Winter Weather Preparedness Guide

Protect your home and family this winter

GENERAC®

VIRGINIA POWER solutions

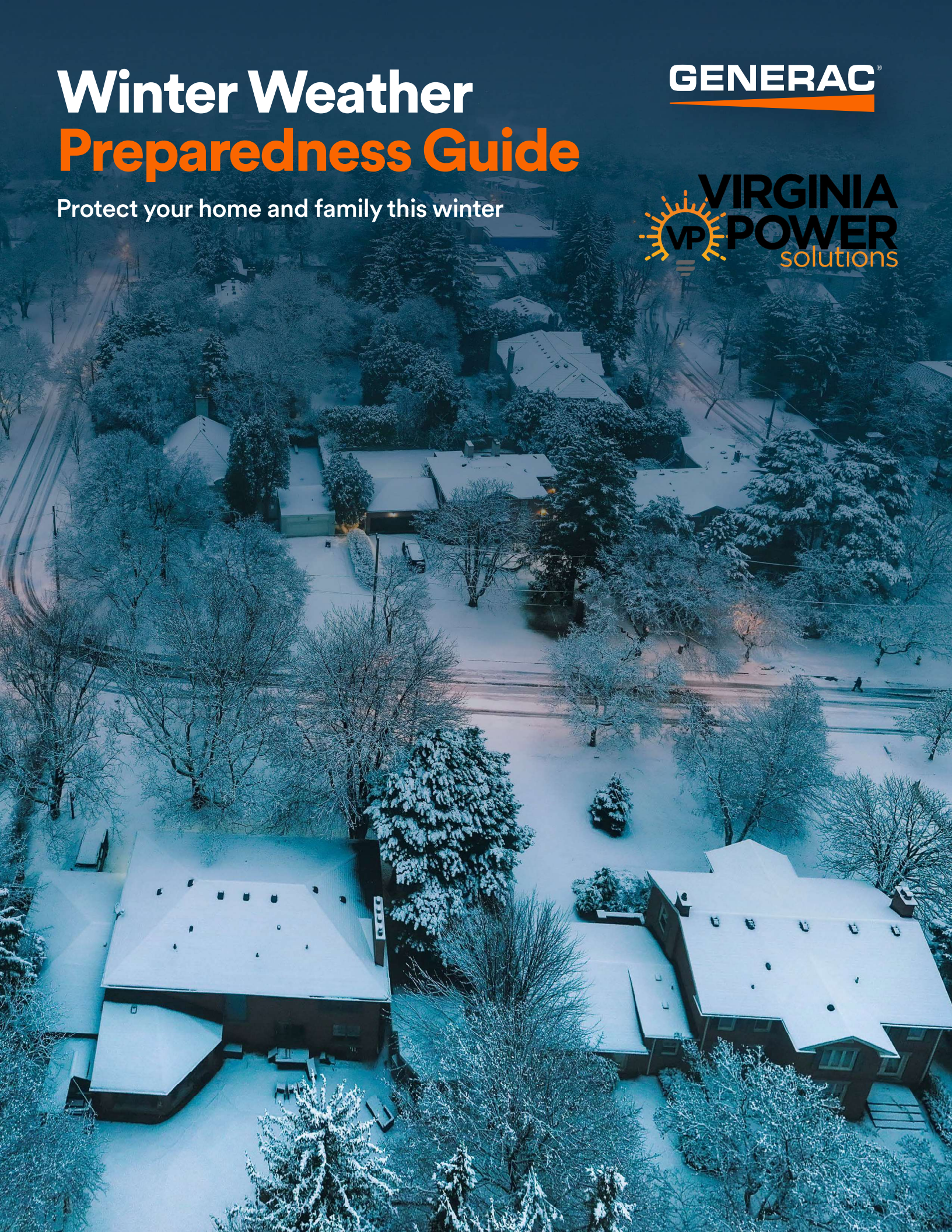


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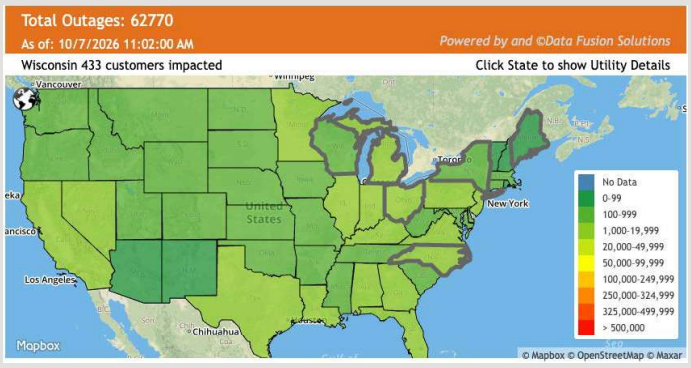
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Check for power outages in your area with our real-time power outage map.

https://www.generac.com/resources/emergency-preparedness/us-power-outage-map/

Hope is Not a Plan.
Winter Readiness Is.

Winter weather can change quickly. A forecast shifts. A storm strengthens. And suddenly, the utility power you depend on to stay safe, warm and connected can become less reliable.

This year, a potentially historic El Niño could make winter weather even harder to predict, bringing shifting precipitation patterns, fast-changing storms and a greater risk of outages.

For more than 65 years, Generac has helped millions prepare for unreliable power. Use this guide to understand your risks, protect your home and move from “I hope we’re ready” to “we have a plan.”

