf Coast as they navigate preparation, the First 72 hours, and restoration. One of the most common reasons for anxiety and worry stems from lack of information as storm season brings forth a new dictionary worth of terms. Let's go through a few of them.

WEATHER TERMS

Landfall: Indicates the moment the eye of the hurricane, or low-pressure center, will hit land.

Hurricane Warning: Hurricane conditions are expected somewhere within the specified coastal area within 36 hours.

Hurricane Watch: Hurricane conditions are possible.

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

Tornado Watch: Conditions are favorable for this type of storm.

Storm Surge: A great dome of water that comes sweeping across the coastline near the area where the eye of the hurricane makes landfall.

Tropical Cyclone: References all cyclonic circulations originating over tropical waters.

Tropical Depression: Organized thunderstorms with a defined surface circulation and maximum sustained winds of 38 mph.

Tropical Disturbance: A moving area of thunderstorms in the tropics that maintains its identity for 24 hours or more. These are common.

UTILITY TERMS

Boil Water Notice: A public-health advisory or directive issued by governmental or other health authorities to consumers when a community's drinking water is or could be contaminated by pathogens.

First 72: A community understanding that the First 72 hours post-storm are on each individual, as support and resources may not be available right away.

Backfeeding: Backfeeding a generator allows for unfiltered electricity to flow through circuits and can cause an overload of some of the equipment or appliances that are on those circuits. Overloading those circuits can cause damage to your home and severely harm lineworkers.

Restoration: The process of restoring power following an interruption in service.

Mutual Aid: An agreement between utilities to send additional crews and resources from outside the affected area to assist in storm recovery.

Grid Damage Assessment: The process of evaluating damage to the utility network, including substations, lines, and transformers, to determine the scope and order of repairs.

Visit [RivieraUtilities.com](https://www.rivierautilities.com) for more utility information.

WHERE TO FIND US DURING A STORM

Social Media

We will update our social media pages at the same time every day: once in the morning, and once in the afternoon.



Website

During a storm, we will launch our Storm Central website where you'll view updates, our outage map, and more. You'll find it at [rivierautilities.com](https://www.rivierautilities.com) once it's launched.

1



2



4



3



In the News

Catch us on your local news channel. We'll communicate with local media every day to ensure everyone has up-to-date information.

EMA

We work closely with the Baldwin County Emergency Management Agency. Make sure you follow them on social media to keep up with other important local alerts.

WHEN STORMS ROLL IN — WE ROLL OUT.

Riviera Utilities will always prioritize the safety of our employees and community members first. When power outages happen, our crews are ready to respond as soon as conditions are safe for them to do so. As always, thank you for your patience as we work.

Restoring power can be complicated, but here's a look into our process:



1

ENSURE PUBLIC SAFETY.

The threat must be gone, roads cleared, and downed powerlines cleared before we can send anyone out. Wind speeds must also drop below 30 mph.



2

REPAIR SUBSTATIONS.

Riviera crews must repair distribution substations in order for power to reach local distribution lines that supply power to thousands of homes and businesses.



3

CHECK DISTRIBUTION.

Distribution lines connect substations to large circuits on the grid. Repairing these large lines isolate trouble spots and can turn on large groups of customers.



4

ESSENTIAL SERVICES.

Power is restored to essential services and facilities critical to public health and safety. We start with hospitals, public safety, shelters, and grocery stores.



5

TAP LINES.

Riviera starts with the repairs that impact the most, like large communities or neighborhoods, and work as quickly and safely as possible until everyone's power is fully restored.



6

INDIVIDUAL HOMES.

Restoring power is a process, and it is not beneficial or efficient to skip a step. If your neighborhood has power but you are still without, call or text our outage line to notify our operators.

QUESTIONS & ANSWERS

HOW DO I REPORT MY OUTAGES?

Customers experiencing an interruption in service following a storm should call 251-943-4999 for Foley or 251-625-4999 for Daphne. Electric customers can also text "OUT" to 251-943-4999 to report their outage.

HOW LONG WILL I BE WITHOUT POWER?

