

## **WHEELING EXTREME COLD WEATHER INFORMATION**

### **PERSONAL PREPAREDNESS:**

When extreme cold weather (10 degrees F or lower) is forecast, residents are strongly encouraged to take preparations to minimize risks to both themselves and their homes. This includes emergency supplies for your home and your vehicle:

- Winter Emergency Supply Kit – Home:
  - Blankets
  - Battery-powered lantern(s)
  - Flashlight(s)
  - Extra batteries
  - Matches and/or lighters
  - Long-burning candles with weighed base/holder
  - Self-illuminating glow sticks (8 hour rated or more)
  - Battery-powered radio
  - Battery-powered clock
  - Snow shovel
  - Rock salt
  - Extra set of dry clothing
  - Basic first aid kit
  - Fire extinguisher
  - Non-electric can opener
  - Non-perishable food that requires no cooking
    - Tuna fish
    - Canned meats/vegetables
    - Breakfast bars
    - Toaster pastries
    - Bread
    - Exercise power bars
  - Special need items
    - Diapers
    - Baby formula
    - Hearing aid batteries
    - Prescription medications
  
- Winter Emergency Supply Kit – Vehicle:
  - Blankets
  - Basic first aid kit
  - Fire extinguisher
  - Metal can (ex. coffee can)
  - Flashlight
  - Extra batteries
  - Matches and/or lighter
  - Self-illuminating glow sticks (8 hour rated or more)
  - Snow brush
  - Ice scraper
  - Collapsible or small scoop shovel
  - Tire sealant
  - Booster cables (with visual directions on how to use)
  - Non-perishable food that requires no cooking
    - Breakfast bars
    - Toaster pastries
    - Exercise power bars
  - Piece of brightly colored cloth



## **DURING PERIODS OF EXTREME COLD WEATHER:**

- You should remain indoors and only go outside and/or drive if it is absolutely necessary.
- Monitor TV, radio stations, Cable Channel 17 (Comcast), School District 21's web page, School District 23's web page, High School District 214's web page, and the Village of Wheeling's web page for updated important information about the weather, school closings, and general safety information.

- School District 21: <http://www.d21.k12.il.us/>



- School District 23: <http://www.d23.org/>



- High School District 214: <http://www.d214.org/>



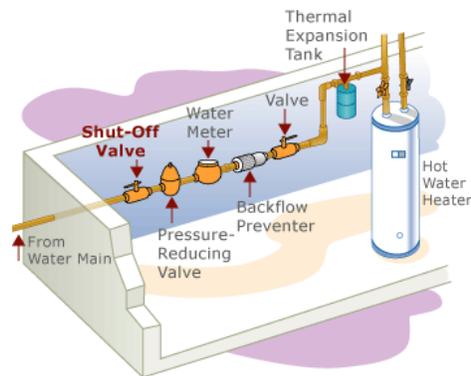
- National Weather Service (Wheeling Area Information):  
<http://forecast.weather.gov/MapClick.php?CityName=Wheeling&state=IL&site=LOT&textField1=42.1305&textField2=-87.9236>



- Raise the temperature within your home several degrees. If electric power is lost, you will have added additional time before it will become uninhabitable in your home due to cold.
- Close all curtains, blinds, and drapery to assist with keeping warmth inside your home.
- Place a dry, rolled towel along the bottom edge of all outside entry doors to minimize cold air drafts.
- If you have water pipes within an outside wall of your home:
  - Keep cabinet doors underneath your sink(s) open to allow warm air to circulate around the pipes.
  - Slightly keep open your faucet and allow some water to continually run.



