



atlantic city
electricSM

AN EXELON COMPANY

Storm Preparation Handbook

How you can be ready
for changing weather.



Important Phone Numbers

Report Power Outages and Downed Wires:
800-833-7476

Customer Service/Servicio en Español:
800-642-3780

TTY for Hearing Impaired:
800-852-7897 / 866-658-7714 (Spanish)

Federal Emergency Management Agency (FEMA):
800-621-3362 | fema.gov

New Jersey Office of Emergency Management:
nj.gov/njoem

American Red Cross:
Call your local chapter | redcross.org

Emergency:
911

Your Local Police:

Your Local Fire Department:



We Can Help You Be Prepared

Violent storms are more frequent in a changing world and we are committed to helping you be prepared for severe weather. Please review this handbook and take steps to make sure you're ready when storms threaten.

Should an outage occur, we are also committed to helping you stay connected to information. Look inside to find ways to access the latest news and contact us while we work to restore your electric service as safely and quickly as possible.

Please keep this handbook with other essential storm-related items in your home – and stay prepared before, during and after storms.



What You Can Do Now

- Assemble an emergency storm kit containing:
 - Flashlights and extra batteries
 - Supply of bottled water (one gallon per person per day)
 - First-aid kit and prescription medications
 - Non-perishable foods that require no heating
 - Blankets, bedding or sleeping bags
 - Special medical or infant supplies
- Develop and practice an emergency plan with everyone in your household
- Download our free Atlantic City Electric mobile app for smartphones and tablets (see page 5)
- Fill your bathtub with water if your water supply depends on electricity
- Sign-up for text alerts. Text “OUT” to 20661 to report an outage. You must first text “ADD OUTAGE” to 20661 to sign-up for the service

- Make sure cell phones are charged and portable chargers are powered up
- Protect electronic devices by plugging them into surge suppressors
- Ensure your Atlantic City Electric contact information is up to date, by calling 800-642-3780
- If needed, register for our Emergency Medical Equipment Notification Program by calling 800-642-3780 to obtain the necessary certification form, or visit atlanticcityelectric.com/EMENP to learn more
- In the event we need to reach you, head to atlanticcityelectric.com/MyAccount to confirm we have your current phone number under “My Alerts and Notifications.” While there, be sure to sign-up for Outage Alerts

Preparing for storms is something we take seriously.

How we prepare:

- Continually monitoring weather
- Scheduling additional Atlantic City Electric staff and crews in case of an outage
- Working closely with local government officials and emergency responders
- Activating emergency procedures

Being prepared for storms is one more way we’re improving reliability.



When a Storm Strikes

Staying safe during a storm should be your top priority. Here are some ways to stay safe when a storm hits:

- Locate your emergency storm kit
- Tune in to local news broadcasts
- Never go near downed wires and always stay clear of working crews
- Avoid wet and flooded areas as electricity and water are a dangerous combination

If Power Goes Out

- Keep refrigerator and freezer doors closed
- In summer, close shades or curtains to keep rooms cooler
- In winter, let the sun warm rooms and close shades at night to keep warmth in
- Be safe around candles and open flames
- **Important:** If you have a generator, only operate it outdoors in a well-ventilated area, following all safety guidelines

Staying Connected

We are committed to helping you stay connected as we work to restore your electric service. There are several ways you can get information during a storm.

MOBILE DEVICES: Download our free Atlantic City Electric mobile app at atlanticcityelectric.com/MobileApp or your app store to get the latest news, report an outage, receive notifications for outage restoration progress, and use interactive outage maps to check the status of outages in your area.

PHONE: Call 800-833-7476 to report outages and downed wires, and please request a call back so we can verify if individual or small groups of outages still exist.

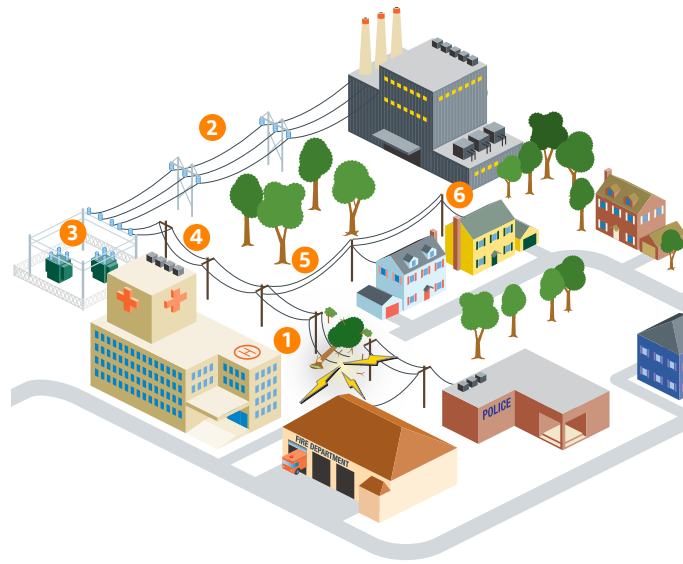
ONLINE: Go to atlanticcityelectric.com/Outages so you can report an outage, access outage maps, get notifications of outage restoration progress, and more.





