



## **Helpful Information For Customers and Municipal Officials: Re-Energizing Procedure Following Flooding**

### **BACKGROUND:**

In the event of flooding, PECO Energy cannot restore electric or natural gas service to residential and commercial properties prior to completion of all required safety inspections. In some cases PECO may be forced to shut off service to homes and businesses in flooded areas due to safety concerns.

### **What is PECO's policy regarding restoration of service in flooded conditions?**

- PECO is responsible for servicing only its equipment up to and including the customer's meter.
- In the event of severe flooding around natural gas meters, appliances and/or electrical equipment, PECO Energy is obligated by the state Public Utility Commission to not restore electric or gas service if it cannot ensure the safety of the service before restoration.
- PECO will work in cooperation with local code enforcement officials to ensure public safety.
- Costs of safety inspections are the responsibility of the customer.

### **What must customers do to have electric service restored ?**

- In cases where the customer's electric meter or circuit distribution panel have been submerged, the following procedures must be adhered to:
  - The customer must first arrange for a licensed electrician to perform inspection of their wiring and circuitry. The electrician must satisfy all municipal code requirements, including (if applicable) completion of the appropriate certification forms from the customer's municipality.
  - A third-party electrical underwriter inspector must then examine the internal electrical system, and affix a certification seal on the meter panel verifying the safety.
  - PECO then will re-energize electric service.

### **What should our natural gas customers in flooded areas do?**

- PECO's suburban customers with natural gas service who experience any service problem or notice gas odors are asked to contact the company immediately at **1-800-841-4141**.
- Flooding can extinguish pilot lights on gas heaters and other appliances. If this happens leave immediately, contact PECO, and do not do anything that could cause a spark (like turning on lights or lighting a match).
- Customers should not attempt to relight appliances themselves. There is a potential for serious accident or explosion.
- Customers must have a qualified service contractor or technician like a plumber inspect their appliances and certify that they are safe to operate.
- Only then will PECO reintroduce gas service.

### **Emergency and Safety Tips for All Customers:**

- Keep the number of an electrician or plumber handy as part of emergency preparations.
- Do not enter basements that are flooded; the water at certain levels could be energized.
- PECO encourages customers to unplug sensitive electronic appliances like computers, televisions, VCRs, and microwaves. This will protect the equipment from potentially damaging power surges. However, leave at least one light on so you'll know when power is restored.

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