

## What to do if the lights go out - Key steps to take...

- Check the fuse or circuit breaker box to see if a fuse tripped inside the home.
- Check with the neighbors to see if their power is out.
- Call PECO at 1-800-841-4141 as soon as possible. Remember, call volume can become very busy during storms and the automated, interactive system allows the company to accept thousands of calls at a time and get your information to the right people faster. When more customers call, we can better manage our response efforts.
- Be sure to request a customer service representative if you can describe damage that has occurred, such as a downed pole or wires, etc.
- Once the cause of the outage is known, PECO will do our best to provide you with updates on power restoration and when you can expect service to be restored. In most cases, outages are restored in less than two hours, longer during storms.
- Turn off and unplug most appliances to prevent an electrical overload when power is restored, and keep a couple of lights on so you'll know when service is back.
- Keep refrigerator and freezer doors closed as much as possible. Resist the urge to frequently check on foods. Move meats, cheese, milk etc. 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 filled with water to occupy more space. Wrap the refrigerator/freezer in a blanket to keep it insulated and preserve foods longer.
- Dry ice, available at some retail stores, can be used to preserve frozen foods for longer than 24 hours but presents safety concerns. Dry ice is hazardous material and must be handled with care because it can cause severe burns. 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 will not supply dry ice during weather-related events, so that the company can focus its resources on power restoration activities.