

# WISCONSIN PUBLIC SERVICE CONTACT INFORMATION

*So that we can quickly and effectively respond to an emergency,  
always provide the following information when you call:*

- **Type of emergency** (*gas or electric*)
- **Exact location of the emergency** (*street address, municipality, fire number, etc.*)
- **Nature of the emergency** (*fire, explosion, gas leak, vehicle accident, etc.*)

## EMERGENCY CONTACT INFORMATION

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24-Hour Electric Emergency.....	<b>800-450-7240</b>
24-Hour Gas Emergency.....	<b>800-450-7280</b>
24-Hour Residential Customer Service.....	<b>800-450-7260</b>
Business Solutions Center.....	<b>877-444-0888</b>
Call Before You Dig.....	<b>811</b>
Diggers Hotline .....	<b>800-242-8511</b>
MISS DIG .....	<b>800-482-7171</b>
Telecommunications Device for the Deaf (TDD) .....	<b>800-450-5583</b>
Website.....	<b><a href="http://www.wisconsinpublicservice.com">www.wisconsinpublicservice.com</a></b>



# NATURAL GAS EMERGENCY RESPONSE GUIDELINES from WISCONSIN PUBLIC SERVICE

*These are guidelines only.*

*Your actions should be dictated by your resources and training.*

## MAKE THE RIGHT CALL

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Call WPS or the local gas company as soon as you suspect natural gas is involved in any emergency situation.

Natural Gas Emergency      800-450-7280

## TAKE CONTROL

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### Outside Gas Leaks

- Keep people away from the area.
- If safe to do so, turn off the gas valve on the service to the building's gas meter.
- Keep traffic away from the area.
- Evacuate adjoining buildings.

### Inside Gas Leaks

- Evacuate the building and keep bystanders at a safe distance.
- Do not use electrical devices, such as telephones, doorbells or other ignition sources.
- If safe to do so, turn off the gas valve on the service to the building's gas meter.
- Ventilate the area by leaving windows or doors open as you go.

## BE AWARE OF GAS HAZARDS

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### Use Your Nose

- If you do not have a gas detection instrument, check for gas odor using your nose as you enter the area.
- If you smell gas, assume gas is leaking and evacuate the area.

### Use A Gas Detection Instrument If Available

- If you have a gas detection instrument, turn the instrument on in clean air.
- Sample near the ceiling as you enter. If the detector shows more than a trace of gas, then assume gas is leaking and evacuate the building and area.



# ELECTRIC EMERGENCY RESPONSE GUIDELINES

## from WISCONSIN PUBLIC SERVICE

*These are guidelines only.  
Your actions should be dictated by your resources and training.*

### MAKE THE RIGHT CALL

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Call WPS or the local electric company as soon as you suspect electric facilities are involved in any emergency situation.

Electric Emergency                      800-450-7240

### BE AWARE OF ELECTRIC HAZARDS

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- Assume all electric facilities are energized.
- Electricity can travel through the ground from the point of contact.

### TAKE CONTROL

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#### Downed Wires

- Establish a safety zone.
- Never move or cut the wires.
- If a person is still in contact with the downed wire, stay away until utility workers arrive.

#### Structure Fires

- If possible, operate customer-owned disconnects or switches to turn off the electricity to a structure.
- Do not cut service wires.
- Do not pull electric meters.

#### Car-Pole Accidents With Downed Wires

- Establish a safety zone.
- Instruct drivers and passengers to stay in the vehicle until utility workers arrive.
- If the vehicle must be vacated, instruct the drivers and passengers to jump from the vehicle with feet together and shuffle away.



# WISCONSIN PUBLIC SERVICE SERVICE TERRITORY