The Last Strong El Niño Winter Hit Hard

In January 2016, a major winter storm affected more than 100 million people and dropped 2 to 3 feet of snow across much of the Northeast and Mid-Atlantic states.

This year’s forecast may be uncertain. Your winter backup power plan doesn’t have to be.

**Source: https://www.weather.gov/media/publications/assessments/16Northeast_Blizzard.pdf*

What Could a "Super" El Niño Mean for Your Winter?

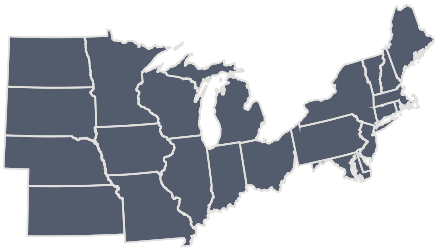
El Niño starts with unusually warm water in the Pacific Ocean, but its effects don't stop at the West Coast. Those warmer waters can change weather patterns across the country, influencing where rain, snow, wind and severe weather show up. That can bring disruptive conditions closer to home and increase the potential for outages.

According to the National Oceanic and Atmospheric Administration, there's a **greater than 90% chance of a very strong El Niño this winter.** There's also a 75% chance it could reach historic strength from October through December.

Western & Mountain States: More Ways Winter Can Test the Grid.
Heavy rain, mountain snow, high winds, flooding and existing grid exposure can all affect power reliability.



Midwest & Northeast: Milder Doesn't Mean Storm-Free.
Snow, ice, wind and quick temperature swings can strain power lines, especially during fast-moving storms.



South & Gulf Coast: Winter Hits Differently Here.
Wetter conditions, flooding, freezing rain and snow or ice can disrupt areas less accustomed to winter weather.

What to Watch for, Wherever You Live.

Beware of Cold Temperatures
Even without snow or ice, extreme cold can freeze pipes, damage property and become dangerous for anyone outdoors or in an unheated home.

Dangerous Snow
Heavy snow can weigh down trees and power lines, block roads and make power outages harder to restore.

Ice Builds Up
Freezing rain can coat roads, trees and power lines. Even small amounts of ice can damage critical power infrastructure.

Sources: https://www.climate.gov/news-features/blogs/enso/united-states-el-ni%C3%B1o-impacts-0
https://www.weather.gov/tae/enso
https://www.cpc.ncep.noaa.gov/products/CDB/Forecast/forecast.shtml
https://www.cpc.ncep.noaa.gov/products/analysis_monitoring/enso_advisory/ensodisc.shtml

SECTION 02:

Your Home Backup Power Options



23% of all outages
are caused by winter storms*

**Source: US Dept of Energy Form OE-417*

This Winter, Don't Just Hope For the Best. Plan For It.

Considering a generator to help protect against winter outages? Compare the options below to find the backup power solution that best fits your home, priorities and budget.



Portable Power Stations



Portable Generators



Home Standby Generators

	Ideal for apartments & condos	For emergencies & on the go	Permanent peace of mind
Uses	Clean, quiet, emission-free power. Power station's are fast-charging and solar-compatible for all your devices- even the wireless ones.	Built for immediate power needs, with flexible options to power appliances, essential circuits or more of your home.	Designed to power your whole home or essential circuits during outages – including extended outages.
Starting	A simple ON/OFF button.	Must be home when the power goes out to start and connect almost all portable generators.	Starts automatically when utility power is lost – whether you're home or away.
Connecting	Ports on the unit itself offer numerous connection options, including 2 USB-A and 2 USB-C receptacles in addition to AC, DC and a wireless charging pad.	Can be connected to individual appliances via extension cord but must be connected to the home via a manual transfer switch for whole home/specific circuit backup.	Permanently connected to your home's electrical system.
Refueling	No refueling necessary. Simply recharge the unit by connecting to a wall outlet when power returns, with the available solar panels or through a connection to a car or generator. The GB1000 takes 2.1 hours to recharge, while the GB2000 reaches 80% in 3.3 hours using the included AC charging cord.	Must be refueled every 6-12 hours, depending on loads and size of fuel tank. Fueling options include gasoline and liquid propane.	No refueling necessary if connected to a natural gas line or propane tank.
Capacity	Able to power smaller, specific devices, such as a kitchen appliance, laptop or phone. Can also be paralleled for additional capacity and backup power.	A wide range of options for every need, including smaller units that can be paralleled for additional power, or units large enough to provide whole home backup when paired with a manual transfer switch.	Can power your entire home or selected circuits.
Monitoring	With no refueling and zero maintenance, no monitoring is necessary.	Must monitor operation in person.	Monitor the generator's performance with Mobile Link™ from anywhere.

This Home Standby Generator Owner Said:

"We love ours! One of the best things we ever purchased. We were without power in the winter for five days, snowing and very cold temps. My son and his family stayed with us for the five days. Our house was warm, we had electricity, hot water, everything we needed...worth every dollar!!!"

- Janice C.
Posted on Facebook

Portable Generator Safety

Using a portable generator for emergency power? Always follow the instructions in the owner's manual and keep these safety guidelines in mind.

