

HOW WE RESTORE POWER

When severe weather and other unpredictable events hit our service area and cause damage to electrical equipment, we immediately begin the important work of restoring power to affected areas.

We are committed to resolving outages as quickly as possible and technology is helping us do it faster than ever before. When widespread outages occur, we prioritize restoration efforts so that critical issues are addressed first and power is restored to the most people in the shortest amount of time.

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

Staying Connected

There are several ways you can stay connected to information during a storm. You can also use the following resources to report outages and downed wires.

PHONE: Call 1-800-833-7476 to report your outage. Please request a call back so we can verify if individual or small groups of outages still exist.



ONLINE: Go to atlanticcityelectric.com and click “Outage Center,” then enter your account information so you can:

- Report an outage quickly and get the latest news
- Access outage maps of your area
- Get estimates for when power will be restored
- Find important contact information

MOBILE DEVICES: Our free Self-Service app lets you get the latest news, report an outage, access outage maps of your area, call us directly and get estimates for when power will be restored – all on your smartphone or tablet.

Visit atlanticcityelectric.com/mobileapp or your app store to download our mobile app today.

ADVOCATING FOR SAFETY – GENERATOR SAFETY

When operating a generator, the most important consideration is safety. Improper use of portable generators can result in inhalation of deadly carbon monoxide fumes if they are not vented outdoors safely, or in electrical shock due to faulty connections between the generator and home wiring system.

Portable generators should never be operated indoors, in an attached garage or near open windows and doors. Individual appliances should be plugged into the generator using appropriately sized, outdoor-rated cords.

If you plan to connect a generator to your home wiring, first have an electrician install a transfer switch in accordance with National Electric Code requirements to prevent electricity from feeding back into electric lines. Failure to properly connect your generator to your house wiring could cause back feed on our power lines and endanger our line workers and others. Never plug a portable generator into an electrical outlet in your home.

PAYMENT ASSISTANCE IS AVAILABLE

We want to share a few options that can help you minimize a seasonal spike in your electric utility bill. We can't control the weather, but we can help you prepare and manage your energy bills through flexible payment options and assistance programs.

Options include:

Budget Billing

You can avoid seasonal peaks in your electric bills by dividing your payments evenly over the course of the entire year. This plan makes it easier for you to budget and pay your energy bill each month, because you'll know your regular payment amount.

Special Payment Arrangements

We offer a variety of payment arrangements for customers who may be experiencing financial conditions that make it difficult to keep their accounts current.

Extended Payment Date Plan

If your main source of total household income is from government or other low-income entitlement programs, you may qualify for a regular extension of your bill due date without incurring a late charge.

Government Assistance Programs

Some federal energy assistance may be available through state and local assistance programs.

We care about our customers and want you to know you can always contact us for help through our website at atlanticcityelectric.com or by calling 1-800-642-3780.



WARM UP TO THESE ENERGY SAVINGS TIPS

Follow these simple tips to stay warm this winter while helping to keep your energy bills under control:

- Set your thermostat a few degrees lower in the winter, if health permits
- Have a qualified professional inspect all furnaces, flues and chimneys each year to ensure efficiency and safety
- Apply weather stripping or caulking around doors and windows to help keep heat or cool air from your system inside your home
- Change filters once a month to save money and maintain your home's comfort level
- Insulate and seal ductwork that runs through unheated attics, basements or crawl spaces
- Raise your blinds on cold days to let warm sunlight in, close them at night

Visit atlanticcityelectric.com/saveenergy for additional winter savings tips.