Our employees work around the clock during storms to restore power as quickly and safely as possible. For real-time updates, please visit our Outage Viewer at RivieraUtilities.com and check our social media pages for updates as they become available.

WHAT DO YOU MEAN BY 'FIRST 72 ON YOU?'

The First 72 hours after the storm are on you, and our services are not guaranteed during this time. Customers should have what they need to get them through this time, because resources and assistance might not be available.

MY NEIGHBOR HAS POWER. WHY DON'T I?

Sometimes different customers have different service lines, even within the same neighborhood. If you are on the same service line as your neighbor, you may also have damage to your meter that is interrupting electric service to your home.

WHO IS RESPONSIBLE FOR FIXING WHAT?

Riviera Utilities is responsible for making repairs on the Meter and Service Line, or the line connecting the tap and the house at the Weather Head.

The Meter Can and hardware attached to the house or business are the responsibility of the customer. For repairs to these areas, customers should contact

a licensed electrician. For more information, please visit our website.

WHAT DO I DO IF THERE IS A POWERLINE DOWN NEAR MY HOME?

Stay inside, and do not go near the powerline. Remember these lines could still be energized and are very dangerous. Please notify Riviera as soon as possible.

A CREW JUST SHOWED UP TO RESTORE POWER BUT THEY AREN'T FROM RIVIERA. WHO ARE THEY?

Riviera Utilities, like most public power companies around the States, rely on each other to assist in emergency situations.

Mutual aid crews from other utility companies come to our service area when called. If you have any questions about who is working on behalf of Riviera, please call one of our offices.

WHEN ARE YOU GOING TO COME REMOVE THE TREE LIMBS FROM MY YARD?

Riviera does not remove any vegetative debris during or after storms. The city and county are responsible for this.

THERE WAS DAMAGE TO MY METER POLE. WHAT SHOULD I DO?

If there is any damage to overhead secondary services, the customers' service must go underground due to Riviera Utilities' electric services policy.

For more information, please contact Riviera's Electric Engineering Department.