When Will Power Be Restored?

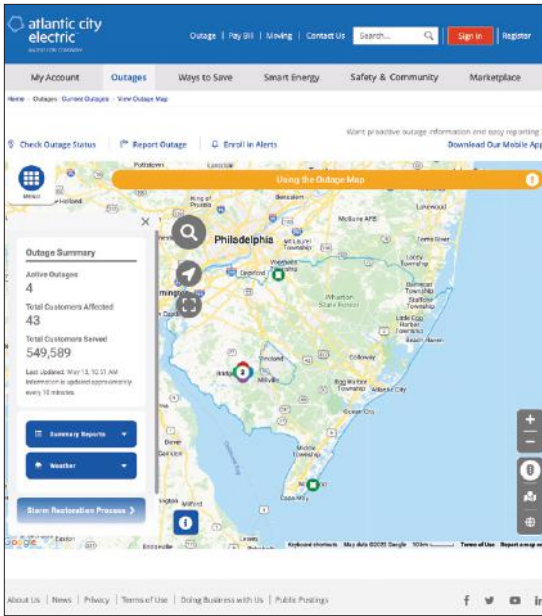
We understand that it's important for you to know when your power will be restored. A comprehensive, ongoing damage assessment process helps us provide you with increasingly precise information.



Our Power Restoration Process

When power goes out, our restoration process begins as soon as conditions are safe for our professionals. We are committed to resolving outages as quickly as possible and technology is helping us do it faster than ever before. Generally, the sequence is as follows:

- 1 Downed live wires or potentially life-threatening situations and public health and safety facilities without power
- 2 Transmission lines serving thousands of customers
- 3 Substation equipment that affects widespread areas
- 4 Main distribution lines serving large numbers of customers
- 5 Secondary lines serving neighborhoods
- 6 Service lines to individual homes and businesses



Interactive outage maps like this one can be accessed through our website or mobile app.



After a Storm

After a storm passes and conditions are safe, it is very important to look for any damage inside or outside your home. Even small storms can create unsafe conditions. Be sure to look for any damage to the service line where it connects to your home and to your meter box. If the meter itself is damaged, contact us at 800-642-3780. Contact a licensed electrician if repair work is needed.

What To Do After An Outage

It's always a great relief when power is restored. However, it's important that you take steps to keep safe.

- Repairs may still be in progress. Stay away from downed or low-hanging wires
- Tune into local radio stations for safety and status reports
- Follow us on Twitter or Facebook for updated information on our restoration efforts

DID YOU KNOW?

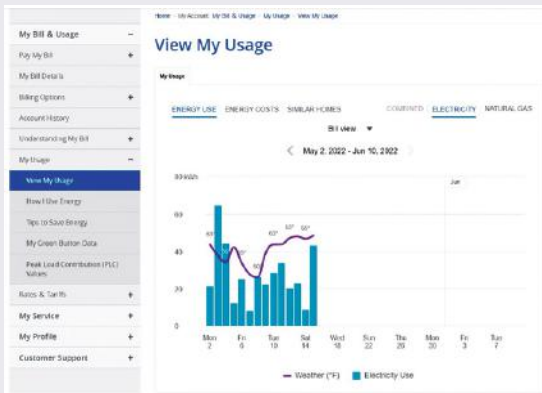
We perform work every day across South Jersey as part of our ongoing commitment to further improve reliability for our customers. This work includes inspecting existing infrastructure, trimming trees that could impact the system, and more.



What would you do differently during the next outage?

Use this space to add items to your checklist.

- _____
- _____
- _____



Sign Up for My Account

My Account is your personal resource for managing your Atlantic City Electric account and energy use. Connect with My Account from our website or mobile app to:

- Pay bills and manage your account
- Compare your energy costs to similar homes
- Receive useful news and updates

My Account is free and you can sign up at atlanticcityelectric.com or through our mobile app in just a few minutes.

Helping You Stay Connected

Download our mobile app at atlanticcityelectric.com/ **MobileApp** to stay connected to us on your smartphone or tablet.



- Get the latest news
- Report an outage
- Receive notifications for outage restoration progress
- Access interactive outage maps
- Call us through a direct dial link

You can also use our mobile app to manage your everyday energy use and Atlantic City Electric account.

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STAY SAFE. STAY CONNECTED.

 /AtlanticCityElectric  @ACElecConnect  /AtlanticCityElecTV



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atlanticcityelectric.com/Storm