



*ELECTRICITY,
NATURAL GAS*
— *AND THE* —
*FIRST
RESPONDER*

⚡ *SUMMARY GUIDE*



Electricity and natural gas are two of the most common hazards at an emergency scene. In the event of an emergency, our first priority is to protect human life. By working together, we can ensure that any incident is managed in a way that the public, your first responders and our crews remain safe. Use this summary as a guide to reporting and responding to a utility emergency.



FREE TRAINING

★
POLICE
FIREFIGHTERS

EMERGENCY
PERSONAL
★

We Energies, in partnership with Callan and Associates, offers free online emergency first responder training. The Responding to Utility Emergencies (RTUE) program covers the dangers that first responders must recognize and handle to achieve better outcomes and to save more lives. RTUE online incorporates interactive media to engage firefighters, police officers and other emergency personnel. Go to www.we-energies.com/firstresponders for training details.

Reporting an electric or natural gas emergency in We Energies service area

1. Call our dedicated public safety agency phone lines (do not distribute to general public) as soon as you know you need assistance. These phone lines will direct your call to the top of our answering queue.

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

2. Provide specific details about the situation:

- Address, intersection or pole number closest to the emergency
- Nature of emergency: building fire, wires down, car/pole accident, wire contact, natural gas odors, natural gas leaking or blowing, etc.
- Assistance required

3. Provide contact info for your on-site personnel and location of incident command post.

We will dispatch our closest utility first responder who may be able to perform both electric and natural gas emergency response duties. Additional electric or natural gas personnel will be dispatched to the scene to support first responders as needed. Response time is based on:

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



If you call for assistance with a carbon monoxide (CO) investigation, someone from your department must remain on site until we arrive.



Responding to **ELECTRIC EMERGENCIES**

Treat all wires as energized and follow these steps when responding to an electric emergency.

- Establish a safety zone of 25 to 30 feet around the downed line and surrounding electric equipment. Keep public and non-authorized personnel away from electrical hazards.
- Report all downed power lines to us by calling one of our dedicated public safety agency phone lines.
888-296-4937 or **800-292-7098**
- Do not attempt to move downed power lines. Power lines can become re-energized at any time.
- Do not spray water on downed lines, transformers or other equipment.
- Do not cut into locked electrical cabinets. Cutting tools could make contact with energized equipment inside the cabinet.



Only trained electric utility employees using rated and tested personal protective equipment can determine if a power line is de-energized and safely move it.



“Test sticks” are **not** a safe method to determine if a power line is energized. All downed power lines should be considered energized until an electric utility employee verifies and grounds the line.



Download or request a copy of our comprehensive training booklet and DVD “Electric and Natural Gas Hazards and the First Responder” at www.we-energies.com/firstresponders.

Responding to **NATURAL GAS EMERGENCIES**

Follow these steps when responding to a possible natural gas leak or emergency:

- Call us immediately on one of our dedicated public safety agency phone lines.
888-296-4937 or **800-292-7098**
- If available, use instruments to verify and locate natural gas presence.
 - » If instruments are not available and you can smell natural gas, assume an ignitable mixture is present.
- Establish a safety zone, keeping the wind at your back.
 - » Evacuate the public to a safe distance.
 - » Keep everyone out of areas where natural gas may have accumulated.
- Eliminate ignition sources.
 - » Do not smoke, ring doorbells or touch anything that might create a spark, such as electric light switches or cell phones.
 - » Turn off engines or other power equipment. Any emergency equipment that must be kept running should be moved a safe distance away.
- Ventilate area if it can be done safely.

