

**Atlantic City Electric is committed** to providing clean, safe, reliable, and affordable energy service for our customers and communities. The July 2023 fire at the Lake Avenue substation was an uncommon event that regrettably impacted the Wildwoods. Atlantic City Electric is restoring the substation to its normal state through 2024 with enhanced redundancies and upgrades designed to further improve reliability and energy service for the local community and visitors to the region.

## Why It's Important



**Restores the substation to normal configuration** and removes all temporary and mobile equipment.



**Modernizes critical energy infrastructure** serving the Wildwoods, enhancing resiliency of the local energy grid.



**Improves reliability** for thousands of customers and seasonal visitors by reducing the frequency and duration of outages.



Provides more operational flexibility to **respond quickly to outages** in the region.



## What We Are Doing

### October 2023 through December 2023

- Replacing underground cables to one of three transformers at Lake Avenue substation. This involves continuous dewatering.
- Installing mobile switchgear which controls the flow of energy at the substation.
- Replacing one of the three transformers requiring demolition of foundation pad and constructing new foundation pad.
- Continuing periodic inspections of equipment across the Wildwoods using radio frequency to identify any potential issues and replace infrastructure as needed.
- Installing additional reclosers that will automatically detect and isolate any issues on the energy grid, leading to faster restoration of service.

### Winter 2023 through Summer 2024

- Performing ongoing enhancements at the substation including network improvements within the greater Wildwood community.
- Upgrading power lines including reconductoring work that will create new feeder ties and support specialized equipment that can automatically detect issues and restore service faster if an outage does occur.

### Fall 2024

- Replacing additional underground cables at the substation that will require additional dewatering at the substation site.
- Installing permanent switchgear at the substation and removing the on-site trailer that currently houses the mobile switchgear.

## WHAT YOU NEED TO KNOW

- Safety for our customers, communities and employees is our top priority.
- We are upgrading the Lake Avenue substation and associated energy infrastructure in the Wildwoods.
- We will work closely with you to minimize potential impacts to you, your family and the community.
- Construction is underway and is expected to be completed by end of 2024.
- We appreciate your patience and understanding as we work to improve your service.
- We are committed to responding quickly to your questions. Please contact us at **609-909-3930** or **wildwoodreliability@exelon.com** with any questions you may have.

## Outage and Restoration Frequently Asked Questions

### How can customers help identify potential issues?

We encourage customers to report outages, downed wires or other issues they may see on the system. Safety is our top priority, so we urge our customers to stay away from downed wires and other equipment and assume any downed wire or equipment is energized and to report an outage or downed wire by calling 800-833-7476 or through our mobile app or website. Our customers' reports are vital to us.

### How can customers update contact information?

Ensure we have the most up to date contact information by visiting [atlanticcityelectric.com/MyAccount](http://atlanticcityelectric.com/MyAccount), or by calling us at 800-642-3780. We strongly encourage all customers to sign up for emergency alerts that provide outage updates and severe weather alerts. Customers can also use the mobile app to report outages, view estimated restoration times and more.

### How does Atlantic City Electric update customers during emergencies and how can customers ensure the company has the correct contact information?

We utilize several platforms as part of our effort to keep our customers informed including text messaging, phone calls and social media. Customers can text "Out" to 20661 to report an outage or by signing up online at [atlanticcityelectric.com/Outages](http://atlanticcityelectric.com/Outages). Customers can request call backs during an outage by calling 800-833-7476. We also encourage customers to follow us on Facebook at [facebook.com/AtlanticCityElectric](https://facebook.com/AtlanticCityElectric) and on Twitter at [twitter.com/ACElecConnect](https://twitter.com/ACElecConnect).

### What is Atlantic City Electric's restoration process during outages?

When an outage occurs, we have a heightened focus on restoring service to medical facilities and other critical facilities, like sewer, water and emergency responders, and addressing emergency situations, first. Once this is completed, crews will then make repairs to transmission lines serving thousands of customers and substation equipment that affects widespread areas. As these repairs are completed, we then begin focusing more resources on addressing main distribution lines serving large numbers of customers and secondary lines serving neighborhoods, or large blocks of customers. After major repairs are complete, crews will begin working on service lines to individual homes and businesses.

### How can customers prepare for severe weather or extended outages?

Assemble an emergency storm kit. This should include a flashlight, battery-powered radio, a first-aid kit, blankets, battery-powered or windup clock, extra batteries, medications, multi-purpose tool and list of important/emergency phone numbers. For a checklist of other items to include in your emergency kit, visit: [atlanticcityelectric.com/StormPrep](http://atlanticcityelectric.com/StormPrep).

### How can commercial customers prepare for severe weather or extended outages?

Atlantic City Electric suggests commercial customers review emergency action plans or business continuity plans for what actions will be taken during outages. This should include identifying a safe alternate location for personnel in case of an extended outage and testing equipment. For a checklist of other items to include in your emergency kit, visit: [atlanticcityelectric.com/StormPrep](http://atlanticcityelectric.com/StormPrep).

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**Learn More:** [atlanticcityelectric.com/Reliability](http://atlanticcityelectric.com/Reliability) | [wildwoodreliability@exelon.com](mailto:wildwoodreliability@exelon.com) | 609-909-3930