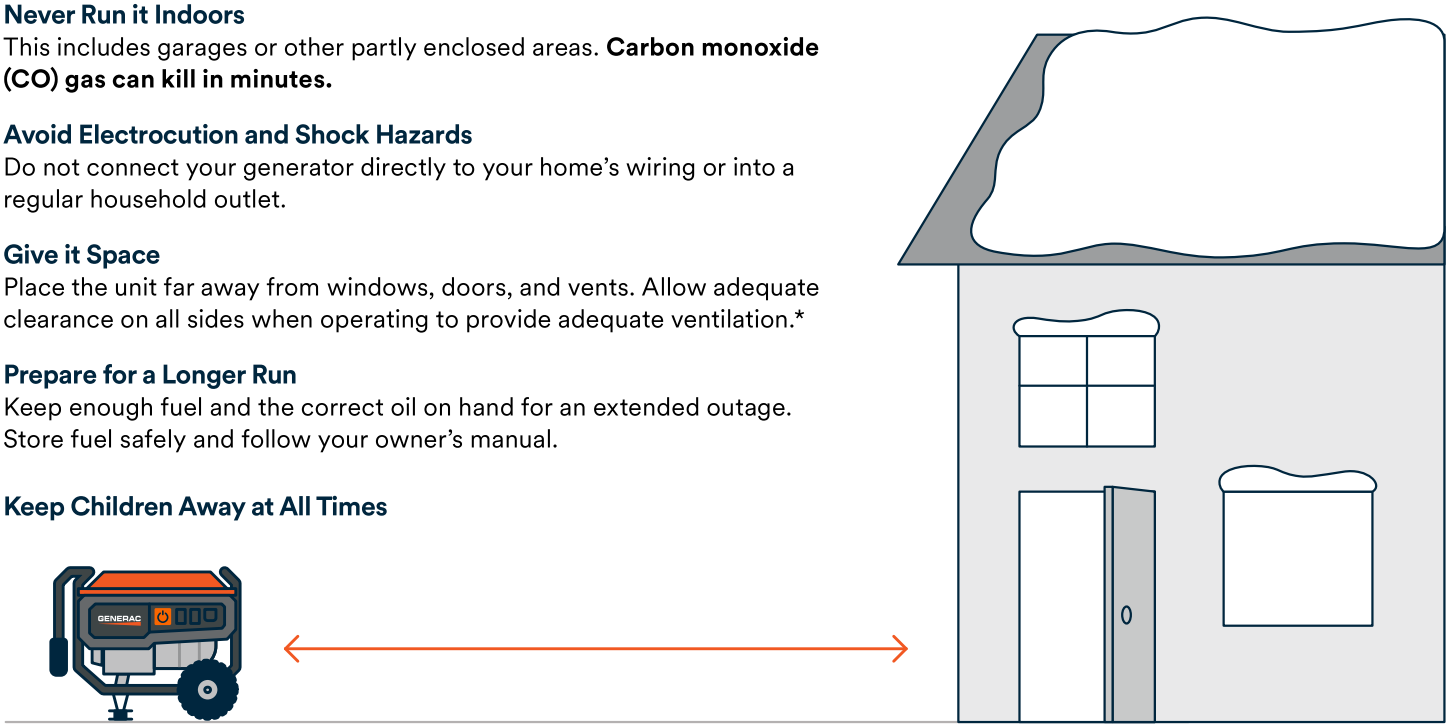
Never Run it Indoors
This includes garages or other partly enclosed areas. **Carbon monoxide (CO) gas can kill in minutes.**

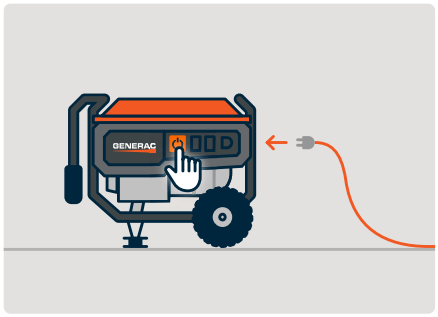
Avoid Electrocution and Shock Hazards
Do not connect your generator directly to your home's wiring or into a regular household outlet.

Give it Space
Place the unit far away from windows, doors, and vents. Allow adequate clearance on all sides when operating to provide adequate ventilation.*

Prepare for a Longer Run
Keep enough fuel and the correct oil on hand for an extended outage. Store fuel safely and follow your owner's manual.

Keep Children Away at All Times





Only plug in any cord(s) to generator **after it's running**



Keep it level: Only operate on a flat, debris-free surface with adequate clearance on all sides to allow for proper ventilation



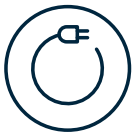
Be sure to remove all cords **before shutting down**



Don't run in direct rain



Don't run in standing water or snow.



Ensure cords are **undamaged and properly sized**

**Be sure to read and follow all instructions and warnings set forth in the owner's manual.*

Keep Your Standby Generator Winter Ready

Before cold, ice and snow arrive, take a few simple steps to help make sure your standby generator is ready.

- Clear debris, obstructions and snow from around the generator, maintaining at least 3 feet of clearance on each side.
- Ensure the inside of the enclosure is free of leaves, sticks, dirt and snow.
- Check fuel and oil lines and connections for signs of leaks.
- Inspect the fuel system for corrosion or other visible concerns.
- Be sure to check battery charge and terminals, air filter, spark plugs and sediment trap.
- Monitor the oil level, especially if the generator runs continuously during extended outages.
- Follow inspection and maintenance instructions in your owner's manual.

Designed With Winter in Mind

Generac home standby generators include features designed to support reliable operation in demanding conditions, including oil-level monitoring, cold-start capability and design features to help reduce snow, ice and water buildup.



