



## News Release

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### **Backup Plans Save Lives**

*Oncor has Lifetime of Safety tips for dealing with outages*

**DALLAS (Aug. 25, 2009)** – Outages happen. No amount of preparation can keep a major storm from causing at least some electrical outages. Sometimes these outages can be extensive. When electricity is off for longer than preferred, having a backup plan can make all the difference.

Some people who have illnesses that require electrical equipment to sustain life, like for dialysis or breathing aides, qualify for what electric service providers call a “critical care list.”

Currently, retail electric providers are responsible for notifying and enrolling customers to the critical care list. The customer completes a form, which must be approved by a physician. Oncor reviews the application and decides if the customer meets the criteria for “life support.” If approved, the customer is coded as critical care, and while that person does not receive special services, Oncor monitors his or her situation and works to assist that person in the event of an outage.

While Oncor works hard to prevent outages through its many maintenance programs, outages will still occur due to uncontrollable events such as extreme weather, vehicles hitting poles and other events. When critical customers are noted in Oncor’s records, however, it allows information to be shared with them about restoration efforts. It is important to note that the critical care list provides these customers with special assistance; it does not mean that they will never lose power or be disconnected for non-payment.

Oncor works hard to restore power as quickly and safely as it can, but in the case of extended outages, everyone, especially critical care customers, should have a backup plan:

- During extreme high and low temperatures, go to a friend, family member or nearby neighbor’s home that does have electricity to cool off or warm up. If this isn’t an option, go to a local library or other public place that has electricity.
- If you are worried about your health or have a medical emergency, seek help. Call 9-1-1.
- Be prepared – it may be a good idea for some, especially critical care customers, to have a backup generator in case of extended outages.

For more safety tips, visit Oncor’s Lifetime of Safety page at [www.oncor.com/safety](http://www.oncor.com/safety).

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Oncor Electric Delivery Company LLC (“Oncor”) is a regulated electric distribution and transmission business that uses superior asset management skills to provide reliable electricity delivery to consumers. Oncor operates the largest distribution and transmission system in Texas, delivering power to approximately 3 million homes and businesses and operating approximately 117,000 miles of transmission and distribution lines in Texas. While Oncor is owned by a limited number of investors (including majority owner, Energy Future Holdings Corp.), Oncor is managed by its Board of Directors, which is comprised of a majority of independent directors.

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