



Emergency response dispatch

March 2013



General guidelines

- Know the utilities serving your area (may be more than one).
- Know the contact numbers for We Energies emergency dispatch center. It is only necessary to make one call for electric or natural gas emergency response. Either public safety agency number listed below can be called during an emergency.

***Public Safety Agency ONLY**

**888-296-4937
or
800-292-7098**

General	Electric	800-662-4797
Public	Natural Gas	800-261-5325

- Provide the specific address or intersection of the emergency.
- Be specific. If you tell us your situation, we can respond to your need more quickly.
- Make sure your 911 dispatchers have the latest information for relay to our dispatchers.
- Have someone on site to meet and update our personnel.

Response time

Based on:

- Time of day
- Personnel on duty
- Other emergencies in area
- Travel time
- Weather (storms or other emergencies may extend our response time)

Specific ELECTRIC dispatch instructions

Deal with immediate electric hazards:

- Treat all wires as energized.
- Define a safety zone and keep public and first responders away from electrical hazards.
- Do not move downed wires.

Let us know what your situation is and how we can help. Be specific: building fire, wires down, car vs. pole, wire contact, etc.

Specific NATURAL GAS dispatch instructions

Deal with immediate natural gas hazards:

- Use instruments to verify and locate natural gas presence.
- Keep public and first responders out of areas where natural gas accumulations exist.
- Do not use potential ignition sources such as light switches. Keep vehicles and other ignition sources away from the scene.
- Shut off natural gas if it can be done safely.
- Ventilate area if it can be done safely.

Let us know what your situation is and how we can help. Be specific: building fire, natural gas odors, natural gas leaking or blowing, etc.

If you call for assistance with a carbon monoxide (CO) investigation, someone from your department needs to be on site.

www.we-energies.com/firstresponders

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****Call one of our PSA numbers as soon as you know that you need our help.***