**SOP 44 – Incident Involving Power Outage or Electrical Grid Failure** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If a sudden power outage affects any part of the park, notify the General Manager or on-site lead immediately.
2. Check the circuit breaker or main panel if trained and safe to do so. Do not attempt to reset large systems without authorization.
3. If the outage affects multiple sites or buildings:  
   * Contact the local utility provider to report the outage and obtain estimated restoration time
   * Do not allow untrained staff or guests to interfere with electrical systems
4. Notify guests in affected areas with a calm, clear explanation:  
   * Acknowledge the outage
   * Provide updates on restoration timeline (if known)
   * Offer assistance with essentials (e.g., battery-powered lighting, relocation if needed)
5. Document:  
   * Time the outage was first reported
   * Areas of the park affected
   * Guest complaints or issues
   * Actions taken to respond
6. Use cones, signage, or tape to block off any dangerous electrical panels, fallen lines, or sparking equipment.
7. Complete an Incident Report including:  
   * Suspected cause (if known)
   * Response timeline
   * Communication to guests
   * Coordination with utility company or electrician
8. Management will coordinate repairs and determine if refunds, credits, or additional safety reviews are necessary.
9. When power is restored, inspect affected areas to ensure all systems are stable and safe for use before reopening.