

# Helpful Information for Customers: Re-Energizing Procedure Following Flooding Events



## **BACKGROUND:**

In the event of flooding, PECO cannot restore electric or natural gas service to residential and commercial properties prior to completion of all required safety inspections. In some cases, PECO may be forced to shut off service to homes and businesses in flooded areas due to safety concerns.

## **What is PECO's policy regarding restoration of service in flooded conditions?**

- PECO is responsible for servicing only its equipment up to and including the meter.
- In the event of severe flooding around natural gas meters, appliances, and/or electrical equipment, PECO is obligated by the state Public Utility Commission to not restore electric or natural gas service if it cannot ensure the safety of the service before restoration.
- PECO will work in cooperation with local code enforcement officials to ensure public safety.
- Costs of repairs and safety inspections are the responsibility of the customer.

## **What must customers do to have electric service restored?**

- In cases where the customer's electric meter or circuit distribution panel have been submerged, the following procedures must be followed:
  - The customer must first arrange for a licensed electrician to perform inspection of their wiring and circuitry. The electrician must satisfy all municipal code requirements, including (if applicable) completion of the appropriate certification forms from the customer's municipality.
  - A third-party electrical underwriter inspector must then examine the internal electrical system, affix a certification seal on the meter panel verifying safety, and provide PECO with the proper notification.
  - The customer should also inform PECO that all repairs and inspections have been completed by calling PECO Customer Service at 1-800-494-4000.
  - PECO then will re-energize electric service to the property.
    - This process is a requirement of the National Electric Safety Code (NESC).
    - Customers can find an electrical contractor or inspector through the Electrical Association of Philadelphia (EAP) at [www.eap.org](http://www.eap.org) or by calling 610-825-1600.

## **What must customers do to have natural gas service restored?**

- Restoration of natural gas service is separate and independent of the electric service.
  - If power is restored to the property, a separate evaluation must be performed by local code officials and/or the fire marshal to verify that the customer's fuel line and natural gas appliance are safe and suitable for gas service to be restored.
- Based on the extent of the water damage to natural gas appliance(s), some customers may need to work with a licensed plumber/HVAC contractor to disconnect and isolate the impacted sections of customer fuel line and appliance(s) to get gas restored to the remainder of the natural gas appliances that were not impacted by the flood.
- PECO's customers with natural gas service who experience any service problem or notice natural gas odors should contact the company immediately at 1-800-841-4141.

## **Emergency and Safety Tips for All Customers:**

- Keep the number of an electrician or plumber handy as part of emergency preparations.
- Do not enter basements that are flooded; the water at certain levels could be energized.
- PECO encourages customers to unplug sensitive electronic appliances like computers, televisions and microwaves. This will protect the equipment from potentially damaging power surges. However, leave at least one light on so you'll know when power is restored.