



**We Energies**  
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**\*\* SAFETY ALERT \*\***

**We Energies urges extreme caution as flooding can cause electrical and natural gas appliance concerns**

**ELECTRICITY**

To be safe, customers with basement or other flooding should assume that basement flood water is energized. Walking through a wet or flooded basement can be dangerous. Never walk through a flooded basement until electricity is disconnected.

Even a small amount of water on a basement floor can put you at risk for electrocution. While electricity often is needed to run sump pumps and wet/dry vacuums to remove water, the risk of electrical shock is too great.

Safety experts suggest using a generator located outside to power your sump pump or wet/dry vacuum instead. Generators also come with safety concerns, so learn more about generator safety before operating one. Never run extension cords through water or run a generator inside.

If there is standing water in your home, call us at **800-662-4797** to disconnect power before you step into any standing water. Once the power is disconnected, it's safer to begin cleanup activities.

Be sure to have a certified electrician inspect your system for damage before calling us to be reconnected.

**NATURAL GAS**

Flooding near natural gas appliances (furnace, water heater, etc.) also can be dangerous. Stop the flow of natural gas to the appliance by using the shutoff valve on each individual appliance. Another option is to contact We Energies to arrange to have the natural gas service turned off.

Standing water can extinguish pilot lights on water heaters and furnaces. If this occurs, natural gas may continue to be released and could collect in your home, creating safety risks.

If your basement floods, call us at **800-261-5325** to have your home's natural gas service turned off.

After the water recedes, have your furnace and water heater inspected by a professional. Then call us to have your natural gas service turned back on.

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Shutting off your natural gas and electric service during times of flooding is done for safety. We do not charge you to turn off service when flooding occurs or to turn it on after cleanup.

For safety reasons, remember to have your electrical system and natural gas-operated equipment checked for water damage before contacting We Energies to restore service.

The information above is also available on our website ([www.we-energies.com](http://www.we-energies.com)) and We Energies customer care representatives are available 24/7 to help you with any safety questions or concerns you may have regarding your electricity **(800-662-4797)** or natural gas **(800-261-5325)** service.

*We Energies serves more than 1.1 million electric customers in Wisconsin and Michigan's Upper Peninsula and 1.1 million natural gas customers in Wisconsin. We Energies is the trade name of Wisconsin Electric Power Company and Wisconsin Gas LLC, the principal utility subsidiaries of Wisconsin Energy Corporation (NYSE: WEC). Visit the We Energies website at [we-energies.com](http://we-energies.com). Learn more about Wisconsin Energy Corporation by visiting [wisconsinenergy.com](http://wisconsinenergy.com).*

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