- If your pipes freeze, have a licensed plumber thaw them. In some cases, using an electric hair dryer to blow on the frozen pipe will thaw it. Do not use a flame producing torch to thaw pipes.
- If your water pipes freeze and rupture, shut-off the water supply at the water meter:



- Eat and drink regularly. This will maintain a steady body temperature. Avoid caffeine and alcoholic beverages since they can cause dehydration, mask the effects of the cold temperatures, and have been shown to actually cause you to lose body heat more rapidly.
- Maintain a minimum of 30 inches around any portable space heaters. Do not use kerosene heaters, gas stoves, or barbecue grills indoors for secondary heating since they can create lethal levels of Carbon Monoxide (CO) in your home, in addition to being a fire hazard.
- If you must go outside:
  - Avoid overexertion. Sweating will make your clothing damp and make it lose its insulating value. Shoveling of snow/ice can place an extreme strain on individuals with heart conditions, high blood pressure, and other serious medical conditions. It is important to pace yourself and take frequent breaks inside a heated building or vehicle.
  - Wear a hat, gloves, coat, warm socks, and water-proof/water-resistant shoes/boots to help maintain your body temperature.
  - Cover your mouth and avoid talking, if possible. This avoids drawing cold air into your lungs. Individuals talking on a cellular telephone tend to remove the glove on the hand used to hold the device and increase the risk of frostbite on that hand.
  - Monitor yourself and those around you for signs of frostbite and/or hypothermia (critical loss of body heat). Symptoms are: loss of feeling, white/pale appearance in extremities (ex. fingers, toes, and nose), uncontrollable shivering, memory loss, mental confusion, disorientation, incoherence, slurred speech, drowsiness, exhaustion, and/or trembling hands. If these symptoms are observed, the individual should immediately go inside to a heated structure or vehicle. If possible, the individual's temperature should be taken. If their temperature is below 95 degrees F, call 9-1-1 for immediate emergency medical assistance. Individuals over 65 years of age, individuals with heart and/or blood pressure issues, and children under 5 years of age are more susceptible to hypothermia.
  - Do not "pre-warm" your vehicle inside of your garage. Lethal levels of Carbon Monoxide (CO) can build up inside the garage and if your garage is attached to your home, the Carbon Monoxide (CO) can seep into your home, as well. In addition, should your vehicle experience a mechanical problem, it can catch on fire and destroy not only your vehicle, but also your garage and home.



- If your vehicle breaks down on the roadway, try to pull off to the side of the road. Turn on your vehicle's hazard flashers and hang a piece of brightly colored cloth outside of the driver's side window. Only exit your vehicle to walk for help if a heated structure is nearby (i.e. visible).

### **DURING AN ELECTRICAL POWER OUTAGE:**

- Do not open your outside entry doors unless absolutely necessary. Place a dry, rolled towel along the bottom edge of all outside entry doors to minimize cold air drafts.
- Do not call 9-1-1 to inquire about your power outage. 9-1-1- should only be used for actual emergency situations. The Village of Wheeling cannot expedite or give you a definite time as to when your power will be restored. Most electrical power outages are restored within 12 hours.

If you have questions about your power outage, you should call:

- Commonwealth Edison Company: (800) 344-7661
- [www.comed.com/customer-service/outage-information/Pages/default.aspx](http://www.comed.com/customer-service/outage-information/Pages/default.aspx)  
(Power Outage Information)



- Monitor the radio for additional information, including the location of possible emergency warming centers.
- Add additional layers of clothing. Move to the highest elevation within your home and bundle underneath blankets.
- If your home becomes too cold, relocate to a friend's or family member's home who has electrical power and/or heat. Before leaving, slightly keep open your facet(s) and allow some water to continually run (if not already done prior to losing electrical power).
- Emergency warming shelters will be opened by the Village of Wheeling on a case by case basis, depending upon the number of affected residents and the projected time until electrical power will be restored by Commonwealth Edison. In most cases, emergency warming shelters will not be opened unless the electrical power restoration time is in excess of 24 hours and the number of affected residents is limited to a small portion of a subdivision.

