

**To:** All Staff / Residents

**From:** Management / Facilities Department

**Date:** [Insert Date]

**Subject:** Power Outage and Backup Generator Protocol

Dear Team,

This letter outlines the official protocols to follow in the event of a power outage and the subsequent activation of the onsite backup generator.

## 1. Immediate Actions During an Outage

- Remain calm and stay in your current location until emergency lighting activates.
- Unplug sensitive electronic equipment to prevent damage from power surges.
- Keep all refrigerator and freezer doors closed to maintain temperature.

## 2. Backup Generator Operation

In the event of a utility failure, the backup generator will automatically start within [Insert Number] seconds. Please be aware of the following:

- **Emergency Power Only:** The generator is designed to power critical systems only, including emergency lighting, elevators, and [Insert specific systems].
- **Red Outlets:** Only plug essential equipment into outlets color-coded in red. Standard white outlets will not function.
- **Noise and Exhaust:** It is normal to hear increased noise and smell slight exhaust fumes near the generator housing during operation.

## 3. Safety Restrictions

- Do not attempt to access the generator enclosure or electrical room.
- Limit the use of elevators unless absolutely necessary.
- Avoid using high-wattage appliances (e.g., space heaters, microwaves) while on backup power.

## 4. Restoration of Main Power

When utility power is restored, there may be a brief flicker or a short period of darkness as the system switches back from the generator. Once stable, you may resume normal use of all electrical systems and plug in your devices.

If you encounter any electrical issues or safety hazards during an outage, please contact [Insert Contact Name/Department] at [Insert Phone Number] immediately.

Thank you for your cooperation.

Sincerely,

[Your Name]

[Your Title]