Get Fully Fueled and Storm Ready

Monitoring Liquid Propane (LP) Fuel Levels

If you use LP to fuel your standby generator, make monitoring the tank part of your winter plan. Your generator may share that fuel with a furnace, water heater or other household appliances, and fuel can go faster than expected when temperatures drop.

Keeping an eye on your tank level can help you avoid running out, paying for an emergency delivery or being left without enough propane when you need it most.

Don't Wait Until the Last Minute

Schedule fuel delivery for your home standby generator before your provider becomes inundated with storm prep calls. Ensure you have what you need for your home – and peace of mind.

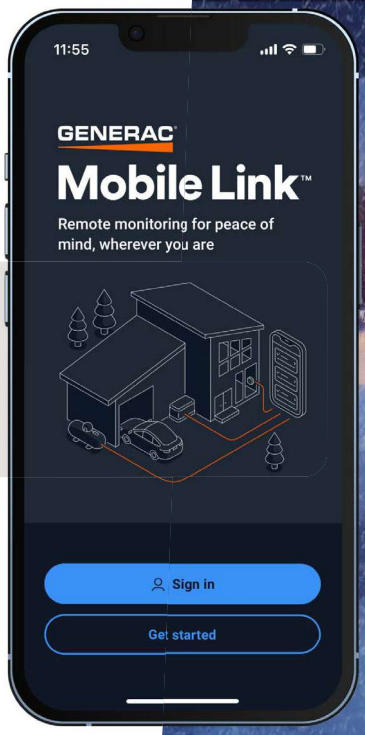
Use the Generac LTE Fuel Level Monitor*

Measure the remaining fuel level in your propane tank, no matter which household LP appliances are drawing from it. Plan ahead and help protect against fuel runout with:

- Installation in under 5 minutes on compatible above- or below-ground propane tanks
- Mobile Link app integration for convenient, remote tank-level monitoring
- Text and email alerts when fuel drops below a selected level
- Greater visibility into fuel use before and during an outage

Don't Rely on Manual Tank Checks Alone

From the dangers of being out in the elements to the simple fact that LP appliances may be running when nobody's home, manual checks can be unreliable and should only be part of your plan. Not your whole plan.



Stay Ahead of Fuel Runout

Remote tank monitoring is an easy, reliable way to help ensure you always have enough LP to weather the storm.

**Paid subscription required for fuel-monitoring service. Tank compatibility varies, and only one fuel monitor can be installed per tank. Delivery scheduling not available through Mobile Link.*

SECTION 03:

Winter Weather Safety Tips



A Storm for the Record Books

Winter Storm Jonas in 2016 brought record snowfall to New York City and Baltimore, closed major airports and prompted states of emergency across multiple states.

https://weather.com/storms/winter/news/winter-storm-jonas-record-snowstorm-new-york-city

Be Prepared. Take Action.

The best time to prepare is before the forecast becomes a warning. Gather the supplies and information you need – and be sure everyone in your home knows the plan.

Start Now

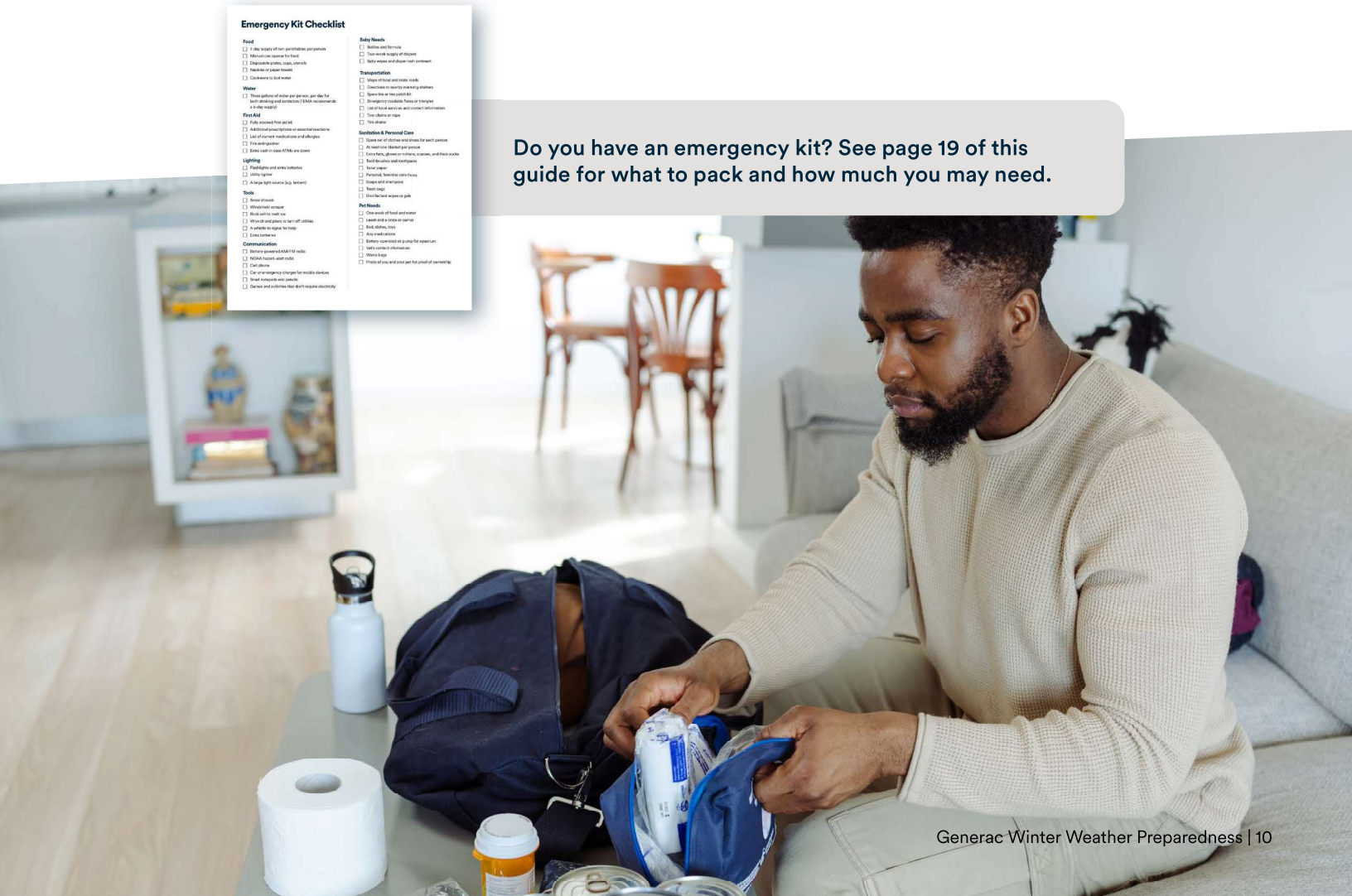
- Identify nearby warming centers, their hours and whether they accept pets.
- If you use a fireplace or wood stove, have the chimney or flue inspected.
- Create a communication plan, designate primary and backup meeting places, and gather printed maps in case mobile service is interrupted.

