

We're Getting Ready for Summer Storm Season. We Want to Help You Get Ready, Too!

The summer storm season is upon us. We have been preparing ahead of the storm in a number of ways, including aggressively trimming trees, hosting emergency drills, and updating our systems and processes to better serve you.

And while Pepco has a storm plan in place to safely and quickly restore your power, it is important that you, too, plan ahead. In this special issue of LINES, we've provided a checklist of information to help you navigate this storm season as safely and comfortably as possible.



Be Prepared – Keep a Storm Kit Handy

Even with the best of preparations, outages can occur, especially as a result of severe weather. Here's what you can do to prepare before storms hit:

- Assemble an emergency "storm kit." Include a battery-powered radio or television, flashlight, a first-aid kit, extra batteries, special needs items such as medicines, an insulated cooler and a list of important and emergency phone numbers.
- Keep at least a three-day supply of nonperishable foods and bottled water and have a hand-operated can opener available.
- Have a telephone with a cord or cell phone to use as a backup. Cordless telephones require electricity to operate, and won't work if there is an outage.

For more storm preparation information, go to pepco.com.

Always Call When Your Power is Out

Call us at **1-877-PEPCO-62** to report your power outage. A neighbor's call to report their outage will not indicate to Pepco that you're out of power as well.

Remember to request a call back to verify if your service has been restored. This helps us pinpoint outages after the main electric line has been restored, and allows us to make repairs to individual customers.

Make sure we have your current telephone number. Contact our Customer Care Service Center at **202-833-7500** – with your account number handy – to update your contact information in our automated system. Current customer information allows us to provide the quickest response to your outage issue.



Sign Up for the Emergency Medical Equipment Notification Program

Customers who rely on electricity to power life-support equipment in their home can sign up for our Emergency Medical Equipment Notification Program.

Once enrolled, we will notify you of scheduled outages in your area, severe storms such as hurricane warnings that could lead to extended outages on our electric system, and we will send you a helpful information package to help you prepare for emergencies. To sign up, please call **202-833-7500** or visit pepco.com.

Because customers who depend on life-support equipment are located throughout our service area, Pepco cannot provide restoration priority to individual customers when there are extensive power outages.

If you or someone you know uses life-support equipment that requires electricity to operate, identify a location with emergency power capabilities and make plans to go there or to a hospital during a prolonged outage.

Learn How We Restore Power

In the event our system is damaged by severe weather, Pepco repairs equipment that will restore the largest numbers of customers first. Generally, the sequence is as follows:

- Downed live wires or potentially life-threatening situations and public health and safety facilities without power
- Transmission lines serving thousands of customers
- Substation equipment
- Main distribution lines serving large numbers of customers
- Secondary lines serving neighborhoods
- Service lines to individual homes and businesses

Our damage assessment and restoration process begins once the storm has passed and it's safe for our personnel to proceed with gathering information and determining the extent of the damage in the affected areas.

Stay Away from Downed Wires

Public safety is our number one priority and when we receive a report of a wire down, we dispatch the closest available line crew to respond.

However, in the event of storms with massive outages, we may first send other Pepco personnel to:

- Relieve fire services or police personnel until a line crew can arrive
- Stand by to make sure the area is safe to the public until a line crew can arrive
- Or, if the wire is not Pepco's, identify it as cable TV, telephone or other telecommunications wire

Always assume that a downed power line is live and dangerous. Downed lines do not always spark, burn or arc.

Do not attempt to move a downed power line with another object, such as a tree branch or a rope. Even non-metallic materials can conduct electricity depending on moisture content and surface contamination.

If you see a downed power line, warn children to stay away and notify an adult. Report the downed power line immediately by calling **1-877-PEPCO-62**, press **2**.



Protect Your Electronic Equipment

As you prepare for storm season, remember to take the necessary steps to protect your home electronic equipment from power surges.

A power surge is an increase in voltage significantly above the designated level in a flow of electricity. In normal household and office wiring, the standard voltage is 120 volts. If the voltage rises above 120 volts, the resulting surge could result in the loss of electronic equipment.

To protect your electronic equipment, use electrical surge suppressors or arresters. Most are designed to be plugged into a wall outlet.

For more tips, visit pepco.com.

Use Portable Generators Safely

If you plan to use a portable generator during power outages, here are some important safety precautions:

- Locate your generator in a well-ventilated area. Never run it inside, even in your garage. Gasoline powered generators produce deadly carbon monoxide fumes.
- Use the generator only when necessary, and don't overload it. Turn it off at night while you sleep and when you are away from home.
- Do not connect your generator directly into your home's main fuse box or circuit panel. This can feed electricity back into the electrical system, endangering field personnel working to restore your power.