



# Santa Cruz Consolidated Emergency Communications Center

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Michael J. McDougall  
General Manager

**9-1-1** FIRE  
POLICE  
MEDICAL

## COMMUNICATIONS OPERATIONS FIRE SERVICE POLICY

<b>Policy No.</b> 5790	<b>Date Issued:</b> June 1, 1996
<b>Section:</b> 5700 – Specific Procedures	<b>Date Revised:</b> October 30, 2002
<b>Accreditation Standards:</b> None	

**SUBJECT: WIRES**

APPROVED:

Chairperson, Fire Service Users Subcommittee

APPROVED:

Michael J. McDougall, General Manager

Known or suspected electrical wires, or unidentifiable wires arcing, sparking, smoking or downed require fire service response.

- Immediately advise Pacific Gas & Electric of all reports of problems involving wires. Provide updates to PG&E as given by responding units.
- Cancel PG&E upon notification that involved wires are not electrical. Notify the appropriate company (phone or cable).
- If the type of wires involved is unknown, dispatch the CAD recommended unit to investigate.
- During wind or rainstorms with multiple reports of wires problems, NetCom may use a wire problem log to simplify reporting to PG&E.