



# We Energies Carbon Monoxide (CO) Incident/Detector Response Guidelines

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today, tomorrow, together.



**Most CO Incidents/Detector Alarms are the result of automobile exhaust and or internal combustion engines. To assure that customers with medical symptoms receive the fastest possible assistance, We Energies follows the following response protocols:**

- **If symptoms are reported to our dispatchers, we will conference the call to the appropriate PSAP/911 dispatch center.** We will not send a technician, initially.
- **If there are no symptoms reported to our dispatchers, we will advise the customer to call their qualified service contractor for assistance.** In addition, if the call relates to a CO detector alarming, we will advise the customer to refer to the CO detector manufacturer's instructions.
- **If the Public Safety Agency/911 center advises our dispatcher that " they do not respond" to CO calls, we will refer the customer to Poison Control at 1-800-222-1222.**

**We advise that the Fire Department or other emergency response agency use the following appropriate steps when responding:**

- Develop and use a "CO Response Standard Operating Procedure." (SOP)
- Protect their responders by using an instrument to determine initial CO levels and wear protective equipment if over 35 ppm.
- Treat any patients with symptoms by removing to fresh air and transport as needed.
- Investigate and eliminate any obvious sources of CO (automobiles running, internal combustion engines, etc.)

**If a natural gas appliance is the source of the CO AND the Fire Department or other responding agency cannot make the situation safe by shutting off the gas appliance, they should call We Energies for assistance. If you call We Energies for assistance, please remember the following requirements:**

- Call We Energies Gas Central Dispatch at 1-800-292-7098 or 1-800-261-5325.
- Let us know what you need us to do.
- Make sure someone from your department will remain on scene to work with our technician to make the situation safe.
- We will isolate or shut off the natural gas appliance or gas meter to the home.