

# Emergency Response & Restoration Process



## Restoring Service

Our restoration process focuses on restoring service to the greatest number of customers as safely and quickly as possible. As always, public safety is our priority at all times.

- PECO first restores service to any affected substations. Through repair of high-voltage transmission lines and substations, we restore service to the largest number of customers.
- Next, power is restored to facilities critical to public health and safety—including police and fire stations, hospitals and nursing homes, water and sewer facilities, and communication systems.
- Crews are then dispatched to make repairs to equipment that will restore service to the largest number of customers in the least amount of time.
- PECO then restores power to individual services.

## Road Closures

- During significant storms or emergencies PECO will work with emergency officials to close local roads to respond to PECO equipment that is damaged and impeding roads.
- PECO has asked the counties in its service territory to prioritize their roads (Priority 1, Priority 2 and Priority 3, with Priority 1 being the highest) to assist PECO in directing road closure crews to highest priorities first.
- The company also coordinates with the counties to ensure that municipalities are provided single points of contact at 911 centers to assist in communicating with us.
- PECO also calls local or county points of contact before dispatching jobs and completes calls after areas have been made safe for further clean-up activities.

### IMPORTANT NUMBERS

**Report an Outage:  
1-800-841-4141**

**Customer Service:  
1-800-494-4000**

To learn more:  
**[www.peco.com/  
OutageCenter](http://www.peco.com/OutageCenter)**