



This resource is designed to help Milton residents prepare for and respond to winter weather impacts, including hazardous road conditions, downed trees, power outages, and extreme cold. For the most current information, visit the City's Storm Update Page: [HERE](#) and sign up for emergency alerts: [HERE](#). If you are in immediate danger, **call 911**. For non-emergency assistance and storm-related questions, call **678-297-6300, Option 1**.

ROAD CONDITIONS

Q: When should I stop driving?

A: If freezing rain begins, or roads look wet while temperatures are near freezing, treat it as ice. Avoid travel unless it is an emergency. Check Georgia 511: [HERE](#) for regional information and sign up for Milton-specific alerts on our Storm Update Page: [HERE](#).

Q: Why do roads look wet but act icy?

A: Bridges, overpasses, and shaded areas freeze first. If temperatures are near freezing, assume wet pavement can be icy.

Q: Where do I find real-time road conditions and closures?

A: Use Georgia 511 (website [HERE](#) or dial 511) for live conditions, incidents, and closures. For Milton-specific alerts, sign up for alerts on our Storm Update Page: [HERE](#).

Q: Will Milton treat my neighborhood streets?

A: Milton prioritizes main collector roads first to ensure emergency vehicles can respond quickly across the city. Then we focus on minor collectors and, finally, subdivision streets. Private roads, often in gated communities, are responsible for snow and ice removal on their own. Remember, treating roads helps, but it doesn't guarantee an ice-free surface. Additionally, crews can't treat every street simultaneously. Please give plows and spreaders room to work and avoid driving behind them.

Q: If I need updates for a primary route to a hospital, where should I look?

A: Georgia 511 is the best statewide tool for real-time updates. Also, monitor City updates for Milton-specific impacts by signing up for alerts on our Storm Update Page: [HERE](#).

Q: What do I do if I approach an intersection where the traffic signal is out?

A: Treat it as a four-way stop. Come to a complete stop, proceed one vehicle at a time, and use extra caution because others may not stop.



TREES AND DEBRIS

Q: What do I do if a tree is down across the road?

A: If it is an immediate safety hazard or blocking emergency access, call 911.

Q: What if a tree is down and power lines are involved?

A: Treat all lines as live. Stay at least 30 feet away from downed lines and anything touching them, including trees, fences, and puddles, and call 911.

Q: What do I do if a tree falls in my yard?

A: If the tree is not blocking a roadway and did not damage utilities, it is the homeowner's responsibility.

Q: What do I do if a tree falls on my house?

A: Call 911 if there are injuries, people trapped, fire, or immediate danger. If it has rendered your home uninhabitable and you have no other shelter options, call the non-emergency number 678-297-6300, Option 1.

Q: Will trash and recycling be delayed?

A: Possibly. Check with your private hauler to be certain.

POWER OUTAGES

Q: Where do I report a power outage?

A: Report it directly to your electric utility using their outage reporting tools (app, website, or phone). You can find those links on Milton's Storm Update Page: [HERE](#).

- *Georgia Power: 1-888-891-0938*
- *Sawnee EMC: 770-887-2363*

Q: What should I do if I see a downed power line?

A: Stay away, keep children and pets away, warn others, and call 911.



Q: How do I prepare for an outage during extreme cold?

A: Charge devices, have flashlights and batteries ready, keep needed medications accessible, and plan safe heat. If you rely on electrically powered medical equipment, make contingency plans now.

Q: What safety precautions might I take when trying to heat my home when the power goes out?

A: Never use an oven or stovetop to heat your home. Run generators or grills outdoors only, away from doors, windows, and vents. If you feel dizzy, nauseated, or unusually tired, get fresh air immediately and call 911. Those can be signs of carbon monoxide poisoning.

Q: How long will the power be out?

A: That depends on many factors. You can find links to outage maps on our Storm Update Page [HERE](#).

Q: How long will food stay safe in my refrigerator and freezer during a power outage?

A: As a general guide, a refrigerator will keep food cold for about 4 hours if the door stays closed. A full freezer can hold a safe temperature for about 48 hours, and a half-full freezer for about 24 hours, if the door stays closed.

Q: What is the most important thing I can do to protect food?

A: Keep refrigerator and freezer doors closed as much as possible. Group family meals to minimize opening doors.

Q: When should I throw food away?

