

WHEELING WINTER STORM 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 “warming shelters” during winter storms or periods of extreme cold 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 electrical power or heat should make use of the following locations:
 - Homes of Family Members
 - Homes of Neighbors and Friends
 - Shopping Malls
 - Movie Theaters
 - Library
 - Wheeling Park District Recreation Building

As a long term alternative, residents can make use of one of the area motels/hotels if they desire long term facilities with heat and/or electrical power:

- North Shore Westin (Wheeling) – (847) 777-6500
 - Hawthorne 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 within the community should 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, in the event of a prolong winter storm and/or electrical power outage. The Village cannot take responsibility for individual residents and/or individual special needs.
 - BEFORE THE WINTER STORM ARRIVES (PLAN AHEAD):
 - Maintain several days of food that requires no cooking (ex. fruit, canned goods, cereal, bread, baby food, etc.).
 - Have a manual can opener, in the event of loss of electrical power.
 - Maintain several days of bottled water. Five (5) gallons per person is recommended.
 - Maintain several days of prescription medications, if applicable.
 - Top off the fuel tank in your vehicle.
 - Stock up on special need items (ex. diapers, hearing aid batteries, flashlight batteries, matches, ice melt/rock salt, etc.)
 - DURING THE WINTER STORM (STAY INDOORS – REDUCE TRAVEL):
 - Close all window blinds to further control drafts and insulate windows.
 - Avoid unnecessary opening of windows and doors.



- Stuff towels, blankets, or rags around the bottom edge of exterior doors to minimize drafts and loss of warm air.
 - Raise the heat within your home two (2) or three (3) degrees higher than normal. If you lose electrical power, the added heat will help extend the time of warmth in your home until the electrical power is restored.
 - Use fireplaces and wood burning stoves only as a last resort for heat – excessive heat is lost up the chimney.
 - If the electrical power is lost, use battery-powered flashlights and lanterns. The use of candles should be avoided due to the risk of fire.
 - Do *not* run portable electrical generators, camping stoves, or barbeque grills within your home or garage due to the risk of carbon monoxide poisoning and/or fire.
 - If water pipes are installed on an outside wall, allow the faucets to “drip” to avoid freezing. If water pipes freeze, do *not* attempt to thaw them with a torch. Instead, use an electric hair dryer or call a professional plumber. There is a serious risk of fire when a torch is used.
 - Dress wisely and in layers.
 - Eat well-balanced meals and stay hydrated with water. Avoid alcoholic and caffeinated beverages.
- AFTER THE WINTER STORM (ASSESS & RESTORE):
 - Dress warmly and stay dry for outside activities:
 - Hat
 - Scarf or knit mask
 - Mittens (warmest) or gloves (less warm)
 - Winter coat
 - Several layers of loose fitting clothing
 - Water-proof boots or shoes
 - Avoid extended physical exertion during your snow removal/shoveling. Take frequent breaks inside and pace yourself. Large snows will take a long time to clear.
 - Beware of ice potentially being underneath the recent snow fall. Watch your footing and use ice melt/rock salt to reduce your risk of falling.
 - Remove snow from your driveway and sidewalks. Do not shovel or discharge snow back into the street or place it on top of fire hydrants – both actions are dangerous and against the law.
 - Remove snow five (5) feet around all sides of nearby fire hydrants.
 - Stay far away from down electrical power lines. Report down electrical power lines by calling Commonwealth Edison at 1-800 – EDISON1.
 - Remove icicles that are overhanging walkways, doorways, and pedestrian passages.
 - Do not park vehicles in the street – it makes it very difficult and dangerous to plow the streets. If you temporarily park your vehicle in the street while cleaning up your driveway, please move your vehicle immediately back onto your driveway when the Village snow plow arrives on your street.
 - Recognize that “shivering” is a sign your body is losing heat and that it is a signal to go back inside and warm up. When going back outside, do not *put* on damp or wet clothing.
 - More information can be found on-line at the following web sites:
 - www.noaa.gov



- www.redcross.org



- www.ready.gov



- www.comed.com/customer-service/outage-information/Pages/default.aspx
(Power Outage Information)



- NON-EMERGENCY TELEPHONE NUMBER:

