



Condition Red; Weather Alert Issued by Con Edison as Hurricane Floyd Advances

September 16, 1999

Con Edison upgraded an earlier weather alert to "Condition Red" for the electric distribution system for New York City and Westchester County in anticipation of Hurricane Floyd.

The company is mobilizing emergency personnel and equipment. Crews, already on standby since a Condition Yellow alert was issued yesterday, are assigned throughout the service area for rapid restoration in the event of outages. Alerts are generally declared when major weather systems are projected to affect Con Edison's service territory.

Con Edison has contracted with extra tree trimming companies from as far away as Ohio and Michigan. Additional overhead line contractors are available to clear fallen trees so company personnel can safely reach and repair damaged power lines.

The company also has additional personnel ready to assess damage as it occurs and to plan recovery efforts. Environmental response teams are prepared to react if needed. Crews have been assigned in 12-hour shifts to meet customer service needs.

Customers on life sustaining equipment have been informed of the storm's progress and customer service representatives have advised them on how to make arrangements in the event of a power outage. Major customers such as hospitals and geriatric centers with special needs have also been alerted. The company has also significantly increased staffing in its Call Centers to respond to customer inquiries.

The company has also arranged for supplies of dry ice to be ready for customers in the event of any prolonged power outages.

Con Edison continues to be in close contact with the New York City Office of Emergency Management and the Westchester County Office of Disaster and Emergency Service to coordinate preparation efforts.

Con Edison offers the following storm tips to customers to help weather the possible effects of a storm:

- If you see downed electrical wires, do not go near them. Treat all downed wires as if they are live. Never attempt to move them or touch them with any object. Be mindful that downed wires can be hidden from view by tree limbs, leaves or water. Report all downed wires to Con Edison and your local police department immediately. If a power line falls on your car while you're in it, it is recommended that you stay inside the vehicle and wait for expert help.
- If your power goes out, turn off all lights and appliances to prevent overloaded circuits when power is restored. To report a power interruption at your home, call Con Edison's toll-free customer service number 1-800-75-CON ED (1-800-752-6633). When reporting an outage, have your Con Edison account number available, if possible, and report whether your neighbors have also lost power. Leave at least one light switch in the on position to alert you when power has been restored.
- Check to make sure your flashlights and any battery-operated radios or televisions are in working order, and use candles with care. Also, make sure you have a supply of extra batteries. Weather updates and news on restorations of electrical service can be heard on most local radio and television stations.
- Avoid opening your freezer to see if food is still frozen. Every time you open the door, room-temperature air enters and speeds the thawing process. Most fully loaded freezers will keep food frozen for approximately 36 to 48 hours; half-full freezers will keep food frozen for about approximately 24 hours.