

Safety Tips



Straight Talk About Restoring Electrical Service

Your power is out and that matters to us.

Storms and bad weather can cause significant damage, resulting in widespread power outages. To report a power outage, call 1-800-75-CONED (1-800-752-6633) 24 hours a day, 7 days a week. Con Edison has one of the best-trained storm restoration teams in the industry, and we're working hard to restore your power as safely and quickly as possible.

Safety is our first concern.

We care about your safety. If you see a downed line, assume it is energized and stay away. Call 1-800-75-CONED (1-800-752-6633) to report it. Please keep children away from flooded areas after a storm, as the water could be hiding an energized line. We also maintain a record of customers who use life-support equipment. To let us know if you or someone you know uses such equipment, call 1-800-75-CONED (1-800-752-6633).

We also care about the safety of our employees. We do not ask them to make repairs when conditions are unsafe or the damaged area is dangerous due to flooding or inaccessibility. In the event of such extreme situations, we ask for your patience and understanding until we can restore power in a safe manner.

Skilled employees, dedicated to quickly restore your power.

Con Edison crews are highly trained technicians whose primary job after a storm is to repair damage and restore power. We position repair crews and supplies near areas with the greatest damage to speed restoration and to reduce response time.

An efficient process determines restoration priorities.

When a storm damages our equipment — including the transmission and distribution lines that deliver energy to our customers — and causes power outages, making repairs to the equipment is our first priority. Such repairs must be made before other services can be restored. Regarding customer restoration, the highest priority is to hospitals, nursing homes, police and fire stations, public transportation, and other key facilities. Our next priority is to restore power to neighborhoods with the most customers out of service.

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During major storms, your telephone calls can help Con Edison determine the location and extent of storm damage so that we can dispatch repair crews efficiently. If your power goes out during a storm, or if you see a hazardous condition such as fallen electric wires or trees leaning against wires or poles, we want to know about it.

When large numbers of customers call to report power outages, our telephone systems may become overloaded, especially if telephone wires have been damaged by the storm. The general increase in calls being made by people to their homes and businesses during an emergency can also make reaching us more difficult. We ask for your patience and understanding in this situation.

To report an electrical emergency, please call Con Edison at 1-800-75-CONED (1-800-752-6633).

You can help us restore service faster by following these steps:

- During and after a major storm, call only if you have lost power or are reporting another emergency. Save billing or other service inquiries for another time.
- If our representatives are busy, you may get a recorded message asking you to hold if you are calling to report an emergency, or asking you to call an alternate number.
- Please tell us the following:

Your Con Edison account number as shown on your bill, or your address

Are your neighbors also without power?