Photograph Your Possessions

- Start with high-value items inside and outside your home.
- Show items close up and in their locations with date and value.
- Include wills, proof of insurance, receipts and other vital documents.

Working Smoke and Carbon Monoxide (CO) Alarms Save Lives

- Install smoke and CO alarms on every level and outside sleeping areas.
- Interconnected alarms are best: when one sounds, they all sound.
- Test alarms monthly and replace batteries as needed.
- **Never ignore an alarm. Get outside immediately, then call 911.**



Do you have an emergency kit? See page 19 of this guide for what to pack and how much you may need.

Ready for the Storm.
And the Days That Follow.

Winter storms this year could be unpredictable, but they don't have to catch you off guard. Here are a few simple ways to stay one step ahead.

Protect Your Home and Pipes

- If your home loses heat, frozen pipes can quickly become a costly problem.
- Insulate pipes in unheated areas such as garages, crawl spaces and basements.
- Open kitchen and bathroom sink cabinets so warm air can reach the plumbing.
- Locate and mark your main water shut-off valve so you can act quickly if a pipe bursts.
- If you leave home during cold weather, keep the heat set to at least 55°F.

Food Safety

- During an outage, keep refrigerator and freezer doors closed. Food stays safe for up to 4 hours in an unopened refrigerator, 48 hours in a full freezer or 24 hours in a half-full freezer.
- Discard perishable food that's been above 40°F for more than 2 hours. When in doubt, throw it out.*

Child Safety

- Help keep children calm before, during and after severe winter weather with a little guidance and reassurance to ease any stress.
- Constant Communication
  Talk about your safety or evacuation plans before a storm arrives.
- Let children help gather supplies and feel part of the process.
- During the storm, talk through what you're experiencing and share the plan for what happens next.

Child-Friendly Evacuation Kit

- Pack water, snacks and first-aid items, including bandages and antibiotic ointment.
- Include toys, games and other comfort items that don't require power.

Living in an Apartment or Condo?

Consider a portable power station. They produce zero emissions, are safe for indoor use and can power a 120W refrigerator for up to 24 hours.**



**Times apply when appliance doors remain closed.*

Source: https://www.fsis.usda.gov/food-safety/safe-food-handling-and-preparation/emergencies/keep-your-food-safe-during-emergencies

***Model and use case can vary*

Pet Safety

Pets are safest indoors with you during winter weather. Bring them inside before a storm hits, and plan for their comfort and safety in case the power goes out.