If emergency warming shelters are opened, various notification methods will be used to advise you as to what shelter location is available to you. Shelter locations typically include:

- Wheeling Park District Recreation Center, 333 W. Dundee Road
- Wheeling High School, 900 S. Elmhurst Road
- Mark Twain School, 515 E. Merle
- Eugene Field School, 51 St. Armand
- Walt Whitman School, 133 Wille Avenue
- Booth Tarkington School, 310 Scott



- Jack London Middle School, 1001 W. Dundee Road
- Oliver Holmes Middle School, 221 S. Wolf Road
- Village Hall Council Chambers, 255 W. Dundee Road

**NON-EMERGENCY TELEPHONE NUMBERS:**

- Village of Wheeling (Village Hall): (847) 459-2600 (Monday – Friday)
- Wheeling Fire Department: (847) 459-2662 (24 hours)
- Wheeling Police Department: (847) 459-2632 (24 hours)
- Wheeling Public Work Department: (847) 279-6900
- Wheeling Park District: (847) 465-3333
- Wheeling Township: (847) 259-7730
- School District 21: (847) 537-8270
- School District 23: (847) 870-3850
- Wheeling High School: (847) 718-7000
- Comcast/Xfinity (Cable TV): (800-934-6489 (24 hours)
- Commonwealth Edison Company (Electric Power): (800) 344-7661 (24 hours)
- Nicor (Natural Gas): (888) 642-6748 (24 hours)

**VILLAGE OF WHEELING WEB PAGE:**

- [www.wheelingil.gov](http://www.wheelingil.gov)



# Be Red Cross Ready

## Power Outage Checklist

Sudden power outages can be frustrating and troublesome, especially when they last a long time. If a power outage is 2 hours or less, you need not be concerned about losing your perishable foods. For prolonged power outages, though, there are steps you can take to minimize food loss and to keep all members of your household as comfortable as possible.

### Energy Conservation Recommendations

- Turn off lights and computers when not in use.
- Wash clothes in cold water if possible; wash only full loads and clean the dryer's lint trap after each use.
- When using a dishwasher, wash full loads and use the light cycle. If possible, use the rinse only cycle and turn off the high temperature rinse option. When the regular wash cycle is done, just open the dishwasher door to allow the dishes to air dry.
- Replace incandescent light bulbs with energy-efficient compact fluorescent lights.

### How do I prepare for a power outage?



To help preserve your food, keep the following supplies in your home:

- One or more coolers—Inexpensive Styrofoam coolers work well.
- Ice—Surrounding your food with ice in a cooler or in the refrigerator will keep food colder for a longer period of time during a prolonged power outage.
- A digital quick-response thermometer—With these thermometers you can quickly check the internal temperatures of food to ensure they are cold enough to use safely.

Put together an emergency preparedness kit with these supplies in case of a prolonged or widespread power outage:

- Water—one gallon per person, per day (3-day supply for evacuation, 2-week supply for home)
  - Food—non-perishable, easy-to-prepare items (3-day supply for evacuation, 2-week supply for home)
  - Flashlight (NOTE: Do not use candles during a power outage due to the extreme risk of fire.)
  - Battery-powered or hand-crank radio (NOAA Weather Radio, if possible)
  - Extra batteries
  - First aid kit
  - Medications (7-day supply) and medical items
  - Multi-purpose tool
  - Sanitation and personal hygiene items
  - Copies of personal documents (medication list and pertinent medical information, deed/lease to home, birth certificates, insurance policies)
  - Cell phone with chargers
  - Family and emergency contact information
  - Extra cash
- If someone in your home is dependent on electric-powered, life-sustaining equipment, remember to include backup power in your evacuation plan.
  - Keep a non-cordless telephone in your home. It is likely to work even when the power is out.
  - Keep your car's gas tank full.

### What should I do during a power outage?



Keep food as safe as possible.

- Keep refrigerator and freezer doors closed as much as possible. First use perishable food from the refrigerator. An unopened refrigerator will keep foods cold for about 4 hours.
- Then use food from the freezer. A full freezer will keep the temperature for about 48 hours (24 hours if it is half full) if the door remains closed.
- Use your non-perishable foods and staples after using food from the refrigerator and freezer.
- If it looks like the power outage will continue beyond a day, prepare a cooler with ice for your freezer items.
- Keep food in a dry, cool spot and keep it covered at all times.