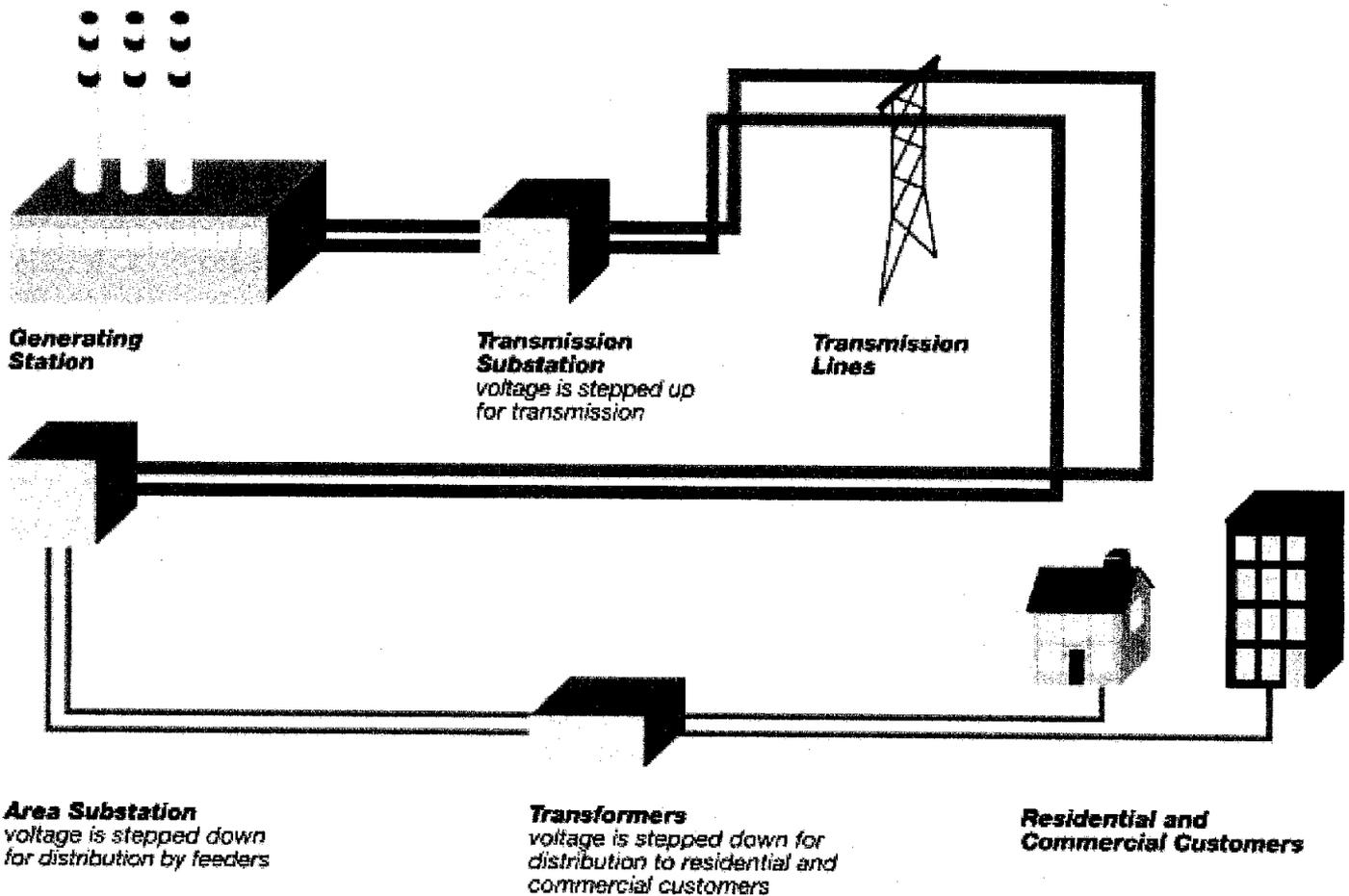
The exact location of any hazardous condition you may have observed, such as downed wires, broken or leaning utility poles, or trees leaning against poles or wires. Do not go outside to check.

If wires are down, do they run from a pole to a building, or from pole to pole in the street?

- After reporting the emergency, please avoid calling again so that lines will be available for other customers. We will call you after the storm emergency is over to verify that your service was restored.

In the meantime, listen to the media for updates about service restoration in your area. Several New York City and Westchester County television and radio stations broadcast storm bulletins on their news programs.

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Common Questions

Does Con Edison know my power is out?

Right after the storm, we will know if large power lines have been damaged and you are without power. Stay tuned to local radio and TV stations for specific reports on our progress in assessing and repairing damage in your area. If you need to report an emergency situation, please call 911 or Con Edison at 1-800-75-CONED (1-800-752-6633).

Why do Con Edison crews leave my neighborhood when I still don't have power?

We understand how it may be confusing if you see a utility crew leaving your neighborhood when you still don't have power. There are several reasons this may have happened:

- Storm personnel may need to survey storm damaged areas before repairs may begin

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- There may be work that needs to be done at a nearby location before your service can be restored
- We may need to work on a larger problem that will restore power to a greater number of customers

Why does my neighbor have power and I don't?

If your neighbors have power and you don't, you may need to call a licensed electrician for repair work. There could be damage to the power line to your home, the meter box, or the equipment carrying the wire to your meter. Ask your licensed electrician to make repairs. Once these repairs are made, Con Edison will handle repairs to the meter.

First, we repair any major Con Edison lines that carry power.

Second, we already have worked with the New York City Office of Emergency Management or Westchester County emergency management officials to identify the most critical facilities in your community.

Third, we repair the damage that will restore the most people in the fewest hours possible.

Last, we restore small groups and individual customers that are still without power.

Make safety your first concern.

- Consider all downed lines energized and call Con Edison immediately at 1-800-75-CONED (1-800-752-6633).
- Stay away from flooded areas and debris, as they could conceal downed power lines.
- Refrain from driving around in damaged areas, as you could hinder rescue and/or restoration efforts and jeopardize your safety.
- If you're using a generator, run it outside and connect your appliances directly to it. Do not wire your generator directly to your breaker fuse box, as it may back feed on power lines and cause injuries.
- Don't cook with a charcoal or gas grill inside the house.
- If you leave your home, turn off appliances that may have been on when the power went out, or turn off your main breaker.
- If you have any doubt about your home electrical system or are unsure of how to proceed, call a licensed electrician.

How you can help during a storm or bad weather