

March 3 from 6 a.m. press release

Restoration efforts will continue through the weekend. Ongoing damage assessment will enable us to provide affected customers with estimated restoration times throughout the day.

Banner on web for Saturday, March 3

O&R expects to restore power to nearly all its customers who had their power knocked out by Friday's destructive storm by midnight Sunday night.



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www.oru.com

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CONTACT: Michael Donovan
845-577-2430

STORM UPDATE

O&R: CLEAR AWAY SNOW, ICE TO KEEP GAS SERVICE SAFE

PEARL RIVER, NY Mar. 8, 2018 11 am --- In the aftermath of the latest destructive winter nor'easter that bashed the region Wednesday with over a foot of heavy snow, O&R urges its customers to take an extra minute for safety's sake to clear snow and ice away from the equipment that delivers natural gas to their homes and businesses.

O&R asks customers to carefully clear snow and ice away from the natural gas regulator and meter as well as any outdoor vents associated with gas equipment. If possible, use a broom instead of a shovel to minimize the chance of damaging the piping. Keeping the equipment and vents clear of ice allows for safe delivery of natural gas.

If the outside equipment that regulates the natural gas flow into these buildings becomes clogged with snow or caked with ice, the effectiveness of that equipment could be impaired and have serious consequences.

O&R also warns that snowplowing and snow dumping operations close to the natural gas equipment increase the risk of damage. O&R urges snow removal operations to dump and pile plowed snow away from O&R natural gas equipment.

If you smell natural gas, leave the area immediately and, from a safe location, call O&R's Gas Emergency Hotline 1-800-533-5325. Also, call if you suspect that natural gas equipment has been damaged or that a natural gas appliance is malfunctioning.

For more information, visit O&R's Storm Center at www.oru.com.

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Customer Communications-Text Messaging

TEXT MESSAGING

O&R also utilized text messaging services to provide another vehicle of communication to customers. The texts communicated the following information (Sample message script included for each) below:

- **Predicted Outage** (Not applicable: O&R does not send a text message for a customer to confirm a predicted outage).
- **Initial ETR** (“O&R PWR UPDT: We are aware of this outage. Most customers in territory will be restored by 03/07. Priority to public safety & critical svcs.”) or (“Assessing Damage. Est. restore for most custs by 03/07.”)
- **Updated ETR** (“Cause Determined. Estimated restoration 03/02 @ 10:00 AM”)
- **Restored** (“O&R PWR UPDT: No status available. Either outage just occurred or power has been restored. To report outage txt OUT or call 877-434-4100. Reply HELP for HELP.”)

The tables below provide a breakdown of text messages sent for each day of each storm:

Winter Storm Riley (3/2 to 3/6)

Row Labels	3/1/2018	3/2/2018	3/3/2018	3/4/2018	3/5/2018	3/6/2018
Total Predicted SMS	0	0	0	0	0	0
Total Initial ETR SMS					52	113
Total Updated ETR SMS	16	1245	2518	937	1166	374
Total Restored SMS			1202	396	172	73
Other Category SMS Messages		2464	4830	1400	587	315
Total SMS Sent	16	3709	8550	2733	1977	875

Winter Storm Quinn (3/7 to 3/12)

Row Labels	3/7/2018	3/8/2018	3/9/2018	3/10/2018	3/11/2018	3/12/2018
Total Predicted SMS	0	0	0	0	0	0
Total Initial ETR SMS	207		36	77	98	
Total Updated ETR SMS	771	736	653	371	195	63
Total Restored SMS	782	802	238	175	84	41
Other Category SMS Messages	11408	8915	2278	1002	657	242
Total SMS Sent	13168	10453	3205	1625	1034	346

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FINAL PHASE OF RESTORATION UNDERWAY FOR CUSTOMERS AFFECTED BY WINTER STORMS RILEY AND QUINN

PEARL RIVER, NY, March 11, 2018 Noon --- With support of the National Guard and mutual aid crews from across the region and Canada, O&R is closing in on bringing electricity back to the remaining 4,000 customers whose service was knocked out by Winter Storms Riley and Quinn. The vast majority of these customers will be restored by midnight tonight.

