



# Preparation is power.



## Here's what we do — and you can do — to be ready for a power outage.

PECO prepares for emergencies with advanced planning and employees who are trained and ready to respond on a moment's notice.

### You can be prepared too by following these simple steps:

- ☐ Write down PECO's emergency number **1-800-841-4141** and keep it handy to report any outages or problems with your gas or electric service. Do not call 9-1-1 to report a power outage. The 9-1-1 centers cannot restore your power and such calls only delay responding to lifesaving calls.
- ☐ Portable phones only work with electricity — have a land-based or cell phone available.
- ☐ If you rely on life sustaining equipment, have battery back-up and have a relocation plan.
- ☐ Prepare a storm kit with items such as:
  - ☐ Flashlight with fresh batteries on each floor of your home — avoid using candles! If you do use candles, *never* leave them unattended.
  - ☐ Battery-operated clock and radio.
  - ☐ Supply of bottled water (especially if you have well water) and easy-to-prepare, non-perishable foods available for extended outages.
  - ☐ Make sure you have enough water for drinking and cooking.
- ☐ Unplug electronic appliances, such as TVs and computers, to protect them from a voltage surge from lightning, pole hits or other accidents. Consider getting a voltage surge suppressor for additional protection.

Being prepared can help you weather any emergency or power outage more safely and more comfortably. But when outages do occur, here are some important steps to take to keep you and your family safe until power is restored.

### Stay safe and informed.

- ☐ Take cover if necessary and tune into news broadcasts.
- ☐ If outside, be aware of trees and downed power lines — stay clear!
- ☐ Call PECO's emergency number **1-800-841-4141** to report outages and other problems with gas and electric service. Do not call 9-1-1 to report an outage. The 9-1-1 centers cannot restore your power and such calls only delay responding to lifesaving calls.
- ☐ Do not touch or try to move downed lines and consider all downed lines as energized and extremely dangerous. Report any downed lines to PECO at **1-800-841-4141** *immediately*.
- ☐ If you are in your vehicle and power lines fall on it, stay in the car until emergency personnel can assist. The car can become energized.

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## What you can do if the lights go out.

- ❑ Call PECO at **1-800-841-4141** as soon as possible. Remember, call volume may become very busy during storms. Our automated, interactive system allows us to take thousands of calls at a time and get your information processed faster.
- ❑ *If you need to describe damage that has occurred such as a downed pole or wire, be sure to request a customer service representative.*
- ❑ Turn off and unplug most appliances to prevent an electrical overload when power is restored. Keep a light on so you'll know when service is back.
- ❑ Keep refrigerator and freezer doors closed as much as possible. Post the contents on the outside of the door. Move meats and dairy products into the freezer compartment since it will stay colder longer. If the freezer is partially full, it can keep meat frozen for up to 24 hours and up to 48 hours when full. Fill the freezer and refrigerator with bottles of water to take up space. Wrap the refrigerator/freezer in a blanket to keep it insulated and preserve foods longer.
- ❑ Dry ice is available at some retail stores. It presents some safety concerns, but it can be used to preserve frozen foods for longer than 24 hours. Dry ice must be handled with care because it can cause severe burns. Note — food that directly touches dry ice can get freezer burns. Dry ice should not be used in a smaller cooler with food or medicines that are needed and could become frozen. PECO cannot supply dry ice during weather-related events to ensure all our resources are dedicated to power restoration activities.

## What PECO is doing if the lights go out.

Whenever customers lose service, all of our efforts are focused on restoring service to everyone in a safe and timely manner. PECO restores service to transmission lines and substations first, followed by critical care customers such as hospitals and public water and sewage facilities, police and fire stations — and then to the most affected areas.

PECO does not restore service unless it is safe. In some cases PECO has to proactively shut off service. If your natural gas or electric service is shut off due to flooding, your appliances and electrical panel need to be inspected and repaired, if necessary, by a qualified service inspector to certify they are safe to operate before PECO will re-introduce service.

- ❑ Once the cause of the outage is known, we will do our best to provide you with updates on when you can expect service to be restored. Estimated restoration times can be provided once we complete damage assessment and determine what is necessary for repairs. It is more difficult to provide restoration times in the early phases of a major storm with widespread damage. We appreciate your understanding and patience.
- ❑ If you or someone you know has a medical condition, plans should be made for alternate sources of power or alternate accommodations in the event of an extended power outage.
- ❑ If you have a generator, use it safely and responsibly:
  - ❑ Read and follow the instruction manual — use the manufacturer's recommended power cords.
  - ❑ Do not connect a generator to your home's wiring.
  - ❑ Don't overload a generator.
  - ❑ Never operate a generator in an enclosed space.
  - ❑ Turn off all connected equipment before shutting down a generator.
- ❑ If your home is flooded:
  - ❑ Contact PECO at **1-800-841-4141** immediately.
  - ❑ Stay out of standing water.
  - ❑ Don't attempt to re-ignite a pilot light. Leave the area and don't turn on lights or strike a match.

Hurricanes, ice storms, blizzards, or region-wide emergencies and outages do happen. PECO is committed to keeping your lights on and, when outages do occur, we make every effort to get your power back on as soon as possible.



For more information on how PECO prepares for emergencies and what you can do, visit [www.peco.com/programs/prep](http://www.peco.com/programs/prep) or [www.ReadyRegion.org](http://www.ReadyRegion.org)

