



Con Edison Prepares For Winter Storm

December 29, 2000

Con Edison is closely monitoring the approaching winter storm that is expected to hit our region this weekend. Con Edison is planning to respond quickly and efficiently in the event of any power outages. The company will have 150 electrical and construction crews working around the clock this weekend to respond to power outages in addition to scores of supervisors.

Con Edison's two customer service centers also are adding more people to answer phones and assist customers in the event of power problems. Other preparations include alerting area tree trimming contractors for emergency response with crews and equipment. Heavy snow, ice and wind can take their toll on trees that damage power lines.

In addition, the company has been in close contact with the New York City mayor's Office of Emergency Management and the Westchester County Office of Disaster and Emergency Service to coordinate storm response. 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 snow, 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, stay inside the vehicle and wait for emergency personnel.
- * 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. Use candles and oil lamps 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.

Con Edison [NYSE: ED] is a subsidiary of Consolidated Edison, Inc., one of the nation's largest investor-owned energy companies, with approximately \$9 billion in annual revenues and \$16 billion in assets. The utility provides electric, gas and steam service to more than three million customers in New York City and Westchester County, New York. For additional financial, operations and customer service information, visit Con Edison's web site at www.coned.com.

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