Also keep these safety precautions in mind:

- Only attempt to stop the flow of natural gas by closing the valve on the service meter.
 - » Underground valves and valves inside regulator stations or fenced areas at gate stations should only be operated by utility employees. Improper operation of these valves can cause dangerous problems elsewhere in the system.
- Do not enter an enclosed area, such as an excavation, sewer, vault or pit, where natural gas is blowing.
 - » Natural gas may displace oxygen in these areas making it difficult to breathe.
 - » Static electricity may accumulate on plastic pipe, creating an ignition hazard.
- If gas is escaping outside, keep water out of excavations where gas is blowing.
- Check nearby buildings and structures for migrating natural gas – but do not ring doorbells as they are potential ignition sources.
- Never open a gas valve that has been closed as this could create a hazardous situation. Contact utility personnel to check for potential problems on the system before re-establishing service.

If responding to a natural gas fire:

- Let the fire burn unless life is in danger.
 - » Extinguishing the fire before the natural gas is shut off may result in an explosion if the accumulating natural gas is ignited.
- For structure fires, shut off natural gas supply only if you can safely access the meter. Once gas is off, remain alert for gas migration and possible reignition.
- Do not use water to suppress a natural gas fire, as it is ineffective. However, a fog spray can be used to cool combustible exposures. Consult utility personnel and the incident commander for instructions on how to proceed.



NATURAL GAS

– safe, reliable, efficient

Every day, millions of people rely on natural gas to heat homes and prepare meals. This safe, reliable energy source is delivered to our customers by a network of underground pipelines. We are committed to operating safe natural gas pipelines that meet local, state and federal regulations. Our integrity management programs provide a process for inspecting, assessing and maintaining natural gas pipelines, based on industry best practices. Natural gas and the pipelines that carry it have exceptional safety records. However, when not used properly or when it is uncontrolled, natural gas can be dangerous.

Basic natural gas properties

Natural gas is an odorless, colorless, tasteless, non-toxic gas. It will not burn by itself, but if mixed with the right amount of air, natural gas can ignite. Natural gas is a simple asphyxiate - in an enclosed area, it may displace oxygen in the air, which can lead to suffocation. Transmission pipelines carry un-odorized natural gas. When natural gas passes through our gate stations, we add mercaptan, a rotten-egg-smelling odorant, to help detect leaks.

Signs of a natural gas leak

Use your eyes, ears and nose, and call us if you:

- Smell an odor like rotten eggs.
- Hear unusual hissing, whistling or roaring sound.
- See water bubbling in a puddle, river, pond or creek.
- See dirt or debris blowing into air.
- See unexplained dead or dying grass or other vegetation near pipeline.

Pipeline locations

It's important to know the location of pipelines in your community. Look for pipeline markers - typically placed at public road crossings, fence lines, and street intersections. Color, format and design of markers may vary, but all provide the pipeline contents, operator name and emergency phone number. The National Pipeline Mapping System (NPMS) also can provide the names of pipeline operators in your area. Visit www.npms.phmsa.dot.gov to access this information.

Train derailment

Train derailment and/or heavy equipment used to mitigate a train derailment have been known to cause pipeline failure. In the event of train derailment, call 811 "Call Before You Dig" to determine if there is a pipeline in the vicinity of the accident, as well as the location and depth of the pipeline. Then contact the pipeline operator to inspect the facilities.

