

# Restoration of natural gas and electricity to your home or business

Welcome home. Our crews have been working hard to restore electricity and natural gas to your home and/or business. Every effort is being made to help ensure your safe re-entry. Fire damage to homes, businesses and/or our infrastructure may mean that regular natural gas service and electricity to some customers in the region cannot be resumed at this time. Thank you for your patience.

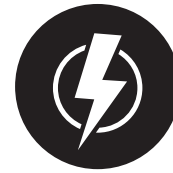


## Information regarding natural gas

- Our crews will be in the community going door-to-door to restore gas service, relight your appliances and ensure they're in safe working order.
- Your natural gas meter should have a lock on it. Please do not remove this lock yourself. ATCO will remove it when we visit your home or business.
- A yellow placard has been included in the Welcome Package. Place this placard in a front window that is highly visible from the street with "NATURAL GAS REQUIRED" facing outwards. This tells us you are home and ready to receive natural gas service. You must be present for us to enter. Appliance relights may take approximately 15 minutes for residential customers and up to an hour for business customers.
- Please note, our crews will be wearing company-issued photo identification and will visit your home or business between 9 a.m. - 9 p.m.
- If you have not been visited by our crews within 48 hours of returning home, please call us at 310-5678 or fill out our online form on [ATCO.com/Wildfires](https://www.atco.com/Wildfires).
- Please note, ATCO is not responsible for and has not inspected customer owned gas piping downstream of the meter set (i.e. your pipe inside the house).

**In the unlikely event customers arrive home and smell natural gas, they should leave the building immediately and call the ATCO's Natural Gas emergency line at 1-800-511-3447 or call 911.**

If you still have questions or concerns about your natural gas service, call ATCO's Customer Assistance Centre at 310-5678.



## Information regarding electricity

When you arrive back at your home or business, power should be fully restored. Whatever lights or appliances were on when you left should still be on.

If you don't have power, please check your main electric panel and breaker - a blown fuse or tripped breaker could be the cause. Simply moving any tripped switches all the way to the 'off' position and then to the 'on' position can restore power.

If this doesn't restore power to your home, please call **ATCO Electric's 24/7 emergency outage line at 1-800-668-5506, report the outage through the My ATCO Electricity App or fill out our online form on [ATCO.com/Wildfires](https://www.atco.com/Wildfires).**

If you are concerned with the wiring or appliances inside your home, please contact a licensed electrician. If you have any other concerns or questions please call ATCO's Customer Assistance Centre at 1-800-668-2248. Monday - Friday 8 a.m. to 5 p.m.

ATCO is cautioning residents to stay clear of any downed power lines, and/or crews working in the area. Downed power lines can be extremely dangerous. Contacting an energized line can seriously injure or kill you. If you see a downed power line, please stay at least 10 metres away, call our ATCO's emergency outage line 1-800-668-5506 and keep everyone safe from the area.

**Note:** Power to the Jasper townsite went offline on July 24. ATCO is unable to identify, house by house, how long your power was out, therefore please assume all perishables are no longer fit for consumption.

Safety remains the top priority for our employees, customers, and the public.

Fire damage to some of ATCO's infrastructure means that regular natural gas service and electricity to some customers in the region cannot be resumed at this time. Our crews continue to work on the repairs and restoration of our infrastructure. Your safety is our priority. Please maintain a safe distance from these work zones and respect the presence of our workers.

For up-to-date information on natural gas service, relights and power outages as well as a status map of electricity and natural gas service by site, visit [ATCO.com/Wildfires](https://www.atco.com/Wildfires)