Extensive repairs will continue around the clock to restore electricity to those customers who remain out of service. Scattered isolated areas, and locations where devastating damage has occurred, are the most difficult outages to restore, and as a result take the longest to return to service. Some customers will be unable to safely accept electric service restoration until repairs are made to the serious damage to their buildings.



If your power is still out and you have not reported the outage yourself, please contact O&R using any one of the methods below to report the outage:

- Go to www.oru.com/reportoutage from any computer or web-enabled mobile device;
- Use the O&R mobile app from your iPhone, iPad or Android device;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100

You can also check on the status of your outage by going to the [O&R website](http://www.oru.com).

For more information, visit O&R's Storm Center at www.oru.com.

The destructive back-to-back nor'easters ripped down trees, lines and poles, causing tangled nests of damage and power outages to about 140,000 customers across O&R's service territory. Sullivan County, NY was hardest hit by Winter Storm Riley's violent winds with Bergen County, NJ and Rockland County, NY, most impacted by Winter Storm Quinn's heavy, wet snow.

O&R has dispatched 1,200 company, contractor and mutual aid personnel to safely and quickly complete this final, labor-intensive phase of restoration.

Although this restoration operation is nearing a close, O&R continues to ask customers to treat all downed lines as though they are energized and dangerous, and to please:

- Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- If you experience a power outage, don't assume that O&R automatically knows about it, or that someone else will report it. Also, notify the company if power is restored to your neighborhood, but not your home. All outages and safety concerns should be reported immediately.

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SAFETY ALERT

KEEP GAS SERVICE SAFE; CLEAR AWAY SNOW AND ICE AFTER THE STORM

PEARL RIVER, NY, Mar. 3, 2018, 10 p.m. --- For safety's sake, O&R reminds customers to take an extra minute to clear snow and ice away from the equipment that delivers natural gas to their homes and businesses

Nearly all O&R customers who had their power knocked out by Friday's destructive nor'easter are expected to be restored to service by midnight Sunday night.

Carefully clearing snow and ice away from the natural gas regulator, meter and any outdoor vents associated with gas equipment will help ensure safe delivery of natural gas. If possible, it's best to use a broom instead of a shovel to minimize the chance of damaging the piping.

If the outside equipment that regulates natural gas flow into buildings becomes clogged with snow or caked with ice, the effectiveness of that equipment could be impaired and cause serious consequences.

Snow removal and snow dumping operations close to natural gas equipment can also increase the risk of damage. O&R urges snow removal operators to dump and pile plowed snow away from O&R natural gas equipment.

If you smell natural gas, leave the area immediately. From a safe location, call O&R's Gas Emergency Hotline 1-800-533-5325. It's also critical to immediately contact O&R if you suspect that any natural gas equipment has been damaged, or that a natural gas appliance is malfunctioning.

News Media contact: (845) 364-4601

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Pearl River, NY 10965
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CONTACT: Michael Donovan
845-577-2430

SAFETY ALERT

IMPORTANT SAFETY REMINDERS AS RESTORATION CONTINUES

PEARL RIVER, NY Mar. 9, 2018 11 p.m. -- As power restoration efforts continue after two destructive nor'easters, O&R asks customers to put safety first.

Beware of downed wires

Be especially mindful of the potential for downed lines to be buried beneath snow.

- Put your safety and the safety of your children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.

