



Safety Tips

When You Return Home

When local first responders give you the direction that you are allowed to return home, please take these steps to protect your family and your home.

Electric Safety Tips

- Check for damaged household electrical wiring and turn off the power at the main electric switch if you suspect any damage. Consult with an electrician if necessary.
- If your power goes out, unplug or turn off all electric appliances to avoid overloading circuits and fire hazards when power is restored. Simply leave a single lamp on to alert you when power returns. Turn your appliances back on one at a time when conditions return to normal.
- If you see downed power lines near your home, treat them as if they are "live" or energized and extremely dangerous. Keep yourself and others away from them. Call 911, then notify PG&E at **1-800-743-5002**.
- During a power outage, use only battery-operated flashlights instead of candles to provide light. LED candles are a safe alternative.
- If you have a generator, inform PG&E and do not use it unless it is installed safely and properly by a licensed electrician, and operated outdoors. If it is not, you risk damaging your property and endangering yourself and PG&E line workers who may be working on nearby power lines. Information on the safe installation of generators can be found on our website at www.pge.com/generator.

Be prepared and stay safe. Nothing is more important than the safety of the public, first responders and our employees. We encourage you to stay connected with your county Offices of Emergency Services and follow the directions of your local First Responders. If you are asked to evacuate, shut off your gas and electricity to prevent any further damage

Gas Safety Tips

- **If you or someone else shut off the gas during the evacuation, DO NOT** turn it back on. Contact PG&E or another qualified professional to perform a safety inspection before the gas service is restored and the gas appliance pilots are re-lit.
- If you smell or hear gas escaping inside or around your home or business:
 - Get everyone outside to a safe location away from the building and upwind where you can no longer smell natural gas. Once outside, use your phone to call 911 and then PG&E at (800) 743-5000.
 - If you suspect a gas leak, do not use electrical switches, appliances, telephones or anything with an open flame, because sparks can ignite gas.



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- If you are able to do so safely, shut off the gas at the main gas service shutoff valve using a suitable tool like a 12 to 15 inch adjustable pipe or crescent-type wrench. The valve is normally located near your gas meter.

Gas Restoration

- PG&E's top priority is the safety of our customers and our communities.
- In order to restore gas service, gas crews must conduct a thorough assessment of damaged infrastructure and on-site inspections at each customer home and business. This process must occur before service can be restored and relights conducted. PG&E will be bringing in additional crews to restore gas service.
- Customers without gas service are asked to stay as close to home as possible so that service can be restored when a PG&E representative arrives. If no one is at home, the representative will leave a notice with a number that customers can call to schedule a return visit.
- Customers returning to their homes that wish to have service restored should call 1-800-743-5000.
- Customers should always ask to see valid identification before allowing anyone inside their home.
 - If a person claiming to be a PG&E employee has identification and you still feel uncomfortable, call PG&E's customer service line at 1-800-743-5000 to verify PG&E's presence in the community.
- For updated Fire Response, please visit pge.com/wildfireresources
- For Fire Response Resources, please visit:
 - CAL Fire: <http://www.fire.ca.gov/> and on Twitter @CAL_Fire
 - USDA Forest Service Map: <http://activefiremaps.fs.fed.us/#>
 - You can also visit PG&E's Twitter feed at <http://www.twitter.com/pge4me> and PG&E's Facebook page at <http://www.facebook.com/pacificgasandelectric>.