### Electrical equipment

- Turn off and unplug all unnecessary electrical equipment, including sensitive electronics.
- Turn off or disconnect any appliances (like stoves), equipment or electronics you were using when the power went out. When power comes back on, surges or spikes can damage equipment.
- Leave one light turned on so you'll know when the power comes back on.
- Eliminate unnecessary travel, especially by car. Traffic lights will be out and roads will be congested.

### Using generators safely

- When using a portable generator, connect the equipment you want to power directly to the outlets on the generator. Do not connect a portable generator to a home's electrical system.
- If you are considering getting a generator, get advice from a professional, such as an electrician. Make sure that the generator you purchase is rated for the power that you think you will need.

### What should I do when the power comes back on?



- Do not touch any electrical power lines and keep your family away from them. Report downed power lines to the appropriate officials in your area.

### Throw out unsafe food.

- Throw away any food that has been exposed to temperatures 40° F (4° C) for 2 hours or more or that has an unusual odor, color or texture. When in doubt, throw it out!
- Never taste food or rely on appearance or odor to determine its safety. Some foods may look and smell fine, but if they have been at room temperature too long, bacteria causing food-borne illnesses can start growing quickly. Some types of bacteria produce toxins that cannot be destroyed by cooking.
- If food in the freezer is colder than 40° F and has ice crystals on it, you can refreeze it.
- If you are not sure food is cold enough, take its temperature with the food thermometer. Throw out any foods (meat, poultry, fish, eggs and leftovers) that have been exposed to temperatures higher than 40° F (4° C) for 2 hours or more, and any food that has an unusual odor, color or texture, or feels warm to touch.

### Caution: Carbon Monoxide Kills

- Never use a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal-burning devices inside a home, garage, basement, crawlspace or any partially enclosed area. Locate unit away from doors, windows and vents that could allow carbon monoxide to come indoors.
- The primary hazards to avoid when using alternate sources for electricity, heating or cooking are carbon monoxide poisoning, electric shock and fire.
- Install carbon monoxide alarms in central locations on every level of your home and outside sleeping areas to provide early warning of accumulating carbon monoxide.
- If the carbon monoxide alarm sounds, move quickly to a fresh air location outdoors or by an open window or door.
- Call for help from the fresh air location and remain there until emergency personnel arrive to assist you.

### Let Your Family Know You're Safe

If your community experiences a disaster, register on the American Red Cross Safe and Well Web site available through [RedCross.org](http://RedCross.org) to let your family and friends know about your welfare. If you don't have Internet access, call **1-866-GET-INFO** to register yourself and your family.

# Discover our storm restoration process

We are dedicated to restoring power to our customers as quickly as possible. The charts below illustrate the power restoration process we follow.



Through switching and repair of high voltage transmission lines and substations, we restore service to the largest number of customers.



We restore power to facilities critical to public health and safety—including hospitals, police and fire stations, water reclamation plants, and communication systems.



We dispatch crews to make repairs to equipment that will return service to the largest number of customers in the least amount of time. These include major feeder trunk lines, high-density housing projects, and large neighborhoods.



