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EnergyLines

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Responding to severe weather

As **Tropical Storm Isaias** moved up the east coast and toward parts of our service area last month, our company worked to prepare. Prior to impact, we had secured more than 1,100 resources to help respond to potential damage. Devastating winds and rain brought down trees resulting in damage that crews informally reported surpassed that of Super Storm Sandy in 2012. Power outages followed, mostly in our Dutchess, Putnam and Westchester county service areas.

More than 2,500 downed wires and 350 broken poles were scattered across the area. Downed trees blocked roads and paths to critical facilities, such as hospitals and nursing homes. While restoration for customers took multiple days due to the severity of damage, the company and crews never wavered – remaining focused on restoring power as quickly and safely as possible.

Our goal is to prevent outages by investing in our infrastructure and making the system more resilient. However, when outages do occur, our crews and support staff work around the clock until service is restored to every customer.

This was a particularly devastating storm. The damage was severe and in some areas, the restorations required rebuilding the system. If you were impacted by **Tropical Storm Isaias**, please know that we appreciate the patience and encouragement our crews and workers received during this trying time. Mother Nature packed a punch, but with the support of the communities and municipalities, elected officials, first responders and most importantly – our customers – **we were able to overcome and build back stronger, together.**



By the numbers Tropical Storm Isaias

- Over **201,000** customers impacted
- More than **2,500** downed wires
- More than **350** broken poles

Crews working in the Brewster Division to restore power after damage from Tropical Storm Isaias. Please note: All conductors and/or lines were de-energized when this photo was taken.

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Helping today's young people prepare for tomorrow

Energy resources for educators, parents and kids

Whether your students are learning in person at school or virtually at home, these free resources are just a click away at nyseg.com/schools.

There you'll find:

- Information about the power of electricity with our interactive **Electric Universe** and natural gas safety with **Energy Underground**.
- **Grrr the Natural Gas Safety Bear** coloring book and **Watts the Wizard** safety posters to print and color.
- Our **"Being Nosey Can Keep You Safe"** school kit designed for grades 1 through 5. Each kit contains a teacher's guide, posters, take-home pamphlets, peel and smell stickers, and a link to a 60-second video.



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No matter how near or far you go, manage your account easily and securely with our **FREE Mobile App**.

- You can view and pay your bill in three clicks.
- Report an outage and monitor your power status.
- Submit a meter reading - even in the dark with our flashlight feature.
- Even sign up for online payment options, like **eBill** and **AutoPay**.

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If you or a member of your household relies on life-sustaining equipment, don't wait, contact us now at **1.800.572.1111**. We offer special, personalized benefits and services for customers with life-sustaining equipment.

Look Up...Look Out

When you or your contractor are working around your house, be aware that things such as aluminum siding, gutters and ladders conduct electricity.

If any of these items touch an overhead power line, the results could be deadly.

While planning a project, contractors and vehicle and equipment operators should carefully check the work area for any potential hazards, including overhead power lines.

Call 811 before you dig

Whether you're a contractor or a homeowner doing an outdoor project, having underground utilities (electric lines and natural gas lines) marked is essential to protect yourself and others from injury and prevent damage to underground utility lines.

Call **811** or visit digsafelynewyork.com at least two working days (not counting the day you call) but not more than 10 working days before you plan to start your project. For more information, visit nyseg.com. **It's free, it's easy and it's the law.**



Stay away from downed power lines and tell others to stay away. No line is safe to touch, **ever**. Call us right away at **1.800.572.1131** to report downed power lines.