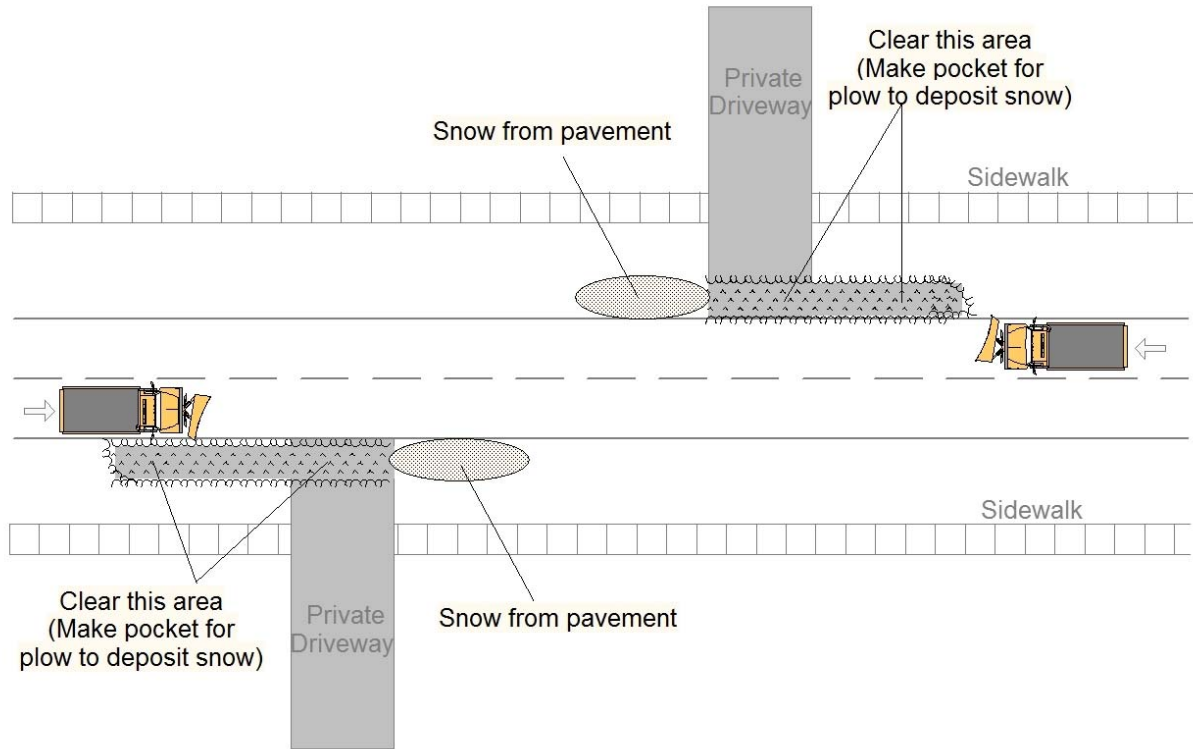
- Village of Wheeling (Village Hall): (847) 459-2600 (Monday – Friday)
- Wheeling Fire Department: (847) 459-2662 (24 hours)
- Wheeling Police Department: (847) 459-2632 (24 hours)
- Wheeling Public Works Department: (847) 279-6900
- Wheeling Park District: (847) 465-3333
- Wheeling Township: (847) 259-7730
- 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)

- The Village's web page is:

- www.wheelingil.gov



24. Driveway Shoveling Recommendations



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.

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.



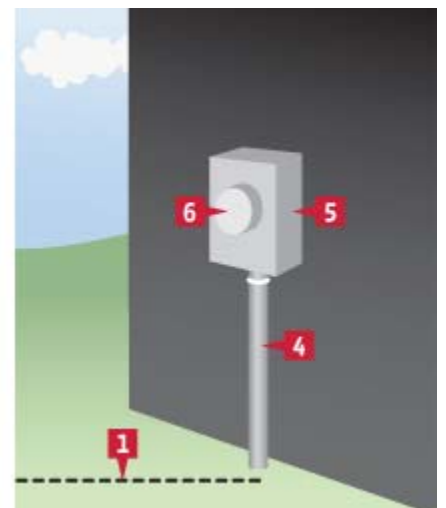
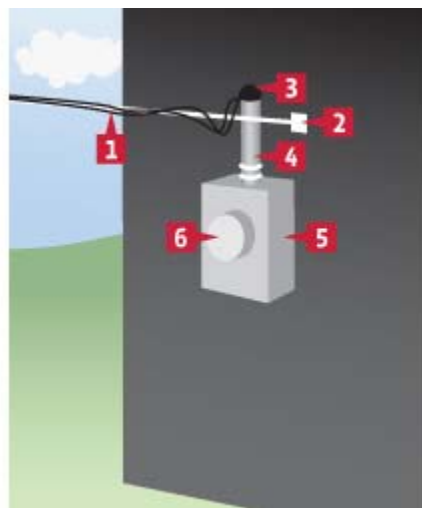
Finally, we restore power to smaller neighborhoods and individual services.

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.