

TOWN OF GLASTONBURY
Important Safety Information
EMERGENCY CONDITIONS AND POWER OUTAGES
August 2013

GENERATORS

Many customers are using generators for the first time during the storm and should make sure that the generator has been properly installed by a licensed electrician to avoid back feed into CL&P's system that might cause injury to employees or anyone near a downed line. Generators should be properly grounded and should never be plugged directly into a home's wiring. Generators should be placed outside and away from the house to avoid carbon monoxide poisoning.

The improper use and connection of portable generators can be dangerous and contrary to requirements of the State Building Code. For information concerning installation of generators, you may contact the Town Building Official's Office at (860) 652-7521, or Fire Marshal's Office at (860) 652-7526.

CARBON MONOXIDE

DO NOT USE generators, charcoal or gas grills, gas lanterns or camping stoves indoors or in an enclosed area, like a garage or basement. These items should be used outdoors only. DO NOT use a generator in a garage even if the garage doors and windows are open. Ventilation is not sufficient and could result in carbon monoxide build-up inside of your home. Symptoms of carbon monoxide poisoning include: headache, dizziness, weakness, nausea, vomiting, sleepiness and confusion. If you suspect carbon monoxide poisoning, IMMEDIATELY leave your home and dial 9-1-1 from OUTSIDE of your home.

ELECTRIC SERVICE METERING

If your electric meter or the electric cable attached to your home has been damaged, you will need to contact a licensed electrician to make the needed repairs. (See diagram of electrical hookup to house). When completed, please call the Building Inspection Department at (860) 652-7521 to schedule an inspection. When you call, the Town will need your name, address and electrician's name and CT license number. *Click here for additional information provided by CL&P.*

HOME ELECTRICITY PRECAUTIONS (POWER SURGE PRECAUTIONS)

Homeowners should unplug all surge protectors and electrical appliances such as TVs, computers, refrigerators, freezers, etc. It is recommended to shut off all breakers including your main electrical panel breaker. Once the power is restored to your home turn on the main breaker first. Then turn one breaker on at a time. If your lights get extremely bright or dim, shut off the main breaker and call CL&P. If the breaker keeps tripping (shutting off) do not try to force it, call an electrician.

DOWN POWER LINES

It is strongly advised that if you have downed power lines and trees on your property to stay away from them. Avoid attempting to block the area with caution tape and accidentally touching the wires as they may be live.

SEWAGE GRINDER PUMPS

Those customers who utilize sewage grinder pumps for sanitary sewage disposal should restrict water use (toilets/sinks) unless your pump is tied into an emergency power system.

FROZEN PIPES

If frozen pipes might be an issue, it is recommended that you turn off your water supply, which is typically located in the basement and that you allow your faucets to trickle.

FOOD SAFETY

- Throw away food that has an unusual odor, color, or texture. When in doubt, throw it out.
- Throw away perishable foods (including meat, poultry, fish, eggs and leftovers) in your refrigerator when the power has been off for 4 hours or more.
- Thawed food that contains ice crystals can be refrozen or cooked. Freezers, if left unopened and full, will keep food safe for 48 hours (24 hours if half full).
- While the power is out, keep the refrigerator and freezer doors closed as much as possible.

CL&P Alert to Homeowners:

Damaged Customer Equipment Must be Repaired by Licensed Electricians Before Power Can Be Restored

As CL&P works to restore power across the state, homeowners should be aware that any damage to customer-owned equipment must be repaired by licensed, professional electricians before we can reconnect power lines to your home.

CL&P will repair all equipment leading to your home, including a service wire and connectors. Homeowners are responsible for repairing all other equipment attached to a residence, including a clevis (house knob), weatherheads, conduits, conductors and the meter box. However, you are not responsible for damage to the meter.

If your home has sustained storm damage to customer-owned equipment, licensed electricians can be found through your local Yellow Pages or the State Department of Consumer Protection, Licensing Division, at www.ct.gov/dcp/site



Electric Equipment Ownership for Overhead Service

In the event of a storm or outage at your home, you may have questions regarding which parts of your electric service are privately owned and which parts CL&P maintains.

- CL&P maintains the electric poles, wires and other equipment you see along your street, ending at the service drop shown on the diagram, below. CL&P also repairs any damage to the meter itself.
- The wires and equipment that run from the service drop into a residence are the responsibility of the customer, including the clevis, weatherhead and electric meter box.

If you have damage to the wires or equipment after the service drop, please contact a licensed and insured electrical contractor to perform the necessary repairs. This will expedite your service restoration as the damaged equipment will need to be fixed prior to CL&P reconnecting the power lines to your home.

If you have any questions, please call CL&P at (800) 286-2000.