GENERATOR SAFETY

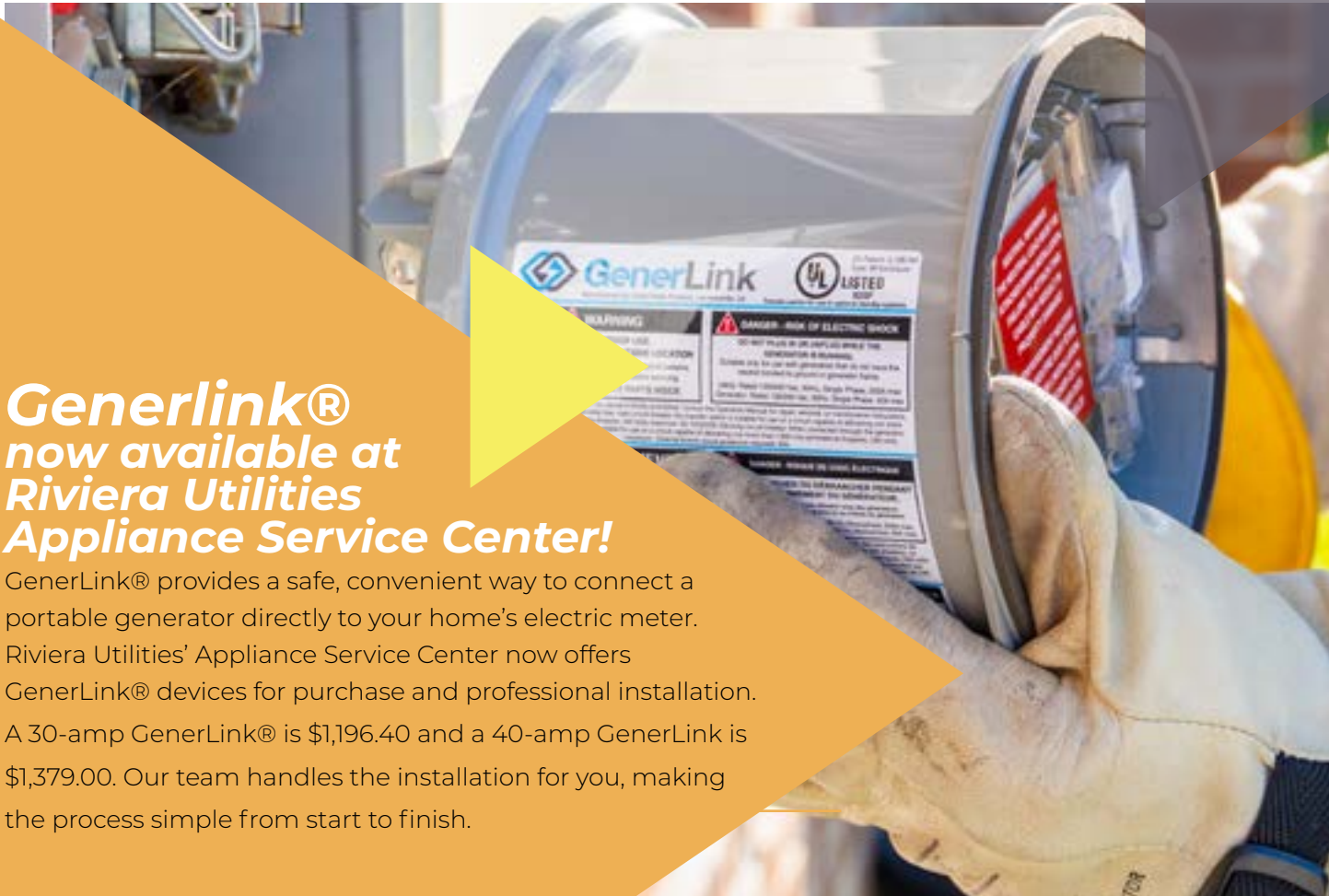
Portable generators serve as valuable tools for supplying temporary or remote electric power; however, they also pose potential hazards. The main risks associated with generator usage include carbon monoxide (CO) poisoning, electric shock or electrocution, and the risk of fire.

Never try to power your home by plugging the generator into a wall outlet, a practice known as “backfeeding.” This extremely dangerous and illegal practice presents an electrocution risk to utility workers and neighbors served by the same utility transformer. It also bypasses some of the built-in household circuit protection devices.

Additionally, it is crucial to never operate a generator in enclosed or partially enclosed spaces. Generators have the capability to rapidly generate high concentrations of carbon monoxide, an odorless and invisible gas.

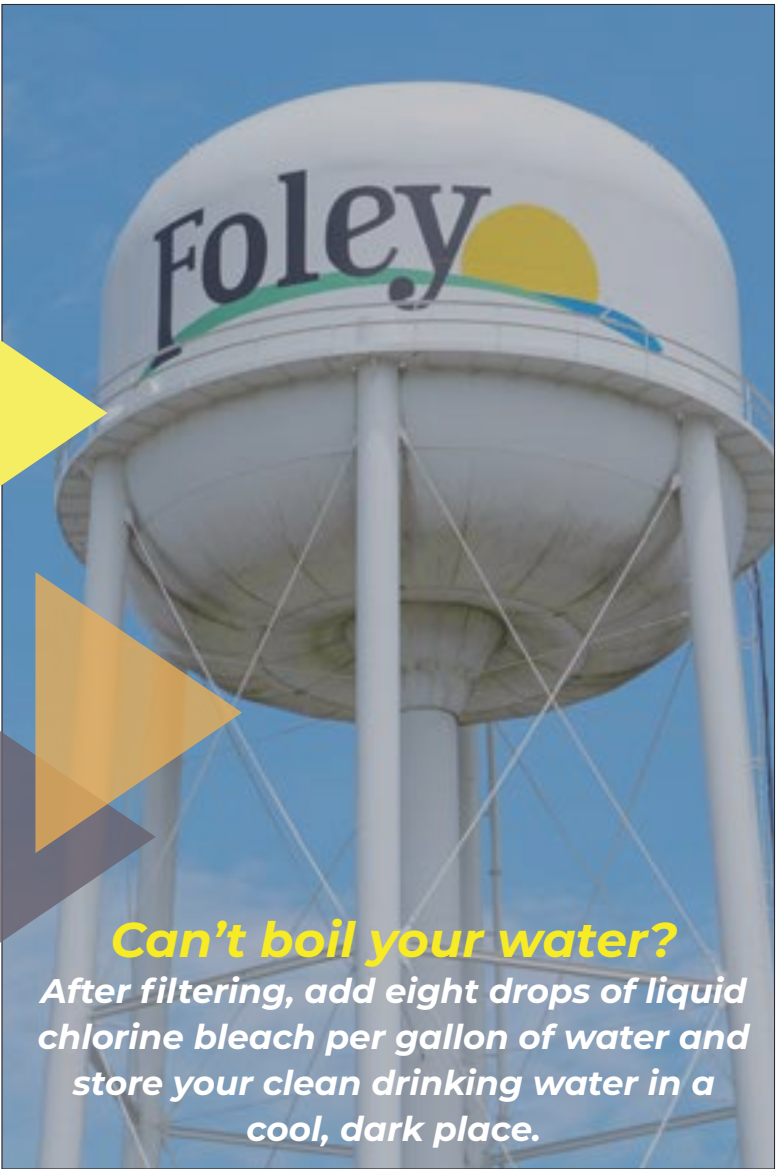
Here are a few more reminders when hooking up a portable generator

