

WHEELING WARM WEATHER INFORMATION

- DO NOT CALL 9-1-1 UNLESS IT IS AN ACTUAL FIRE, EMERGENCY MEDICAL, OR POLICE EMERGENCY.
- The Village of Wheeling does not routinely open “cooling shelters” during periods of extreme warm or hot temperatures. Village staff continually monitors these situations and if conditions deteriorate (ex. catastrophic loss of power expected to last several days and/or loss of water throughout the community), shelters may be opened. At such time, notice would be given to residents by alternate communication means (ex. reverse 9-1-1, internet, etc.).
- Residents who lose electrical power in their homes should contact Commonwealth Edison at 1-800-EDISON1. The Village has no control over how or when the electrical power will be restored. Typically, those areas with the largest number of customers without power are restored first. Those areas affected that are small in size (ex. isolated pocket of customers) will be restored last. Residents should not call 9-1-1, the Fire Department, or the Police Department regarding their power outage, unless there is an actual emergency.
- Residents that do not have air conditioning should make use of air conditioned places such as:
 - Homes of Family Members
 - Homes of Neighbors and Friends
 - Shopping Malls
 - Movie Theaters
 - Library
 - Wheeling Park District Recreation Building/Aquatic Center
 - Pavilion Senior Center (Monday – Friday)

As an alternative, residents can make use of one of the area motels/hotels if they desire long term cooling options. Several of these motels/hotels are:

- North Shore Westin (Wheeling) – (847) 777-6500
 - Hawthorn Suites (Wheeling) – (847) 520-1684
 - Wyndam Garden (Buffalo Grove) – (847) 215-8883
 - Holiday Inn Express (Vernon Hills) – (847) 367-8031
 - Hilton Chicago (Northbrook) – (847) 480-7500
 - Courtyard Chicago (Deerfield) – (847) 940-8222
- Family members who are concerned about other family members who do not have air conditioning must make arrangements for their family members to be taken care of and transport their family members to one of the above locations or take them into their home. The Village can not take responsibility for individual residents and/or individual special needs.
 - Residents must take responsibility for their own safety and well-being such as:
 - Drink large amounts of cool water throughout the day. Avoid caffeinated and/or alcoholic beverages since these actually contribute to dehydration.
 - Avoid strenuous outside physical activities during the mid-day/afternoon time period when the heat/humidity is at its peak.
 - Wear sun-screen, sun glasses, and a hat, when outside for extended periods of time.
 - Check on neighbors, friends, and family members; particularly if they have special needs.
 - Do not leave children and /or pets unattended in a vehicle (even if it is for only a few minutes and the windows are partially down). It is very easy for the interior of a vehicle to quickly reach 120 F or more in just a few minutes; particularly if it is parked in the sun.
 - Close the blinds and shades on the sunny side of your home to aid in cooling.



- If you have no air conditioning, you should keep windows open, use fans to circulate air, and sleep on the lowest level of your home.
- Turn off all unnecessary electrical appliances (ex. lights, TV, battery chargers, etc.), since they actually generate heat and doing so will lighten the power demand on Commonwealth Edison.

- More information can be found online at the following web sites:
 - www.noaa.gov
 - www.redcross.org
 - www.ready.gov

- The Village's non-emergency numbers are:
 - Fire – (847) 459-2662
 - Police – (847) 469-2632
 - Public Works – (847) 279-6900
 - Village Hall – (847) 459-2600



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 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.

Stay safe when a storm hits or an outage occurs

Wind, lightning, heavy rains, flooding and other severe weather conditions can cause damage to utility facilities and disrupt electric service. With personnel available 24 hours a day, everyday, ComEd is committed to keeping the lights on and making every effort to restore power quickly when the lights go out. We track weather forecasts and plan strategies to mobilize staff and materials in response to storms. This includes assessing equipment damage across the region, dispatching crews to make repairs, and handling more customer calls.



Report an outage

We hope you will promptly [report an outage](#) in your area by phone or online. While we understand most consumers would prefer to speak with a customer service representative, our automated interactive system allows us to handle thousands of calls at a time, collect customers' outage information faster, group nearby outages together, and help operations personnel analyze trouble.



Tune in and take cover

In putting safety first, tune into news broadcasts and take cover if necessary.



Be aware of outside powerlines

If outside, be watchful for trees and downed powerlines — especially in the dark — and report emergencies to ComEd as soon as possible at 1-800-Edison-1. Do not touch or try to move downed lines and consider all downed lines as energized and extremely dangerous. If powerlines fall on your vehicle while in it, stay in the car until emergency personnel can assist. The car can become energized.



Stay out of flooded basements

Never step into a flooded basement if water may be in contact with electrical outlets, appliances or cords and never attempt to turn off power at the breaker box if you must stand in water to do so. Be aware of any electrical equipment that could be energized and in contact with water. Never wade into a flooded basement unless all electricity has been disconnected (such as power that supplies sump pumps, freezers, etc.). Power may be restored while you are in the flooded basement and the motors on these appliances may be submerged.



Do not touch wet electrical appliances

Never touch electrical appliances, cords or wires while you are wet or standing in water. Never use electric appliances or touch electric wires, switches or fuses when you're wet or when you're standing in water. If an electrical appliance has been in contact with the water, have a professional check it out before it is used. It may need to be repaired or replaced.

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.



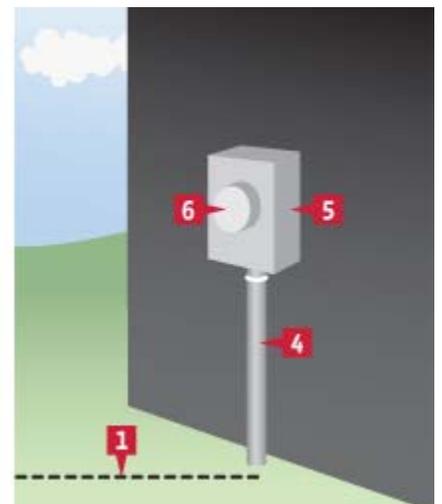
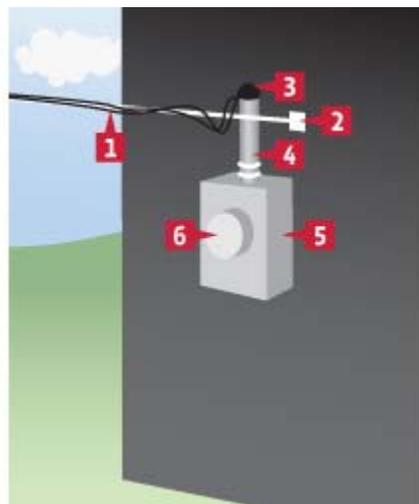
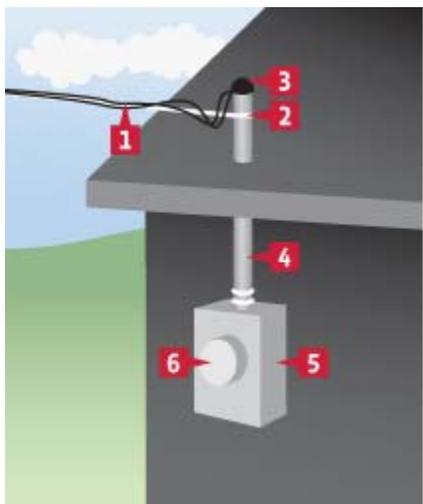
Finally, we restore power to smaller neighborhoods and individual services.

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

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