Use portable generators properly

If used improperly, portable generators can be dangerous to you and to utility workers who are trying to restore your power. Follow these tips to use your generator safely:

- Always read and follow the manufacturer's operating instructions before running the generator.
- Engines emit carbon monoxide. Never use a generator inside your home, garage, crawl space, or other enclosed areas. Only use your generator outdoors, away from open windows, vents, or doors.
- Use a battery-powered carbon monoxide detector in the area you're running a generator.
- Gasoline and its vapors are extremely flammable. Allow the generator engine to cool at least two minutes before refueling.
- Maintain your generator according to the manufacturer's maintenance schedule for peak performance and safety.
- To plug individual appliances into a generator, use heavy-duty outdoor-rated cords with a wire gauge adequate for the load.
- If connecting to house wiring is necessary to operate a well pump, sump pump, furnace or other hardwired equipment, have a qualified electrician install a transfer switch to prevent backfeed into our lines. The switch protects our workers and the

public from getting injured by your power supply, and it prevents damage to your generator, wiring and appliances when power is restored.

News Media Contact: 845-364-4601

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www.oru.com

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CONTACT: Michael Donovan
845-577-2430

RESTORATION UPDATE

O&R: IMPORTANT SAFETY REMINDERS AS RESTORATION CONTINUES

PEARL RIVER, NY Mar. 10, 2018 5:30 p.m. -- As power restoration efforts continue after two destructive nor'easters, O&R asks customers to put safety first.

Beware of downed wires

Be especially mindful of the potential for downed lines to be buried beneath snow.

- Put your safety and the safety of your children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.

Use portable generators properly

If used improperly, portable generators can be dangerous to you and to utility workers who are trying to restore your power. Follow these tips to use your generator safely:

- Always read and follow the manufacturer's operating instructions before running the generator.
- Engines emit carbon monoxide. Never use a generator inside your home, garage, crawl space, or other enclosed areas. Only use your generator outdoors, away from open windows, vents, or doors.
- Use a battery-powered carbon monoxide detector in the area you're running a generator.
- Gasoline and its vapors are extremely flammable. Allow the generator engine to cool at least two minutes before refueling.
- Maintain your generator according to the manufacturer's maintenance schedule for peak performance and safety.
- To plug individual appliances into a generator, use heavy-duty outdoor-rated cords with a wire gauge adequate for the load.

- If connecting to house wiring is necessary to operate a well pump, sump pump, furnace or other hardwired equipment, have a qualified electrician install a transfer switch to prevent backfeed into our lines. The switch protects our workers and the public from getting injured by your power supply, and it prevents damage to your generator, wiring and appliances when power is restored.

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STORM ALERT

IN STORM'S WAKE, O&R WARNS OF CARBON MONOXIDE DANGER

PEARL RIVER, NY Mar. 3, 2018 2 p.m. --- As its crews continue to repair damage from Friday's winter nor'easter and restore power, O&R is urging its customers not to use natural-gas powered kitchen ovens or ranges to heat their homes. Using these cooking appliances for heating creates a significant risk of carbon monoxide (CO) poisoning.

Further, O&R warns against using charcoal grills indoors for heating or cooking because of the CO risk that also creates. The same warning applies to fireplaces that are not properly ventilated.

O&R has restored electric service to approximately 56,000 customers who lost power as a result of the severe storm. About 22,000 customers are currently without power from storm damage. Crews will continue to work around-the-clock through the weekend and beyond if necessary until all service is restored.

Carbon monoxide is a poisonous gas that is invisible, odorless and tasteless. It is formed by the incomplete burning of fuels such as heating oil, wood, gasoline, natural gas, propane and charcoal.

Breathing even small amounts of carbon monoxide can result in headaches, dizziness and nausea. Prolonged exposure can result in more severe illness, or even death.

To further do your part to prevent carbon monoxide poisoning, never leave a vehicle or gasoline-powered equipment running in a garage, even with the garage door open and operate a portable electric generator outdoors away from air intakes to the building.

O&R urges its customers to always put safety first. Anyone who smells natural gas should leave the area immediately and call O&R's emergency gas hotline at 1-800-533-LEAK (5325) or 911.

