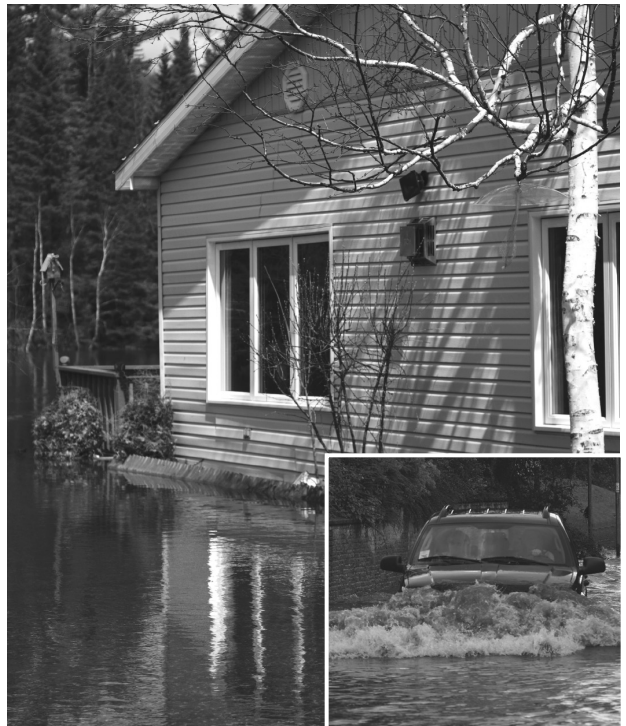


# Responding To Flood Emergencies Involving Natural Gas And Electricity



## FOR MORE INFORMATION

For additional safety information or to inquire about safety training opportunities, please call WPS at **800-450-7260** and ask to speak to your local customer service manager.

## PARA TRADUCCIONES

Le proporcionamos esta información como cliente. Si desea recibir una traducción, llame al **800-450-7260**.

## Guidelines for First Responders



## BE AWARE OF NATURAL GAS AND ELECTRICAL HAZARDS

- Natural gas has a distinct, rotten egg-like odor. Should you smell this odor in a flooding situation notify WPS immediately.
- Always treat a downed wire as if it were live and contact WPS immediately.
- Do not enter substation or any other utility fenced in areas.

## MAKE THE RIGHT CALL

Be sure to contact WPS or the local gas and electric company in any flooding situation.

**WPS Electric Emergencies — 800-450-7240**

**WPS Gas Emergencies — 800-450-7280**

## QUICK REFERENCE GUIDE

Here is a list of items that you should use to guide you through emergency responses in flooded areas.

### PUBLIC SAFETY

- Contact WPS immediately at 800-450-7299.
- Secure area and remove any occupants.
- Prevent access to flooded areas.
- Identify special needs households and offer assistance.
- Provide secured access for home owners.
- Identify any hazardous areas (i.e. downed power lines, gas odors, etc.).
- Do not allow occupants to return until conditions are safe.
- Notify WPS of the use of any portable generators you may encounter.

### EMERGENCY RESPONDER SAFETY

- Avoid entering basements.
- Monitor rising waters and any smell of gas.
- Keep in contact with WPS.
- Do not shut off any service unless gas is leaking.
- Never assume a downed wire is dead.
- Do not enter substations or any utility fenced in areas.
- Be cautious of weakened basement structures (collapsing walls, windows, etc.) that may create a suction effect.
- Be aware of uneven ground and unseen obstacles underwater.
- Be aware of manhole covers removed by backpressure and suction into manholes as water recedes.

### UTILITY SHUT-OFF PROCEDURES

- Assist WPS in gas meter shut-offs.
- Track any gas shut-offs and report to WPS.

### UTILITY RESTORATION PROCEDURES

- Utility will restore service when conditions are safe.
- Flooded appliances need to be inspected by appliance dealers prior to restoration.

## KEY MESSAGES FOR THE GENERAL PUBLIC

- Natural gas and electric service restoration will take time. Services may be off for several days, so please be patient.
- Our primary goal at this time is to keep everyone safe.
- All water will need to be removed from homes, and appliances must be inspected prior to natural gas and electric service restoration.