

RESTORING POWER





BEFORE A STORM

Be prepared. Visit **conEd.com/stormcentral** for safety tips and important information to know before, during, and after a storm.

Have an emergency kit with water, nonperishable food, a battery-operated radio, flashlights and batteries, and a first-aid kit (including prescription medicines).

Keep your cell phone fully charged.

Fill your car's gas tank.

DURING A STORM

Stay inside to stay safe. Never go near downed power lines. And if you lose electricity, or have partial, dim, or flickering lights, let us know right away. Call **1-800-75-CONED (1-800-752-6633)** or go to **conEd.com** and click “**Report an electric service problem.**”

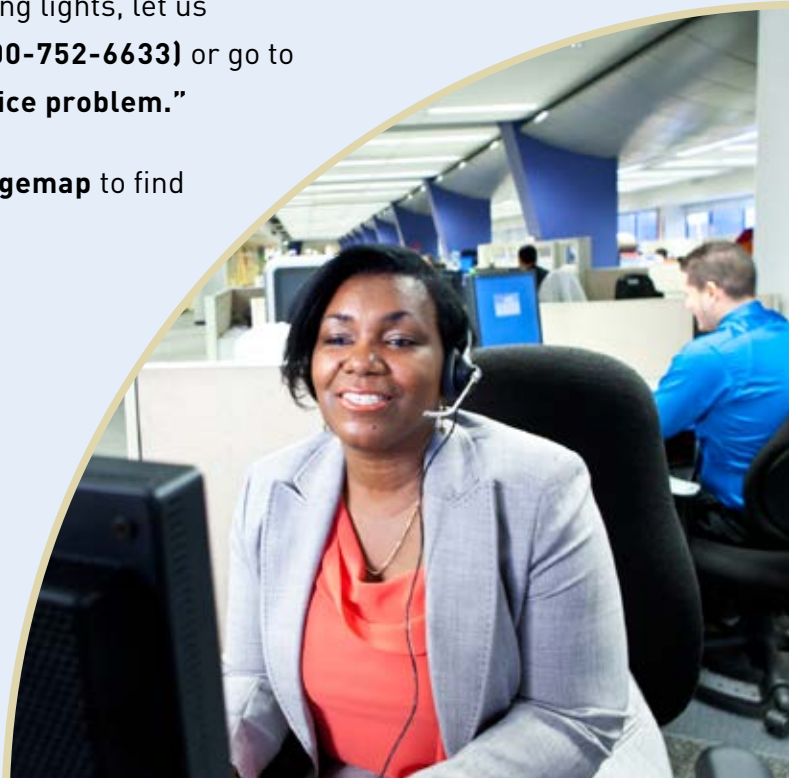
Check out our outage map at **conEd.com/outagemap** to find estimated restoration times.



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AFTER A STORM

Restoring power: a behind-the-scenes look

When storms or other events damage our system, our first priority is getting your power back on as quickly and safely as possible.

First, we work with municipalities to untangle our lines from downed trees. Once the lines are clear, the municipalities' tree contractors can remove the trees and clear the roads. Then we can get our trucks in to make repairs.

Overhead systems are restored feeder by feeder, block by block, and at times, pole by pole. We prioritize work to restore power first to critical customers like hospitals, nursing homes, police and fire stations, and water- and sewage-treatment facilities.



Next, we concentrate on making repairs that will restore power to the greatest number of customers in the shortest amount of time. Then, our crews work on the lines serving smaller groups of customers.

Finally, we make repairs to individual customers. Customers likely to be restored last are in places where downed trees obstruct crews from working, and in areas where very few customers are affected.

Often, problems along one street are part of a bigger problem many blocks, or even miles, away. If you don't see our trucks in your neighborhood, we may be working elsewhere on repairs required to turn your lights back on. Just because you don't see us, doesn't mean we're not working.



WHAT IT TAKES TO RESTORE YOUR POWER

1. Clearing the roads

Before work to repair our energy systems can begin, roads must be cleared of fallen trees, downed poles, and toppled power lines. Municipalities are responsible for clearing the roads. We are on hand to help by untangling power lines from trees. The first priority is clearing the roads for ambulances, police, and fire fighters. Making a road passable may take hours.

2. Assessing the damage

Once the road is cleared, we assess the scope and extent of the damage. This will help us decide what kind of crew and equipment we need to restore service. Then, we can estimate how long the work will take. You may not even know we are there. We often travel in personal cars, or unmarked company vehicles – whatever it takes to assess the damage as quickly as possible.



3. Protecting everyone's safety

We send workers out to guard downed power lines. Their only job is to make sure no one goes near the wires until our crews arrive for repairs. We also place barriers, signs, and cones around our work zones to keep you safe.

4. Planning repairs

Once on a job site, our crews assess the work and discuss each person's role and responsibilities. Planning the work helps us make sure we get the job done safely and efficiently.

5. Making the lines safe for work

Crews cannot begin making repairs until they receive confirmation from our control center that the wires have been deenergized. This is why you may see crews waiting at a job site.



6. Setting a pole

When a pole is broken, our crews must bring in special equipment to dig a hole to install a new pole. They must be careful not to hit underground gas mains or water lines.

7. Moving wires into place

Once the new pole is in place, the wires must be separated and installed. Broken wires are spliced together using special tools and techniques.

8. Turning on the lights

After the physical repair work is complete, the crew removes all protective equipment, inspects the line, and restores power to your home.



We appreciate your patience, and assure you that we will work around the clock until everyone's lights are back on.





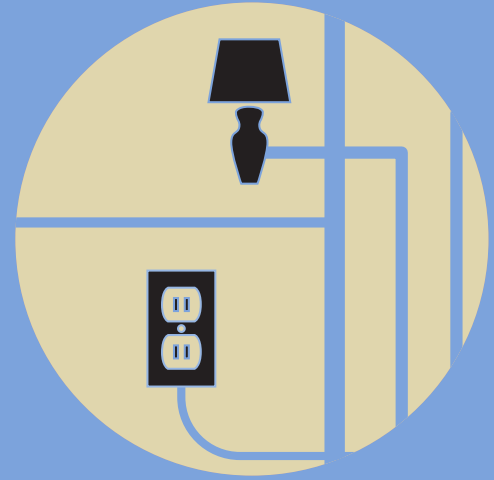
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