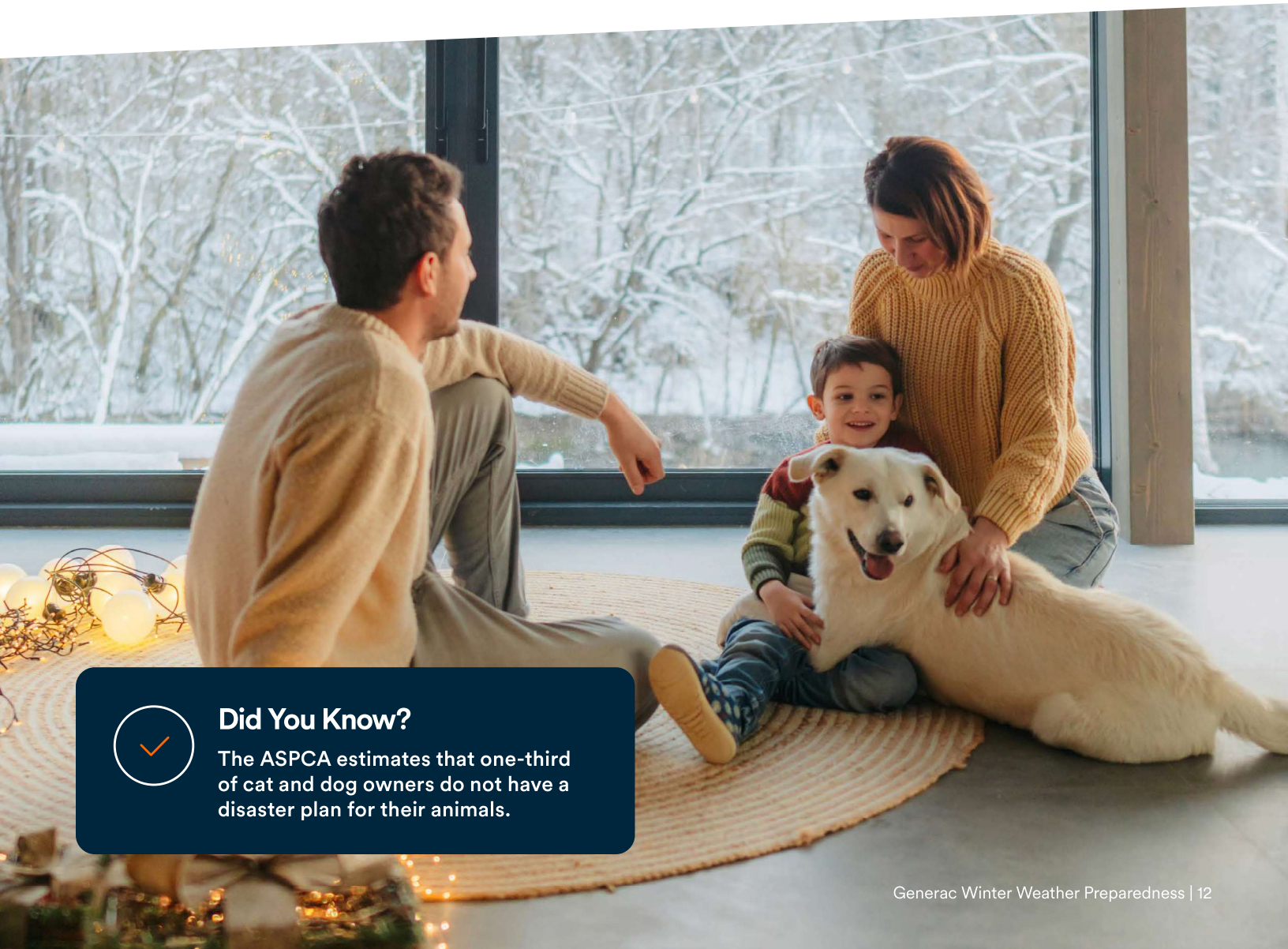
Emergency Kits Should Include:

- 7 days of food and water, plus a manual can opener if needed
- One week of medications
- A carrier or kennel and an extra leash
- ID tags, rabies vaccination tag and collar
- Medical or vaccination records for a pet-friendly shelter
- A photo of you and your pet together as proof of ownership

If You Have an Aquarium

Help maintain the delicate balance in your aquarium by keeping its filtration system and heater running 24/7. Whether an outage lasts a few hours or a few days, here are several ways to minimize damage:

- Unplug your filter and rinse it before restarting.
- Cover the tank with a blanket to help maintain the water temperature.
- Make up for lost oxygen with a battery-powered air pump.
- Consider the backup power options in this guide to help keep essential equipment running at all times.



Did You Know?

The ASPCA estimates that one-third of cat and dog owners do not have a disaster plan for their animals.

Before the Storm

Make the most of your prep time.

Give everyone in your home a chance to get ready before conditions deteriorate. Be sure to:

- Bring pets indoors.
- Set your refrigerator and freezer to the coldest settings.
- Fill bathtubs and large containers with water for sanitation.
- Charge phones, essential electronics, power banks and backup batteries.
- Unplug small appliances in rooms you don't plan to use.
- Check your yard for trees or branches that should be trimmed.
- Fill approved fuel containers if you use a portable generator and store the fuel safely.
- Review your backup plan for medical devices that require power.
- Keep your home's heat set to at least 55°F if you plan to be away.
- Know where the main water shut-off valve is in case a pipe bursts.
- Consider allowing faucets to drip during extreme cold to prevent freezing.
- Confirm the fuel level for your standby generator and other propane-fueled equipment.

How Long Do You Have to Prepare?

When a Watch is Issued

This means conditions are favorable to produce potentially dangerous weather in your area within 24 to 48 hours.

When a Warning is Issued

Severe conditions have been observed, and potentially dangerous winter weather is imminent in or near your area within 12 to 36 hours.

Source: www.weather.gov

During the Storm

Focus on staying informed, warm and safe at home.

Sheltering in Place

If you remain at home:

- Stay inside and limit your time outdoors.
- Monitor weather updates. Have a battery-powered or hand-crank radio available in case of an outage.
- Conserve your phone battery in case power or cellular service is interrupted.
- If power is lost, unplug sensitive electronics and major appliances to help protect them from a surge when power returns.
- If you're using a portable generator, follow your owner's manual for safety.
- Turn off the electricity if a burst pipe begins flooding your home.
- Leave your home if it becomes unsafe or an emergency official gives the order.
- Go to a neighbor's home, warming center or other location based on official emergency directions.