- Keep the generator dry and do not use in rain or wet conditions. To protect from moisture, operate it on a dry surface under an open, canopy-like structure.
- Never plug appliances directly into the generator. Use a heavy duty, outdoor-rated extension cord that is rated (in watts or amps) at least equal to the sum of the connected appliance loads. Check that the entire cord is free of cuts or tears and that the plug has all three prongs, especially a grounding pin.
- Read and follow the manufacturer’s technical information carefully to ensure your generator won’t be overwhelmed by start-up power needs or the total running load of the appliances or other uses you attach to it.
- If you must connect the generator to the house wiring to power appliances, have a qualified electrician install the appropriate equipment in accordance with local electrical codes.



Generlink®
*now available at
Riviera Utilities
Appliance Service Center!*

GenerLink® provides a safe, convenient way to connect a portable generator directly to your home’s electric meter. Riviera Utilities’ Appliance Service Center now offers GenerLink® devices for purchase and professional installation. A 30-amp GenerLink® is \$1,196.40 and a 40-amp GenerLink is \$1,379.00. Our team handles the installation for you, making the process simple from start to finish.



Can’t boil your water?
After filtering, add eight drops of liquid chlorine bleach per gallon of water and store your clean drinking water in a cool, dark place.

WHAT TO DO DURING A BOIL WATER NOTICE

In order to protect the well-being of our customers, Riviera Utilities may issue a boil water notice after the hurricane if drinking water is suspected to be unsafe to consume.

Tip: Before the storm, fill containers or plastic bags about 2/3 full with water and freeze them. During a power outage from the hurricane, the frozen water will help to keep your refrigerator or freezer cool. As they melt, you’ll have clean drinking water.

1. Filter unclean water through a clean cloth, paper towel, or coffee filter.
2. Heat the water until it reaches a rolling boil, boil the water for five minutes.
3. Pour between containers to replenish oxygen content in the water before consuming.

WHAT ABOUT MY RIVIERA NATURAL GAS SERVICE?

In the case of a mandatory evacuation or extreme flooding along the coast, Riviera might have to turn off natural gas services. This is not a decision that Riviera takes lightly, as we are aware of how valuable natural gas is to our homeowners and

business owners. Depending on the category of the approaching hurricane, Riviera Utilities will turn off service at a main valve, turning off service for all customers east, west, and south of the turn off location.



Why do we turn off gas service if all of our gas mains are underground?
In the event that a gas main trapped under flood water suffered a leak, the gas main would be inaccessible, leaking valuable and potentially dangerous natural gas into the air.



Proudly serving South Baldwin and the Eastern Shore.

