

*Are you safe around*

# ELECTRICITY?

Ameren Illinois  
**1.800.755.5000**  
***AmerenIllinois.com***

TTY Illinois Relay  
**711**

JULIE Underground  
 Locating

**811**  
***Illinois1Call.com***

## What Happens Behind the Scenes During an Outage?



At Ameren Illinois, we are committed to strengthening our energy grid to improve reliability and reduce the duration and frequency of power outages. When an outage occurs, we act swiftly to restore your power as quickly and safely as possible. The restoration time depends on several factors, including the extent of the storm's damage, the number of outages, and our ability to safely access storm-damaged areas.

### Our Restoration Process:

- **Priority One:** We communicate with key stakeholders, respond to life-threatening emergencies like downed wires, and address issues affecting

critical infrastructure, such as hospitals, police, and fire facilities.

- **Next Steps:** After restoring power to critical infrastructure, our crews prioritize the quickest and most efficient way to restore service. We start with main lines that serve thousands, then move to lines serving hundreds, dozens, and individual homes.
- **Neighborhood Restoration:** Homes in the same neighborhoods may be restored at different times, and businesses are sometimes restored first due to their location along primary power lines.

## OUTAGE TIPS

- Report the outage to Ameren Illinois and stay inside until the power has been restored.
- Turn off appliances and unplug electronics to prevent damage from circuit overloads.
- Use generators in well-ventilated, outdoor, dry areas.
- Prepare a storm kit with essentials. Visit **[AmerenIllinois.com/Outage](https://www.amerenillinois.com/Outage)** for a complete list.
- Stay informed by texting REG to AMEREN (263736) to sign up for outage text alerts.

## Keep Kids Safe With TROs

To children, electricity can often appear to be magic. By flipping a switch or plugging an electrical cord into an outlet, appliances come alive



and lights illuminate rooms. But it's important that kids be aware of electrical hazards in your home — including electrical outlets.

Keep children in your home safe by making sure outlets are equipped with tamper-resistant outlets (TROs) or tamper-resistant receptacles (TRRs). If a child attempts to stick an object in the outlet, the TRO/TRR shutter prevents the object from entering and no contact with electricity is made.



## Don't Post on Utility Poles

Be it a balloon or a garage sale sign, any object attached to a utility pole creates a dangerous obstacle for line crews.

The nails, staples or wire used to attach items to poles could cause a lineman to fall. In addition, these sharp objects can puncture or snag safety clothing, leaving a line worker vulnerable to electric shock. In addition, anything tacked to a utility pole could hinder our ability to restore power quickly after an outage.



Keep poles clear, and help us keep our line crews safe!

## Stay Safe During a Flood

Flooding can create hidden hazards related to your energy service. Follow these tips to stay safe:

- Never enter a flooded basement or any area where water may be in contact with electrical outlets, appliances or cords. The water could be energized.
- Before entering storm-damaged buildings, make sure electricity and natural gas sources are turned off.
- Have water-damaged electric appliances, electronics and other items inspected and properly restored before using them.



## Downed Lines = DANGER

Downed lines can carry power even after being knocked to the ground. They can also energize anything they touch, from a fence or tree to a puddle of water. Always assume downed wires are energized and dangerous and stay away. If you see a downed or sagging power line, call Ameren Illinois at **1.800.755.5000** immediately.



## Prevent Deadly Shocks Check Boats and Docks

Electricity and water are always a dangerous combination. A fun day at the lake can quickly turn deadly if a swimmer touches an energized dock ladder or unknowingly swims into water that is energized from an improperly grounded circuit or frayed wires beneath a boat.

Marinas should comply with National Fire Protection Association (NFPA) and National Electrical Code (NEC) standards. If you own a boat or dock, have a professional electrical contractor who is familiar with marine codes and standards:

- Inspect them at least once a year.
- Install ground fault circuit interrupter (GFCI) breakers on the circuits feeding electricity to the dock.
- Bond the metal frame of docks to connect all metal parts to the alternating current (AC) safety ground at the power source.



## Steer Clear of Electrical Substations

With spring in full swing, everyone is eager to spend more time outdoors. Whether walking your dog, picnicking, or playing ball, stay alert to your surroundings and stay safely away from electrical equipment like substations.

Buzzing with hundreds of thousands of volts of electricity, an electrical substation is off-limits to anyone other than authorized personnel. Never go into a substation for any reason. Never attempt to retrieve a ball or toy from these areas. No game is worth your life.

Parents should talk to their children about the importance of keeping a safe distance from electrical equipment and substations.

The only people that should enter a substation are utility workers. If you see someone enter an electrical substation who should not be there, call the authorities and your energy company.



Many of today's popular gaming apps on handheld devices make use of the GPS feature to encourage players to explore real-world locations. Do not allow them to distract you or impair your judgment. Stay alert, stay in control, and stay away from substations and other electrical equipment.



# Plan Ahead When Planting Trees

By planting the right tree in the right place, you can prevent future safety hazards and a common cause of power outages. Research tree selections and consider the height of a tree at maturity. Tall-growing trees should be planted at least 20 feet away from power lines and 50 feet away to avoid future pruning.

To ensure that tree roots do not interfere with underground utilities, call JULIE at 811 to have underground services marked before you plant. Learn more at [MySafeTrees.com](http://MySafeTrees.com).



*Planning a home improvement project?*

## Consider Clearances First

Before you begin construction on that new room, deck or garage, consider utility clearances and easements. Remember — all structures must be located a safe distance from overhead and underground utility equipment, and comply with easements and National Electric Safety Code (NESC) requirements. Ask your contractor to check for any utility easements and clearance requirements affecting your property before you break ground.



## Don't Assume When It Comes to Digging



**Know what's below.  
Call before you dig.**

Homeowners often make risky assumptions about whether they should get their underground utility lines marked. Whether you're installing a flower bed or a basketball hoop, any digging project – large or small – is considered excavation and requires a call to JULIE at 811. It's free, it's easy and it's the law. Learn more at [Illinois1Call.com](http://Illinois1Call.com).

## Copper Theft: Fact vs. Fiction

**MYTH:** Copper theft doesn't hurt anyone.

**FACT:** Copper theft is especially harmful because of the safety risks it creates. Thefts from electric utility property, such as substations and power poles, can cause fires, explosions, power outages, and electric shock. If you see anyone around electric substations or electric facilities other than utility personnel or contractors, call the police.



**May is National Electrical Safety Month, but make safety a year-round practice. Learn more at [SafeElectricity.org](http://SafeElectricity.org).**

