

Emergency dispatchers, are you ready for an electric or gas emergency?

Here are the critical questions to ask when you receive an emergency call.

Electric emergencies

- What is your name?
- What is your phone number?
- Where is the incident? What's the address or nearest address or intersection?
- Is anyone injured?
- Are emergency responders on-site?
- Are lines, equipment or a substation smoking or arcing?
- Are any lines low or downed?
- Are any lines contacting vehicles, machinery, roadways, structures or other areas?
- Are any poles broken?
- Are any wires or poles affecting traffic?

Gas emergencies

- What is your name?
- What is your phone number?
- Where is the incident? What's the address or nearest address or intersection?
- Are emergency responders on-site?
- Is gas odor inside or outside?

If inside:

- Is anyone sick or injured?
- Are occupants still inside?
- Is the building accessible? How?

If outside:

- Is the location accessible? How?
- Was a gas line hit?
- Are any emergency responders on-site?

Additional resources

- Alliant Energy emergency number for first responders: **1-800-758-1576**
- Alliant Energy nonemergency number: **1-800-ALLIANT (800-255-4268)**
- Additional safety information: **alliantenergy.com/gassafety** and **alliantenergy.com/electricsafety**
- Free online training with certificate: **alliantenergy.com/safetytraining**