

How **PSE&G** restores service to customers

Crews work around the clock to restore power to homes and businesses, starting with the circuits serving the largest number of customers, and taking into account “priority” customers, such as hospitals, police stations, fire stations, water and sewer facilities, communications facilities (TV, radio, and telephone), and customers on life-sustaining medical equipment.

Process to restore service after flooding (electric and gas service)

- **Verify with your town** that your home/building can be occupied safely.
- **Flooded areas** of the home/building must be cleared of water.
- After water has been cleared, **contact your town to perform an inspection**. Inspections will be performed on an individual basis.
- If the inspector finds damage to the meter box, electric service equipment or gas appliances, you **must have a contractor make repairs**.
- Following any repairs by your contractor, contact the town in order to **obtain a re-inspection**.
- Once the home/building has passed inspection, the town will contact **PSE&G to restore service**.

Frequently asked questions

Q. Will PSE&G fix the service wire that is torn from my house?

A. Yes, if it is part of the PSE&G infrastructure. If it is a service cable or pipe, PSE&G will make it temporarily safe and re-energize it. You're responsible to have an electrician make permanent repairs.

Q. My television blew out during the storm. Will PSE&G pay for it?

A. If you feel PSE&G is responsible for your personal equipment damage, please call 1-800-CLAIM-88 to submit a claim.

Q. My phone and cable also are out. Will PSE&G notify the companies?

A. No. You must call your phone and/or cable company to report the outage.

Q. Will food spoil in my refrigerator?

A. This depends on how long you're without power and how often you open the refrigerator and/or freezer door. An unopened refrigerator will keep foods cold for a few hours. A freezer will hold food safely for 24 hours to 48 hours.

Visit www.pseg.com/storm_faqs for more Frequently Asked Questions.

Weathering the **storm**

What **YOU** need to know

Who owns what?

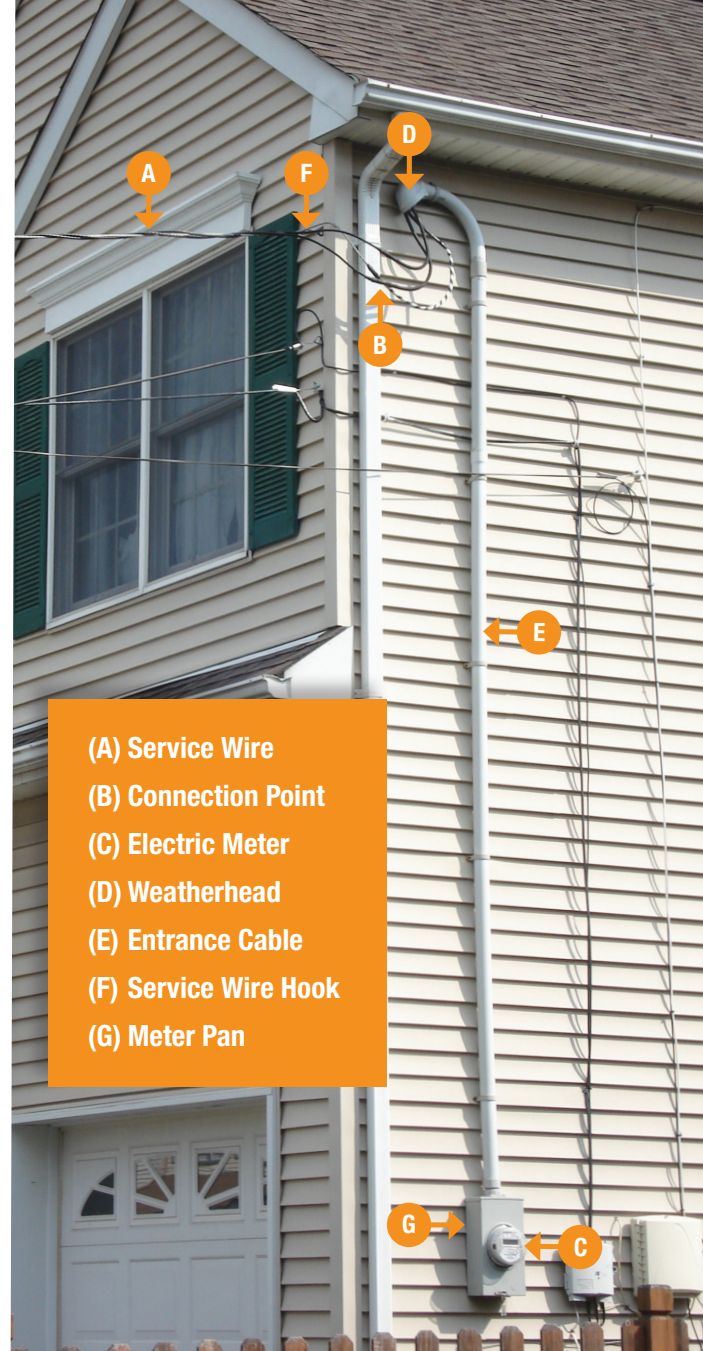
Here's an overview of who owns certain electrical equipment to your home, as well as a diagram to help you identify the equipment.

PSE&G is responsible for:

- Repairing or replacing the **service wire (A)** from the pole at the street to the **point of connection (B)** on your home.
- Replacing damaged **electric meters (C)**.
- Removing and trimming of trees or tree limbs on the main lines, but not service wires. (Note: PSE&G tree trimming contractors and PSE&G are not responsible for cleaning up debris generated from storm activity.)

YOU are responsible for:

- The safe removal of tree limbs around the **service wire (A)**. Contact a qualified tree contractor or call your town's Department of Public Works.
- The **service wire hook (F)**, along with all of the hardware running from the **point of connection (B)** down the side of the house and into the house. This includes the **weatherhead (D)**, **entrance cable or pipe (E)**, **service wire hook (F)** and the **meter pan (G)**. If any of these items are damaged, it's your responsibility to contact a licensed electrician to make repairs.
- All required city and/or town inspections for permanent service connections.
- Any issues inside your home such as circuit breakers that have tripped or outlets that are not working.
- Making any repairs that you are responsible for before PSE&G can proceed with permanently restoring service.



Safety is a priority

- All downed wires should be considered dangerous. Even though the wire is down, there still may be electricity flowing through it. **Stay away from all downed wires** - and keep others away too. Call **PSE&G at 1-800-436-7734** and the police or fire department immediately to report a downed wire.
- If an electric wire comes down on a vehicle with passengers, **stay in the vehicle until professional help arrives.**
- If your fuse or breakers are in a flooded area, **do not go near them until the water recedes or is removed.**
- **Watch where you step.** Flood water may carry hazardous debris.
- **Do not attempt to cut or remove a tree that is, or could become, entangled with power lines.** Contact PSE&G and wait for a professional tree removal crew.
- **Avoid using a stove to heat a home.** Doing so creates a fire hazard and life-threatening levels of carbon monoxide.
- Only use generators or other fuel-powered machines outside the home. Carbon monoxide (CO) fumes are odorless and can quickly overwhelm you if a generator is used indoors. **Never connect generators to another power source such as power lines.** Generators must be isolated from utility lines. The reverse flow of electricity or back-feed can pose an electrocution threat to an unsuspecting utility worker and others.

Visit www.pseg.com/safetyfirst for more information on safety.

Stay **connected** ...
Report an **outage** at
1-800-436-7734



for general outage information,
go to www.pseg.com/outagecenter,
Twitter (@psegdelivers) and Facebook.

(Social media should not be used to report outages or emergencies.)



report problems and track progress on
www.pseg.com/myaccount
and receive updates via email and text
message on **MyAlerts**.