

EMERGENCY MEDICAL NOTIFICATION PROGRAM

We care about our customer and recognize that some face special challenges. For customers who rely on electricity to power life-support equipment in their homes, such as respirators or kidney dialysis machines, we offer the **Emergency Medical Equipment Notification Program**. This program provides advance notice of scheduled outages and severe weather alerts to qualified participants who depend on electricity for emergency medical and life-support equipment. Once you are enrolled, we will provide you with these valuable program services:

Information package: We'll send out an annual package of information to help if you're a customer with life-support equipment in your home.

Scheduled outage notification: Scheduled outages occur when we plan ahead to turn the power off to a part of our electric system in order to perform maintenance or construction on that section of line. Once you're enrolled in the Emergency Medical Equipment Notification Program, you will be given as much advance notice as possible of any scheduled outages that might affect your electric service.

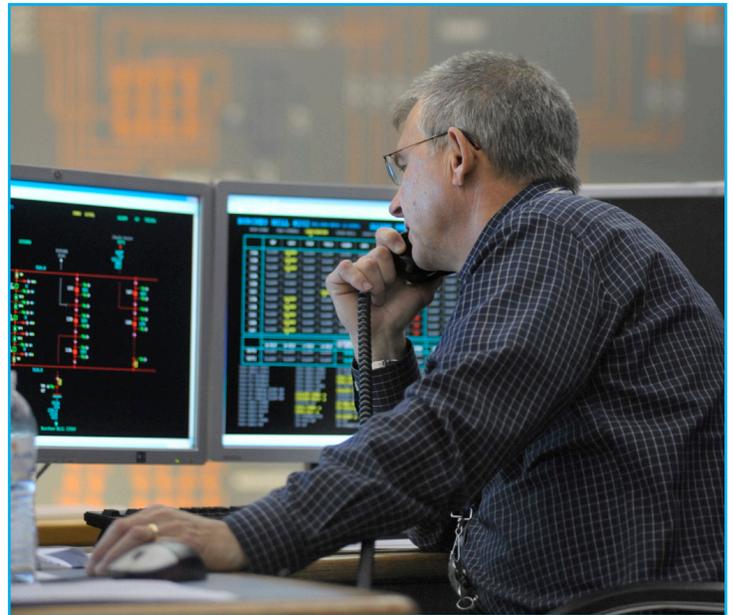
Severe storm notification: We cannot guarantee advance notice of outages in the event of a storm emergency or any other unplanned outage. When possible, we will provide notification of the potential for widespread outages due to forecasted severe weather or other potential system problems.

When a severe weather alert such as a hurricane warning is posted, we will phone customers who are enrolled in our Emergency Medical Equipment Notification Program. The message will remind you that there is a potential for widespread outages and you should prepare to implement your storm contingency plan if extended outages occur.

Please note that since customers who rely on electricity to power life-support equipment are located throughout our service area, it is not possible to give priority to these customers following storm outages. It is the customer's responsibility to make appropriate arrangements in case restoration is delayed.

In addition, the program does not exempt customers from disconnection of electric service for non-payment.

The best way to stay safe is by planning for emergencies in advance, so please review this brochure for information and tips to help you prepare.



Helping You Prepare

Occasional power outages are unavoidable and we encourage you to plan ahead for storms or any type of emergency situation.

If you have life-support equipment in your home, it's important that you or your caregiver prepare ahead of time for potentially long-lasting interruptions in electric service. In this brochure, you'll find information and tips that can help you plan ahead. An efficient way to stay connected to information is through our mobile app, which you can use to view outage maps of your area, report an outage and get estimates for when power will be restored.

Whatever the cause of a power outage, we understand the inconvenience and hardship that loss of power presents. We greatly appreciate your patience as we work to restore service as quickly and safely as possible.

How to Enroll

To qualify for the program, participants must have certification from a licensed physician that a medical need exists. If you have life support equipment in your home, you and your physician must complete the required information on the appropriate certification form. Call **1-800-642-3780** or visit **atlanticcityelectric.com/EMENP** to learn more and download the certification form and our **EMENP brochure**.

SUMMER SAVINGS TIPS

We want to share a few options that can help you minimize these impacts on your electric utility bill by helping you prepare for and manage your bills through flexible payment options and assistance. Use these simple tips to help save money and energy in your home:

- Raise your thermostat setting 1-3 degrees, if health permits
- Lower window blinds and curtains to keep the sun from warming your home
- Use window or whole-house ventilating fans to cool your home
- Unplug unused electronics
- Turn off lights when you leave the room
- Instead of using your oven or stove, which can generate more heat, use an outdoor grill for cooking
- Regularly check the air filter of your air conditioner – a clean air filter improves system efficiency, which should lead to energy savings
- Have a professional check your air conditioning system to ensure that it works properly and is not leaking coolant
- Be sure all windows are shut and outside doors are closed when the AC is on
- It is important not to have lamps, televisions or other heat sources close to the air conditioner thermostat – heat from these sources may cause the air conditioner unit to run longer than it should
- Check to ensure that no furniture or other obstacles are blocking ducts or fans. This will enable cooled air to circulate freely, making your home more comfortable



FOCUS ON: OUTDOOR SAFETY

The summer weather brings along with it a host of outdoor activities. Keep these tips in mind when working or relaxing outdoors.



- Check for power lines in or near trees before using a ladder, trimming branches, cleaning gutters or working on a roof
 - Carry long or tall items such as ladders and pool cleaning equipment parallel to the ground when walking near power lines
 - Never throw anything at or over a power line, transformer or substation
 - Keep electrical equipment away from water at all times – never use any electric appliance on a wet surface, while wet or standing in water
 - Hire an electrician to upgrade exterior outlets to Ground Fault Circuit Interrupter (GFCI) outlets to protect from potential shock
- Keep electric appliances a minimum of 10 feet away from swimming pools
 - Never go near or touch a fallen power line. Assume that all downed power lines are live and extremely dangerous
 - Call 1-800-833-7476 and follow the prompts to report downed power lines and damage

REMINDER: DIG SMART THIS SUMMER

You probably live and work around a variety of utility lines and equipment buried just a few feet underground. Before beginning any project involving digging, call **8-1-1** to have underground lines marked for free and to help ensure a smart start to your project. Or visit nj1-call.org to learn more.

Stay Safe. Dig Smart. It's not just a good idea it's the law.



**Know what's below.
Call before you dig.**