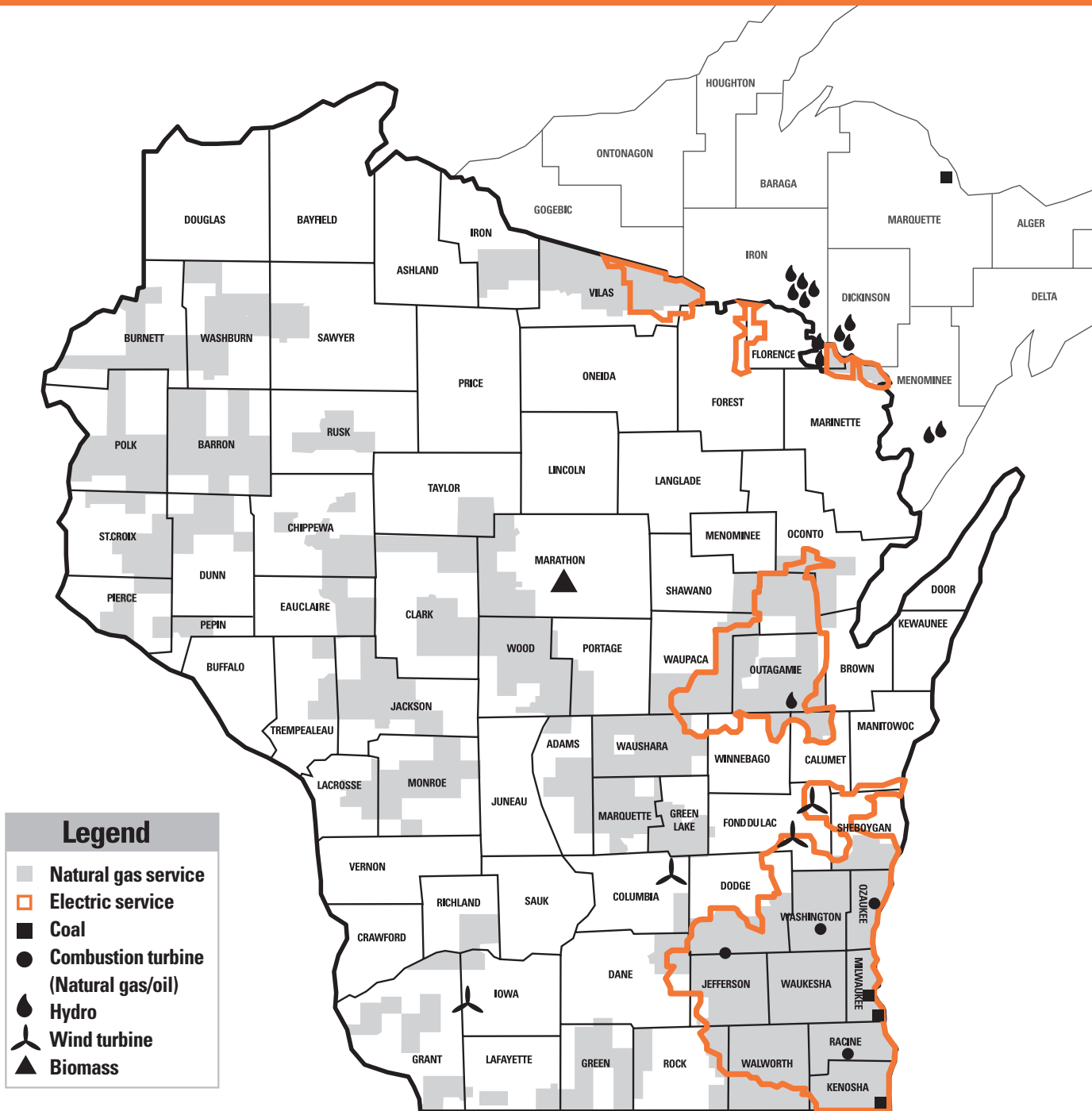
Be prepared

Incorporating a response procedure for a natural gas pipeline incident in your emergency preparedness plan can help prevent a serious incident. Remember to include We Energies in disaster drills. Together we can protect communities in the event of a natural gas incident. Contact us at 800-242-9137 to arrange for drill coordination.



Know what's below.
Call before you dig.

