

Weathering Storm Emergencies

(when the lights and heat go off,
who do you call?)







Providing reliable service is a NYSEG priority.

However, during an extended, storm-related power interruption, our repair crews must respond in order of importance: first to hospitals, emergency services and customers with life support equipment in their homes, and then to our remaining customers. We start by restoring transmission lines at the substations and then work our way out along the circuits to restore power to the critical entities first.

In the event that a storm does strike, knocking out your power, please call our electric emergency number at 1-800-572-1131. For natural gas emergencies, call 1-800-572-1121. Also listen to local radio stations for additional information and phone numbers.

Please be patient and know that NYSEG employees are working diligently to restore your power.



Weathering storm emergencies

We all take some things for granted. And when the power goes out, we are suddenly reminded that uninterrupted electrical service is one of them.

At NYSEG, we do everything possible to provide you with reliable electrical service. In fact, power is available to you at the flick of a switch more than 99% of the time.

But, occasionally the forces of nature – wind, rain, lightning, ice, sleet and snow – damage our transmission and distribution system.

In most cases, storm-related power interruptions are inconvenient, but they can also be dangerous.

The following tips will help you limit the inconvenience and danger of a storm-related power interruption.

Before a storm strikes

- Have flashlights, a battery-operated radio and fresh batteries conveniently located in your home. If you plan to use candles, please be careful and keep them away from flammable materials.
- Store adequate supplies of food that need not be refrigerated.
- If an electric pump supplies your water, fill bath tubs and other containers to make sure there is an adequate water supply.
- Set freezer and refrigerator controls to their coldest setting to extend the length of time the food will keep without spoiling.
- Unplug sensitive electronic equipment - televisions, microwave ovens, VCRs and computers – that could be damaged by lightning or sudden power surges.
- If anyone in your home uses life sustaining equipment, such as a kidney dialysis machine or a respirator, contact **NYSEG at 1-800-572-1111**. We can then advise you on how to prepare for storm-related power interruptions.
- Any homeowner using a back-up generator must have it installed by a licensed electrician in accordance with National Electric Code requirements. Improperly installed back-up generators can feed electricity back into our lines, causing injury and even death to NYSEG repair crews. Any back-up generator must be connected to your home's wiring through a double-throw, double-pole transfer switch. This will guarantee that your back-up generator system is safely isolated from the utility's wires and cannot accidentally feed power back into our lines. For more information, please call us.



If power is interrupted

- Check with your neighbors to see if their power is out. If it isn't, double check your own circuit breakers or fuse box to ensure you haven't simply blown a fuse or tripped a breaker.
- If power is out in your neighborhood, contact us. Be prepared to give your home phone number and address. (We'll also want to know the extent of the problem in your neighborhood.)
- Listen to the radio for weather and basic information updates. (If you don't have a battery-powered radio, use your car radio.)
- Turn off all major appliances, such as air conditioners, electric water heaters, water pumps, refrigerators and freezers. Otherwise circuits may overload when our repair crews restore your service. Some appliances have "off" settings or need to be unplugged. You can turn others off by removing the proper fuse or turning off the correct circuit breaker. Leave a light turned on so that you will know when power is restored.
- If you use a portable generator, be sure that the main breaker is turned off and that the leads from the generator are connected below the main breaker. Otherwise, serious injury and equipment damage may occur.
- If a tree limb disrupts the service to your home, check the extent of the damage. NYSEG is responsible for repairs from the utility pole to the connection at your home. Each customer is responsible for any repair from the connection to the meter. If you suspect such damage between the connection and the meter, call your electrician immediately so that repairs can be made before our crews attempt to restore your service.



- If your basement floods before you've had a chance to shut off electric and natural gas service, do not enter the basement. There may be a hazardous situation. Immediately contact NYSEG for information and safety procedures.
- Never use charcoal indoors for cooking or heating. Carbon monoxide poisoning could occur.
- Avoid downed power lines. Even lines that look harmless may be energized and extremely dangerous. Call us immediately to report any downed lines. If you are unable to reach us, call your local police or fire department.
- If downed power lines strike your car, remain in the car. If extreme circumstances, such as fire, force you to get out of the car, jump from the car, being certain no part of your body touches the ground and any part of the car at the same time. Otherwise, electrocution may result.
- If large numbers of customers are still without electricity after more than 48 hours, NYSEG will distribute dry ice to use in your freezer to keep foods from perishing. Listen to your radio for information.

If power is interrupted in the winter



Avoid hypothermia by

wearing layers of dry clothes, a hat and using blankets. Hypothermia, caused by exposure to cold, lowers the body's temperature and can seriously threaten your health. Infants and the elderly are especially at risk. Warning signs of hypothermia include slurred speech, drowsiness and disorientation.

Do not heat your home with a natural gas range. If you use an alternate heating source, such as a fireplace, wood stove or kerosene heater, be sure to provide adequate ventilation.

Otherwise, carbon monoxide poisoning could occur.

Let water trickle from faucets to avoid frozen or burst pipes.



After our repair crews restore your power

Turn appliances on one at a time to avoid overloading your circuits.

If your home was flooded, check with an electrician BEFORE turning anything back on. Mixing water and electricity is extremely dangerous.

Gradually reconnect your appliances one at a time to avoid overloading your circuits.

Reset your refrigerator and freezer controls to normal.

Replenish your home's emergency supplies.

If your neighbors get their power back, but you don't, call our electric interruption/ emergency number at 1-800-572-1131 to report the continuing interruption.

Be prepared for power interruptions soon after your power is restored. As the system comes back to life, it may take a while to return to normal. Equipment and trees weakened by the storm may fail, and more repairs might be needed, resulting in additional power interruptions.





the energy people *you* can count on