Staying Warm

If your home loses heat:

- Stay inside as much as possible, opening doors and windows only when necessary.
- Close off unused rooms and use only the most essential areas.
- Place towels or other fabric under doors to reduce drafts.
- Cover windows at night to keep out cold air.
- Dress in loose, light layers you can remove as needed. Avoid sweating and overheating, which can lead to chills.
- Stay hydrated and eat regularly to help your body generate heat.
- Keep blankets and other items away from space heaters, fireplaces and wood stoves, and ensure proper ventilation.

Never operate a portable generator indoors or in a garage, even with doors or windows open. Carbon monoxide is odorless, colorless and can be deadly within minutes.



Outdoor Safety

If you must go outside during a winter storm, take extra precautions:

- Walk carefully on snow- and ice-covered surfaces.
- Watch for ice that may not be visible.
- Avoid overexertion. Sweating can cause chills and hypothermia.
- Know the signs of hypothermia, including intense shivering, confusion and slurred speech.
- Know the signs of frostbite, including numbness and pale, waxy or unusually firm skin.
- Drive only when necessary and conditions permit.
- Carry a vehicle emergency kit with blankets, a shovel, traction material, water and other essentials.
- Change out of wet clothing as soon as possible to maintain body heat.

This Home Standby Generator Owner Said:

"So far we have run a total of 25 hours in the past year after numerous power outages in below zero or near zero conditions with hurricane level winds in the wintertime. Reliable and worry free. One of the best investments I've ever made. Strongly recommend for anyone wishing to prepare for the unexpected."

- Eric O .
Posted on Facebook



After the Storm

Stay alert and recover safely.

First and foremost, if your home has severe damage or you suspect a gas leak, leave immediately. Go to a safe location and contact emergency officials or the appropriate utility.

- Report downed power lines to the utility company or local police or fire department. Stay far away from the lines and anything touching them.
- Carefully clear snow from around propane tanks, taking care not to puncture the tank or fuel line.
- Check on neighbors.
- Make a list of missing or damaged property, and take photos of your home, yard and street before cleanup begins.
- Report losses to your insurance company.
- Do not travel on closed roads. They may have downed power lines or trees.
- Use qualified contractors to clear large debris, remove fallen branches, or address structural damage.
- If power remains out, keep major appliances and sensitive electronics unplugged to help protect them from a surge when power returns.
- If your home has flooded, have a qualified electrician inspect the electrical system before restoring power.
- Save phone calls for emergencies. Use text messages or messaging services to communicate with family and friends.

In Case of Extended Power Outages

- Have an alternate plan for refrigerated medicines and power-dependent medical devices.
- Keep refrigerator and freezer doors closed.
- Only use portable generators outdoors and far from doors, windows and vents.
- Disconnect appliances and electronics to protect against electrical surges when power returns.
- Never use a gas range or oven to heat the home.

The storm may be over. Your preparation for the next one starts now.



Have a Home Standby Generator?

Check the oil level every 24 hours of continuous operation and change the oil every 100 hours or as needed. Use SAE 30 above 32°F, 10W-30 from -10°F to 40°F or synthetic 5W-30 at any temperature*.

**Oil requirements and maintenance schedules can vary by model. Always follow your owner's manual.*



Did You Know?

The LEDs you put up this year could still be in use 40 holiday seasons from now.

Keep the Holidays Happy & Affordable

From Thanksgiving to New Year's Day, holiday lights, cooking and extra time at home can increase household energy use. As energy needs ramp up, keep these simple tips in mind to help keep your lights shining and costs in check.

Turkey Bulge

Fryers, ovens and stovetops often go on around the same time as households prepare holiday meals. Before you start cooking, consider preparing main dishes ahead of time or grouping foods with similar cooking temperatures.

Deck the Halls with LEDs

According to the Department of Energy, LED bulbs use at least 75% less energy. They're also cooler to handle than incandescent lights, and you can connect up to 25 LED strings end to end without overloading a wall socket.

Black Friday & Cyber Monday

They bring big savings, but even bigger online traffic numbers and energy spikes. Beware of phantom power vampires: electronics that continue to draw power even when turned off or on standby. If you're not using a device, unplug it or consider connecting it to a "smart" power strip to save a little that you can spend a little more on what you really want.

Timing Is Everything

Two months of holiday lights cost more than one. How long you let your yuletide glow matters.

- Set timers to turn lights off at a reasonable hour.
- Hit the switch and turn lights off before going to bed or leaving home.
- Make a resolution to take down the lights by the weekend after New Year's Day.

SECTION 04:

Put Preparation into Action



One Winter Storm, 1.5 Million Customers Without Power

Winter Storm Elliott caused outages across several states in December 2022. The checklists ahead can help you prepare, just in case.

https://www.congress.gov/118/meeting/house/115287/documents/HHRG-118-II00-20230208-SD017.pdf

Emergency Kit Checklist

Food

- [ ] 7-day supply of non-perishables per person
- [ ] Manual can opener for food
- [ ] Disposable plates, cups, utensils
- [ ] Napkins or paper towels
- [ ] Cookware to boil water

Water

- [ ] Three gallons of water per person, per day for both drinking and sanitation (FEMA recommends a 5-day supply)

First Aid

- [ ] Fully stocked first aid kit
- [ ] Additional prescriptions or essential medicine
- [ ] List of current medications and allergies
- [ ] Fire extinguisher
- [ ] Extra cash in case ATMs are down