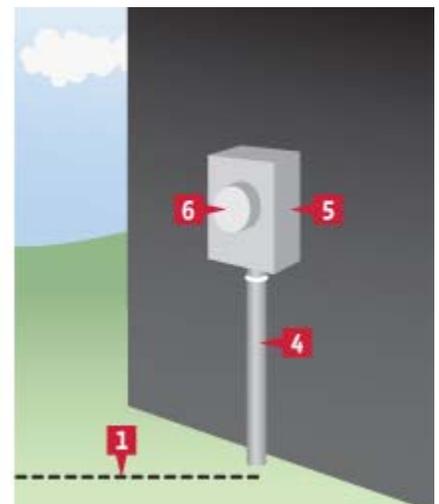
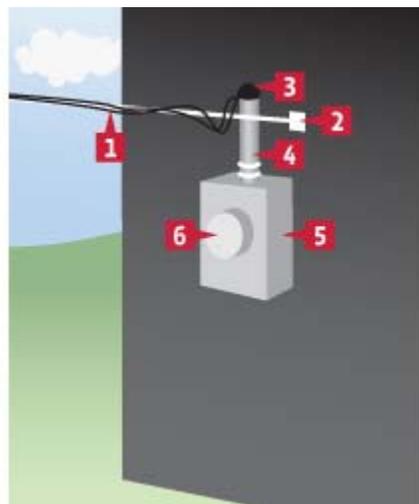
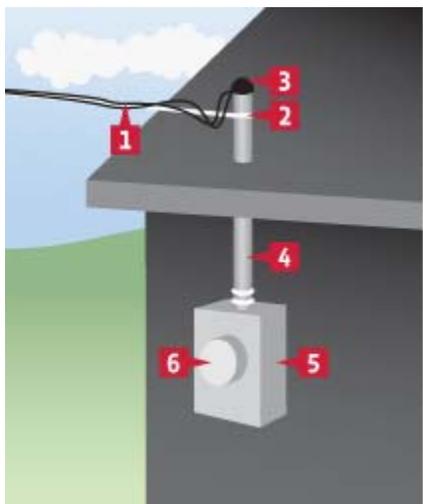
Finally, we restore power to smaller neighborhoods and individual services.

In our Storm Restoration Process, damage assessment may take several hours or days depending on the magnitude of the storm. We will make every attempt to provide you with an accurate (ETR) estimated time of power restoration. Once the crew is onsite, we may determine that we can bypass a problem and restore power earlier than expected. In other instances, power restoration may take longer than estimated due to difficulty locating, accessing, or resolving multiple problems.

During major events, ComEd will perform automated calls to determine if a customer's power has been restored. It is critical to our restoration efforts that every contacted customer responds to the call instructions. Restoration efforts during severe storms may take several days. We ask for your understanding and patience until power is fully restored. As always, public safety takes precedence at all times.

### Know Who Is Responsible

When service damage occurs, it's important to understand who is responsible for the repair. Distinguish between areas owned by ComEd and areas owned by the customer.



## Item Responsibility Description

<b>1</b>	ComEd	Electrical Service Wire coming from ComEd's system (overhead or underground)
<b>2</b>	Customer	Attachment (the point where ComEd equipment attaches to customer property)
<b>3</b>	Customer	Weather Head and wire drip loop (the weather resistant entry point for customer wires going to the meter box)
<b>4</b>	Customer	Riser/Raceway (the conduit that physically protects wires going to the meter box)
<b>5</b>	Customer	Meter Enclosure/Box (contains and safely secures the electric meter)
<b>6</b>	ComEd	Meter (measures the amount of electricity used by the customer)

## Residential Overhead Services

- ComEd will install an overhead service drop span length consistent with good engineering up to a maximum of 150 feet as part of the standard installation. Charges apply for any additional wire required.
- If a longer length is required to reach the customer's premise, additional equipment such as private property poles or extended service wire may be required. This additional equipment is installed and maintained by the customer.

## Residential Underground Services

- ComEd will install underground cable (service wire) to the closest wall up to a maximum of 100 feet as part of the standard installation. Charges apply for any additional cable required.
- After repair work on underground cables is completed, ComEd will back-fill the trench to the original grade.
- If the customer caused the damage, the customer is responsible for the costs to repair the cable, for reseeding or re-sodding the area, and for replacing any structures, fences, patios associated with the damage.
- If ComEd is responsible for the repair (breakdown in cable, etc), ComEd will reseed or resod the affected lawn or yard area back to its original condition.
- Easements must be kept clear of trees, bushes, structures, fences, patios, etc. The restoration of power and repair of cable can be delayed if ComEd cannot safely access its facilities.