

# What To Do If...

## You go on vacation...

Here are a few tips for keeping the neighborhood safe:

- If you are able, notify a neighbor to keep an eye on your house when you go on vacation.
- Leaving a light on a timer or keeping outdoor lighting running is helpful.
- Always secure windows, doors and vehicles.
- At any point, if you have an incident to report, see suspicious activity, or simply have a question or concern, PLEASE call the [Ohio Township Police](#) ((412) 259-8304 – non emergency or 911 for emergencies) so incidents can be properly investigated in a timely manner and questions answered.
- Social media is not the best way to ensure public safety. You are encouraged to remember if you “*See something, Say something*”. Just call 911 any time or call (412) 259-8304 during business hours.
- Let the OT Police know you are going out of town and they will do random checks of your residence during that time. OT patrols Ben Avon 24/7 on a very thorough schedule. Making them your first call will help us all.

Enjoy your travels, travel safely, and welcome each other back home to Ben Avon.

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## You see or suspect an emergency or threatening situation...

**If you sense any** type of situation that you may think constitutes an emergency situation, such as, but not limited to: **suspicious people, downed power/cable lines, sink holes, accidents, strong gas odors (see below), flooding, fallen trees, etc.** please make sure you and those around you are safe and then **call 911 immediately.**

**911** is monitored 24/7 and the responder will have the best means to contact the proper authorities depending on the situation. Even if the situation is non-life threatening but still emergent, please call 911 for the most immediate response. Social media outlets are not continually monitored by emergency officials which could lead to a likely delay in getting assistance.

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# The Power goes out...

**Duquesne Light** is Ben Avon's electrical service provider. To report an outage or emergency including: power outages, downed wires or other hazardous situations, go to the [Duquesne Light Co. website](#) or call the outage/emergency number: (412) 393-7000.

Per DL's website, repairs take place in the following priority levels: 1.) Public Safety Hazards, such as wires that are down across major highways, burning wires or equipment or building fires; 2.) Public Health and Safety Facilities (Critical Customers), including hospitals, police, fire and emergency facilities, water and sanitary authorities, nursing homes and assisted living facilities, etc.; 3.) Major Circuits, to restore power to the greatest number of customers as quickly as possible; 4.) Small Neighborhoods/Individual Homes, primarily areas served by a single transformer.

In major storms, some customers may remain without power longer because the electrical lines are temporarily inaccessible to work crews due to fallen trees, flooding, ice or other conditions that must be addressed before the electrical facilities can be safely repaired.

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## You smell natural gas...

There are a number of steps you should take if you think you smell gas.

**If you smell gas inside, get out immediately and call 911.**

If you suspect a leak outside, turn off and abandon any motorized equipment you might be using.

### What To Do:

- Leave the area quickly.
- Warn others to stay away from the area.
- From a safe place, call 911.
- Remain outside until we can send someone to check on the source of the odor.
- An odor of gas outside your home should be reported just as you would report an inside odor. Gas leaks from service lines could migrate into your home through walls or drain lines.

### What Not To Do:

- Don't light a match or candle, or operate anything that could cause a spark, including cell phones, lights, appliances, flashlights, power tools, etc. Don't open the windows and doors

in an attempt to ventilate.

- Don't try to find the leak yourself or operate pipeline valves.

**Columbia Gas of Pennsylvania Emergency Number: 1-888-460-433**