

ELECTRIC CALL SCRIPT GUIDELINE

1. **#1 (Emergency/Life Threatening):** An actual serious condition, situation or incident for which time is a critical factor, requiring urgent response to minimize or avoid personal injury or significant property damage. Response goal ½ hour.
2. **#2 (Priority/Standing By):** A potentially dangerous condition, situation or incident with no immediate risk of personal injury, but is adversely affecting firefighting or other emergency operations. Response goal is 1 hour.
3. **#3 (Routine/Other):** A condition, situation or incident with **no** apparent risk of personal injury or property damage. Response goal is 4 hours.

NOTE: During major storms, response time may be affected by degraded weather/road conditions and the large number of events.

Message to be read by County

<u>Priority # 1</u>	<u>Priority #2</u>	<u>Priority #3</u>
This is Chester County	This is Chester County	This is Chester County
<p>We have a Priority #1 Call with a (choose one):</p> <ul style="list-style-type: none"> • Pole hit with electric wires down, preventing a rescue (person trapped in vehicle) • Structure fire preventing a rescue • Person shocked or a person at imminent risk for being shocked by electric facilities <p>NOTE: Police or Fire will be standing by until PECO arrives.</p>	<p>We have a Priority #2 Call with a (choose one):</p> <ul style="list-style-type: none"> • Structure fire, not preventing a rescue, where the fire department is unable to shut off the electric and/or gas, and the fire suppression is being hampered. • Electric wires down not preventing a rescue • PECO Energy electric distribution equipment on fire 	<p>We have a Priority #3 Call with a (choose one):</p> <ul style="list-style-type: none"> • Wire arcing • Pole leaning • Wire sagging • Manhole cover missing
<ul style="list-style-type: none"> • Location • Municipality/town • Nearest house address (preferred) • Cross street/hundred block 	<ul style="list-style-type: none"> • Location • Municipality/town • Nearest house address (preferred) • Cross street/hundred block 	<ul style="list-style-type: none"> • Location • Municipality/town • Nearest house address (preferred) • Cross street/hundred block
Incident number Dispatcher number Call back number	Incident number Dispatcher number Call back number	Incident number Dispatcher number Call back number
<p>Police/Fire Dispatcher: May communicate whether Incident Command is established, if so, the following information needs to be communicated in the ticket comments.</p>		
<p>1. Location of Incident Command and any special routing instructions</p>		