There are several ways O&R customers can report power outages and check electric service restoration status:

- Go to [O&R website](#) from any computer or web-enabled mobile device;
- Download the O&R Mobile app through the App Store or Google Play Store;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100

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STORM UPDATE

MOST OF ORANGE, SULLIVAN, PASSAIC BACK ON BY LATE TODAY; MOST OF ROCKLAND AND BERGEN BACK ON LATE SUNDAY

PEARL RIVER, NY, March 9, 2018 Noon --- O&R expects to restore the majority of customers in New York's Orange and Sullivan counties and Passaic County, NJ, who have had their power knocked out by one or the other of the two nor'easters that have rocked the region in the past week by midnight (11:59 p.m. today) tonight. For Rockland and Bergen counties, it's estimated that most customers will have power back by midnight (11:59 p.m. Sunday) Sunday night.

O&R's Outage Map has been taken down temporarily to address some technical difficulties. Until it returns, here are the updated outage numbers by county as of 11:15 a.m. today:

Rockland – 5912
Orange – 833
Sullivan – 993
Bergen – 9453
Passaic- 28

O&R company, contractor, mutual aid and tree crews are working day and night to make system repairs and restore customers who remain without power after back-to-back nor'easters.

The majority of storm damage following Winter Storm Quinn occurred in Bergen County, NJ, and Rockland County, NY. Winter Storm Quinn brought over a foot of heavy wet snow to communities in these areas, causing many branches and trees to fall. [In some of these instances, electrical wires were tangled in the trees. Those wires have to be de-energized and untangled. Then the trees are cut and removed, along with other debris.](#) That's why O&R continues to work in partnership with state and local emergency leaders to safely prioritize power restoration in heavily damaged locations.

O&R's storm response plans focus first on repairs that support public safety like clearing downed wires from roads. From there, the company dispatches resources to restore outages that affect the greatest number of customers in succession until all customers are back in service.

Here is a list of community warming centers that have opened to offer shelter to those whose power was knocked out by the storms:

Camp Simcha, 430 White Road, Glen Spey
Forestburgh Fire Dept., 2639 State Rt.42, Forestburgh
Forestburgh Town Hall, 322 King Road, Forestburgh
Pascack Community Center, 87 New Clarkstown Road, New City
St. Ann's Church, 152 Stage Road, Monroe
St. Paul's Church, 58 Main St., Middletown
St. Peter's Lutheran Church, 31 West Main St., Port Jervis
Street Community Center, 31 Zukor Road, New City

Camp Simcha and the Forestburgh Fire Department also have dry ice on hand for the public.

With damage assessment and repairs underway, customers are reminded to continue to:

- Be especially mindful of the potential for downed lines to be buried beneath snow.
- Put your safety and the safety of your children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- If you experience a power outage, don't assume that O&R automatically knows about it, or that someone else will report it. Also, notify the company if power is restored to your neighborhood, but not your home. All outages and safety concerns should be reported immediately.

There are several ways customers can report outages and check service restoration status:

- Go to the [O&R website](#) from any computer or web-enabled mobile device;
- Use the O&R mobile app from your iPhone, iPad or Android device;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100
- The following video describes the typical storm repair and power restoration process:
https://youtu.be/JeGU8ID4_m0

For more information, visit O&R's Storm Center at www.oru.com.

News Media contact: (845) 364-4601

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845-577-2430

STORM ALERT

O&R: STORM DAMAGE REPAIRS UNDERWAY

PEARL RIVER, NY, March 2, 2018 at 2 p.m. --- O&R company and contractor overhead line and tree crews have restored service to approximately 4,900 customers whose power was knocked out earlier today by the destructive nor'easter that has been pummeling the region with high winds and heavy snow and rain.

Approximately 27,000 O&R customers are currently without power. Nearly all those outages each affected a large number of customers, and were caused by high winds and damaged trees. And, there's more trouble to come as the weather forecast predicts a further deterioration of conditions this afternoon as higher winds are expected to rake the region through the rest of today and into Saturday.

Here are the approximate number of customers currently out of service as of 2 p.m.:

Rockland – 13,600
Sullivan – 6,000
Orange – 5,000
Passaic – 2,000
Sussex – 224
Bergen - 111

All available O&R personnel are scheduled to work through the weekend around the clock in overhead line operations, damage assessment, site safety, customer service and the wide array of O&R teams that support those operations. O&R also has hired 60 additional contract overhead line technicians to supplement its workforce's repair efforts.

