



Electric Safety Guide

Call 9-1-1 and then us at
800-477-5050 if you see:

- An electric line on fire, arcing or sparking.
- A downed electric line. Stay 25 feet or two car lengths away from the wire and anything it may be touching.
- An entire tree or branch causing pressure on an electric line. Don't touch the branch, tree, wire or anything they may be touching.
- An electric line could be touched by a vehicle or person.

Para ver en español • [ConsumersEnergy.com/Translate](https://www.consumersenergy.com/Translate)

Telecommunication Relay Services Call: 7-1-1

Top Safety Tips

Electric lines are not insulated.

Touching an electric line can cause severe injury or death.

Driving or pulling tall

equipment? Find an alternate route so that moving trucks, trailers, large boats, tractors or excavators, and other large equipment do not touch lines. If lines can't be avoided, call us.

Look up and look out. Keep at least 10 feet away from lines when using a ladder, long-handled tool, or removing objects caught in trees.

Don't cut trees or branches

near lines. For the service line connected to your home or business, hire a qualified contractor to trim. If it's lines in the road right of way, leave it to our crews. Notify us at: ConsumersEnergy.com/Forestry

Keep the meter clear. Remove debris, plants and insect nests. Ensure animal enclosures do not include the meter. Please contact us to coordinate key or code access to meters behind locked enclosures.

What's up with power outages?

Planned. We may need to turn power off to work safely on maintenance and equipment upgrades.

Unexpected. Tree branches fall on power lines during and days after storms. Utility poles can be struck by vehicles. And despite wildlife mitigation techniques, small animals can still cause damage. Sometimes, the unexpected delays our planned work.

Brief. If your lights return within seconds or minutes, advanced technology is remotely restoring power. This keeps our crews available for the unexpected and proactive planned work.

No matter the cause, your actions keep you safe.



Do you use electric medical equipment?

Sign up for programs at ConsumersEnergy.com/LifeSupport or call us at 800-477-5050 and be sure to respond to renewal reminders to stay enrolled. Contact the American Red Cross for additional support.



Before an Outage

Update your contact information. Call us at **800-477-5050** or visit: ConsumersEnergy.com/UpdateMyInfo.

Sign up for texts or emails. For real-time outage updates visit ConsumersEnergy.com/Alerts. Crews update the data-driven estimates based on what they see, which sends you updated alerts.

Prepare an emergency kit. Include water, medicine, non-perishable food, batteries or power banks.

Inspect your generator. See back for details.

During an Outage

Report outages. Use our app or ConsumersEnergy.com/Outage and get an estimated time of restoration. If power is reported as restored and it is not, please report it again, so that we can more quickly identify a second point for repair.

Beware of carbon monoxide poisoning. Do not use a gas stove or oven to heat your home. See back for details.

Maintain temperatures. Avoid opening your refrigerator, exterior doors or windows.

Go to an alternate location. If safe to do so, consider traveling to an alternative area to stay warm or cool.

After Storms

Electric lines could be hidden in debris. Especially if power is out, proceed outside cautiously with kids and pets, and during clean-up.

Never enter a flooded basement. There's always a chance the power is on creating a deadly situation.

Consider flooded appliances unsafe. Have a professional inspect appliances before using them.

Outdoor Project?

For your safety, before disrupting soil or placing weight on lines:

Visit missdig811.org or call 8-1-1.

It takes at least 3 business days to have utilities marked.

Confirm all utilities are marked.

Validate the ticket is complete before you work in the area.

Within 18-24 inches of marks:

Avoid digging on all sides of the marks. If you must dig near marks, hand dig to expose the pipe.

Can't find the pipe? Stop the work and contact MISS DIG 811 again.

Within 4 feet of marks: Do not build structures, place heavy materials or equipment.

If you hit or nick a line: Even if you don't think there is damage, stop and call us immediately at 800-477-5050.



Contact MISS DIG 8-1-1 even for routine jobs, such as planting shrubs and trees, replacing a mailbox or installing a fence, deck or basketball pole.



If you see someone digging without markings, call MISS DIG 8-1-1.

Prevent CO Poisoning

Carbon Monoxide (CO) is an odorless, deadly gas that can be produced by faulty or inadequately vented fuel burning appliances.

- Regularly check that chimneys and appliance vents are not blocked.
- Install a CO detector on every floor and check batteries regularly.
- **Never use a generator inside.** This includes garages or enclosed patios and keep them away from doors, windows or fresh air intakes.
- Have your generator inspected regularly to prevent fire, electrocution and CO poisoning.

CO poisoning symptoms may include feeling light-headed, headache, or nausea. If you think you have been exposed, leave the area immediately and call 9-1-1.