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FOR IMMEDIATE RELEASE

NEWS RELEASE

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PSC Offers Safety Tips to Consumers Hit by Flooding

ATLANTA, September 25, 2009 – The Georgia Public Service Commission (Commission) urges consumers to follow these safety tips if their home is affected by the recent floods.

If you have electric service:

- Avoid downed power lines. Treat any line down as if it were live. Stay away from downed trees that might have power lines tangled in them.
- Utility crews are working as quickly as possible to restore power to customers. However, in extremely flooded areas, the crews may not be able to reach customers to restore their power until the water recedes.
- Customers who have had damage to the electricity service entrance to their home may need to call an electrician to have it repaired before their utility can re-connect power.
- Customers who use a generator during an outage should ensure it is installed according to manufacturer's recommendations and local and state electrical codes to avoid accidental carbon monoxide poisoning, fire or other injury.
- Georgia Power is working with county inspection teams to ensure that heavily damaged homes are safe before reconnecting service.

If you have natural gas service:

Natural gas utilities are asking residents to leave their gas on as a safety precaution if they are forced to evacuate their residence. A gas company employee, qualified plumber or HVAC contractor should be the only individuals turning natural gas on or off.

Anyone returning home after the flood waters has subsided and who suspects their natural gas appliances have been flooded or damaged should have the equipment inspected and serviced by a qualified natural gas contractor.

Residents in the Atlanta Gas Light service territory should call 1-877-427-4321 if they believe they have a natural gas leak. Residents served by Atmos Energy should call 1-866-322-8667. Residents served by municipal natural gas systems should contact their local government offices or call 9-1-1. Natural gas is odorless, so for safety purposes, an odorant called "mercaptan" is added to generate a

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smell similar to rotten eggs. Customers who smell a natural gas odor should adhere to the following safety procedures:

- Do not use any devices that might create a spark, such as light switches, phones, flashlights, or electric appliances, including computers. A spark could ignite the gas.
- Immediately have everyone leave the house.
- Go to a nearby phone and call the natural gas utility to report the odor.
- Keep everyone away from the building until given the “all clear” from a gas company employee.

For additional information, please visit the Georgia Public Service Commission web site, www.psc.state.ga.us.

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