Lighting

- [ ] Flashlights and extra batteries
- [ ] Utility lighter
- [ ] A large light source (e.g. lantern)

Tools

- [ ] Snow shovels
- [ ] Windshield scraper
- [ ] Rock salt to melt ice
- [ ] Wrench and pliers to turn off utilities
- [ ] A whistle to signal for help
- [ ] Extra batteries

Communication

- [ ] Battery-powered AM/FM radio
- [ ] NOAA hazard-alert radio
- [ ] Cell phone
- [ ] Car or emergency charger for mobile devices
- [ ] Small notepads and pencils
- [ ] Games and activities that don't require electricity

Baby Needs

- [ ] Bottles and formula
- [ ] Two-week supply of diapers
- [ ] Baby wipes and diaper rash ointment

Transportation

- [ ] Maps of local and state roads
- [ ] Directions to nearby warming shelters
- [ ] Spare tire or tire patch kit
- [ ] Emergency roadside flares or triangles
- [ ] List of local services and contact information
- [ ] Tow chains or rope
- [ ] Tire chains

Sanitation & Personal Care

- [ ] Spare set of clothes and shoes for each person
- [ ] At least one blanket per person
- [ ] Extra hats, gloves or mittens, scarves, and thick socks
- [ ] Toothbrushes and toothpaste
- [ ] Toilet paper
- [ ] Personal, feminine care items
- [ ] Soaps and shampoos
- [ ] Trash bags
- [ ] Disinfectant wipes or gels

Pet Needs

- [ ] One week of food and water
- [ ] Leash and a crate or carrier
- [ ] Bed, dishes, toys
- [ ] Any medications
- [ ] Battery-operated air pump for aquarium
- [ ] Vet's contact information
- [ ] Waste bags
- [ ] Photo of you and your pet for proof of ownership

Family Contact Information

Contact Information	
OUT-OF-TOWN CONTACT:	CONTACT NUMBER:
EVACUATION CENTER:	PHONE NUMBER:
LOCAL MEETING SPOT:	PHONE NUMBER:

Family Member Information	
NAME: DATE OF BIRTH:	SOCIAL SECURITY NO.: SPECIAL NOTE:
NAME: DATE OF BIRTH:	SOCIAL SECURITY NO.: SPECIAL NOTE:
NAME: DATE OF BIRTH:	SOCIAL SECURITY NO.: SPECIAL NOTE:
NAME: DATE OF BIRTH:	SOCIAL SECURITY NO.: SPECIAL NOTE:

Where We Might Be	
FAMILY MEMBER: LOCATION 1: ADDRESS: PHONE NUMBER:	LOCATION 2: ADDRESS: PHONE NUMBER:
FAMILY MEMBER: LOCATION 1: ADDRESS: PHONE NUMBER:	LOCATION 2: ADDRESS: PHONE NUMBER:
FAMILY MEMBER: LOCATION 1: ADDRESS: PHONE NUMBER:	LOCATION 2: ADDRESS: PHONE NUMBER:
FAMILY MEMBER: LOCATION 1: ADDRESS: PHONE NUMBER:	LOCATION 2: ADDRESS: PHONE NUMBER:

Resources

Provide the following for each family member and update with any changes.

Important Contacts	Company Name	Phone Number	Policy Number
MEDICAL INSURANCE			
HOMEOWNER'S INSURANCE			
VETERINARIAN			

Family Medication Form

Print out and complete for each family member. This form is for: _____

Medicinal Allergies	
MEDICATION NAME	REACTION

Current Prescriptions					
MEDICATION NAME	DOCTOR'S NAME	DOCTOR'S NUMBER	REASON FOR TREATMENT	DOSAGE (MG)	HOW OFTEN I TAKE IT

Non-Prescription Medications Including Vitamins & Supplements			
NAME	REASON FOR TREATMENT	DOSAGE (MG)	HOW OFTEN I TAKE IT

Home Inventory

Use the following home inventory form for each room in your home to make sure all your valuables are documented in the event of a major storm.

Item	Price	Date	Brand
FURNITURE			
ELECTRONICS			
OTHER			

Reliable Support
When You Need It Most

We understand that when your power goes down, anxiety can go up. Everyday tasks get harder, your home can lose heat and family routines can be disrupted.

When winter weather threatens your power, you can do more than hope it stays on. You can have a plan.

As the backup power experts, Generac is here with reliable solutions and ongoing support to help bring greater peace of mind through winter storms, grid outages and whatever comes next.

Customer and technical support for your Generac products is available 24/7, 365 days a year.

Call 888-GENERAC (888-436-3722) or visit Generac.com/service-support.

Please Keep These Contacts Available

- **FEMA**
  www.fema.gov
  800-621-3362
- **Food Safety**
  www.fsis.usda.gov
  888-674-6854
- **CDC Emergency Preparedness & Response**
  https://emergency.cdc.gov
  800-232-4636

As always, dial 911 first in any emergency.

This Home Standby Generator Owner Said:

"We purchased a Generac whole house system from Virginia Power Solutions and are extremely satisfied with the entire experience of home assessment, scheduling, installation, and inspection and let's not forget all for a reasonable price. Home assessment was done meticulously, schedule was adhered to, installation was done very professional in two days. The team found a creative solution to a tight space problem for the transfer switches. Altogether I can recommend them highly."

- Kurt M .

VIRGINIA POWER solutions

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