A: If perishable food (meat, poultry, seafood, milk, eggs, leftovers) has been above 40°F for more than 2 hours, it should be discarded. If you are not sure how long it has been warm, it is safest to throw it out.

Q: Should I taste food to see if it is still good?

A: No. You cannot reliably smell or taste foodborne bacteria. When in doubt, throw it out.

Q: What about frozen food that has started to thaw?

A: If food still has ice crystals or is 40°F or below, it can usually be safely refrozen. If it has fully thawed and is above 40°F for more than 2 hours, discard it.



Q: Can I keep food outside to stay cold?

A: Sometimes but do so carefully. Use a cooler if possible. If you put food outside, keep it covered, secure it from animals, and monitor temperatures. Outdoor temperatures can vary, and sunlight can warm items faster than expected.

Q: Should I buy dry ice?

A: Dry ice can help keep a freezer cold if used correctly but handle it with care. Use gloves, ensure ventilation, and do not store them in airtight containers.

Q: What about medications that require refrigeration?

A: Keep them in the refrigerator with the door closed. If you are without power for an extended period, contact your pharmacy or health provider for guidance.

WATER AND DRINKING SAFETY

Q: Will the water system stop working if the power goes out?

A: Public water systems typically have backup power, but service can be affected if outages are widespread or prolonged. We will monitor updates from Fulton County Water Services and post them on our Storm Update Page: [HERE](#), but you can also access Fulton County Water Services directly: [HERE](#).

Q: How much drinking water should I store?

A: A good target is at least 1 gallon per person per day for 3 days, plus extra for pets and basic hygiene.

Q: What if my water pressure drops or I am under a boil water advisory?

A: Follow the advisory exactly. If advised to boil, bring water to a rolling boil for at least 1 minute, then let it cool before use. Use boiled or bottled water for drinking, brushing teeth, making ice, and preparing food.

Q: If I cannot boil water, what are the alternatives?

A: Use bottled water or properly disinfect water following approved guidance. If you have concerns, use bottled water until the advisory is lifted.

Q: What about cooking and washing dishes during an outage?

A: Use bottled or boiled water for cooking. For dishes, hot water and soap help, but if you



are under an advisory, follow the guidance for sanitizing.

Q: What if I am on a private well?

A: If your well pump loses power, you may not have running water. Fill containers and bathtubs now for basic needs.

CITY SERVICES AND UPDATES

Q: How do I get the fastest updates from the City?

A: Sign up for City emergency alerts on our Storm Update Page: [HERE](#).

Q: Where will I find information on closures or schedule changes for City services?

A: City emergency alerts and official City channels will have the most reliable Milton-specific updates.

Q: How do I report icy road conditions?

A: Call the non-emergency number 678-297-6300, Option 1.

Q: What should I do if my heat goes out and I have no other heating sources and no other safe shelter options?

A: Call 911 for immediate life safety emergencies; otherwise, call non-emergency 678-297-6300, Option 1 for assistance and information. We will help identify available options and coordinate with partners to find a suitable shelter.

Q: How do I find out what city buildings and programs are open on Monday and thereafter?

A: All storm-related closures and updates can be found on our Storm Update Page: [HERE](#).

PREVENTION AND SAFETY AT HOME

Q: How can I reduce the risk of frozen pipes?

A: Let faucets drip slightly, open cabinet doors under sinks to circulate warmer air, and know where your main shutoff valve is. If you suspect a pipe is frozen, keep heat on if possible and avoid open-flame heating.



Q: What are the safest heating practices during an outage?

A: Use only approved indoor heating sources. Keep generators outside and away from doors and windows. Use carbon monoxide detectors and never run grills indoors.

Q: What about elderly and medically vulnerable neighbors?

A: Please check on your neighbors, especially seniors and those medically frail.

EMERGENCY VS. NON-EMERGENCY CALLS

Call 911 for:

- Injuries or medical emergencies
- Fire
- People trapped
- Downed power lines create immediate danger
- Structural collapse
- Carbon monoxide alarms with symptoms

Use non-emergency numbers or online reporting for:

- Minor property damage
- Trees down, not blocking roads
- Power outages (report to utility)
- General storm questions

Conditions can change quickly, and impacts may continue even after precipitation ends due to refreezing and extreme cold. Please stay off the roads, if possible, check on neighbors who may need help, and use only safe heating methods during outages. We appreciate your patience as crews respond across the city. For updates, alerts, and additional resources, continue to monitor the Storm Update Page: [HERE](#).