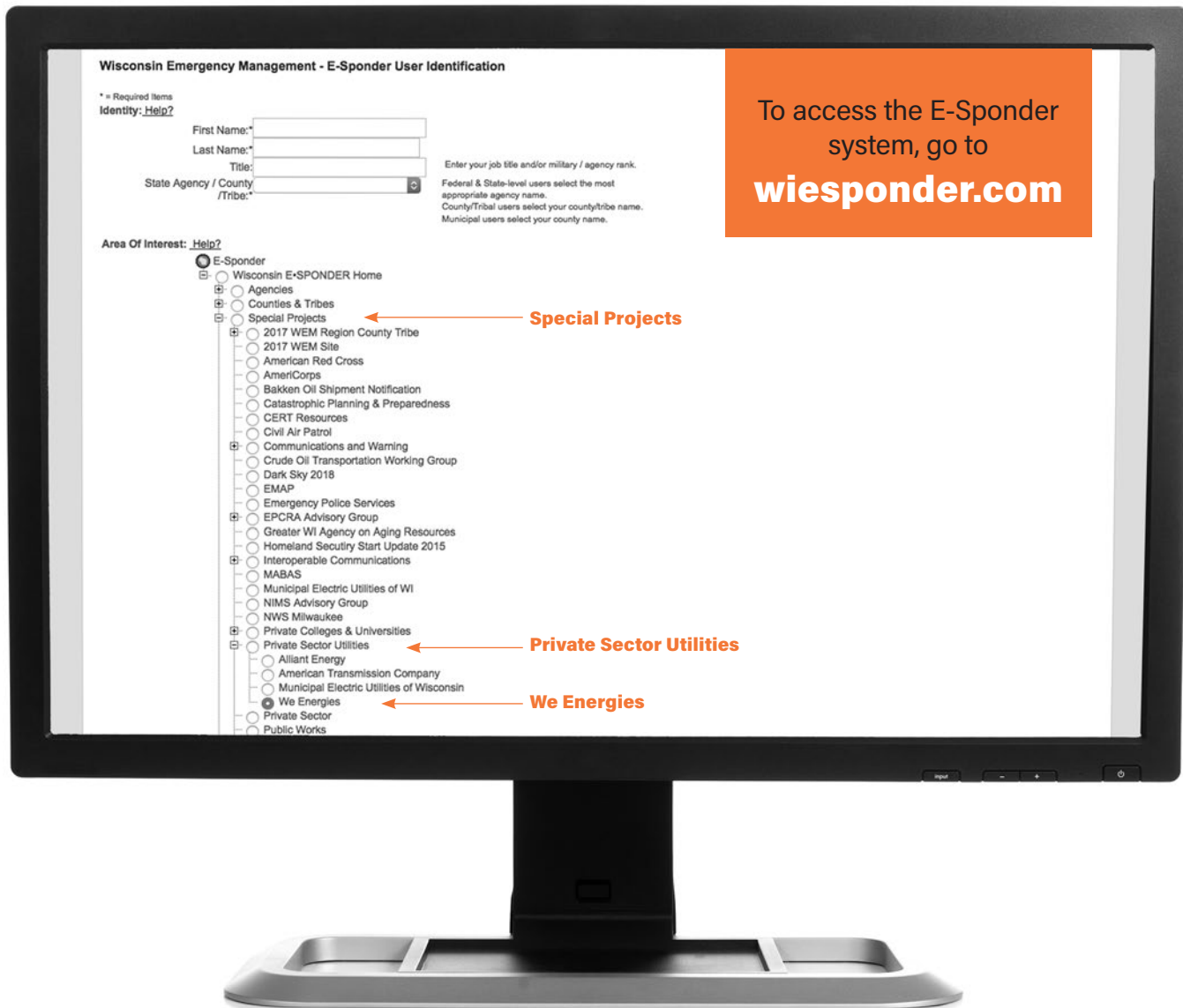
We Energies service area map



Wisconsin E-Sponder

The Wisconsin Emergency Management website provided by E-Sponder is a secure website for the exclusive use of government and private agencies to share emergency management information.

To request access to the We Energies information page on E-Sponder, select We Energies under Area Of Interest when filling out the online E-Sponder access request form. All requests for access will be verified and confirmed by E-Sponder and We Energies staff.





**Program our dedicated public safety
agency phone lines into your cell phone
so you have them when you need them.**

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**For more information, visit
www.we-energies.com/firstresponders**