O&R's power restoration efforts focus first on repairs that support public safety such as clearing downed wires from roads. The next priority is restoring outages that affect the greatest number of customers in succession until all customers' service that can be restored is, in fact, restored.

The following video describes the typical storm repair and power restoration process:
https://youtu.be/JeGU8ID4_m0

For the most current outage numbers and locations, visit O&R's Outage Map at www.oru.com.

There are several ways O&R customers can report outages and check service restoration status:

- Go to [O&R website](#) from any computer or web-enabled mobile device;
- Download the O&R Mobile app through the App Store or Google Play Store;
- Text “OUT” to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100

To help its customers prepare to weather a storm, O&R offers these tips:

- For safety’s sake, don’t touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- Maintain a distance of at least 50 feet from downed wires and anything they are in contact with including puddles of water and fences. Supervise your children so that they are not in the vicinity and keep pets on a leash or otherwise secure.
- If a fallen wire is draped over a car, do not approach the car and make rescue attempts. Remain a safe distance away, and try to keep the occupant of the vehicle calm. If possible, emergency personnel should handle the situation.
- Have emergency equipment within reach --- portable radio, flashlights, spare batteries, first aid kit, cell phone and important medications. Keep O&R’s toll-free number 1-877-434-4100 near the phone to report power outages.
- If you experience a power outage, don’t assume that O&R automatically knows about it or that someone else will report it. To be sure the outage is reported, please call O&R toll-free at 1-877-434-4100 to let O&R know what happened. The more information you can provide, the more O&R can help you.
- Remember: If the base station of your cordless phone plugs into the wall, your phone will be unusable during a power outage.

For more information, visit O&R’s Storm Center at www.oru.com.

News Media contact: Mike Donovan: (914) 329-1999

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STORM UPDATE

O&R ADDRESSES SECOND STORM EMERGENCY IN LESS THAN A WEEK

PEARL RIVER, NY March 8, 2018 6 a.m. --- O&R remains in storm emergency mode as crews work around the clock to make repairs and restore power under challenging conditions. For the second time in less than a week, a nor'easter damaged infrastructure and downed trees throughout O&R service territory.

At the height of the second nor'easter, over 55,000 customers lost power. Working overnight, O&R restored service to 24,000 customers with approximately 31,000 remaining without power.

The most significant outages from Winter Storm Quinn occurred early Wednesday evening in Franklin Lakes and Oakland, NJ. Two substations that serve those customers were affected, resulting in more than 10,000 customers losing power. Over 7,300 customers were restored overnight and efforts continue to bring power back to the remaining customers.

O&R crews also continue to work in Sullivan County, restoring power to customers who lost service as a result of Winter Storm Riley's destructive winds.

In the aftermath of severe weather, customers are asked to be cautious and aware of the potential for downed wires buried under deep snow. Please:

- Stay away from any downed trees, damaged poles and equipment. The damage could involve downed wires that may be energized. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.

If you experience a power outage, don't assume that O&R automatically knows about it or that someone else will report it. To be sure the outage is reported, please call O&R toll-free at 1-877-434-4100 to let the company know what happened. The more information you can provide, the more O&R can help you.

There are several ways customers can report outages and check service restoration status:

- Call Customer Assistance at 1-877-434-4100
- Use the O&R mobile app from your iPhone, iPad or Android device;
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STORM UPDATE

O&R CREWS MAKING PROGRESS IN REPAIRING STORM DAMAGE

PEARL RIVER, NY, March 9, 2018 9 a.m. --- O&R company, contractor, mutual aid and tree crews are working day and night to assess damage, make system repairs and restore customers who remain without power after back-to-back nor'easters.

O&R expects to restore the majority of customers in New York's Orange and Sullivan counties and Passaic County, NJ, by midnight tonight. For Rockland and Bergen counties, it's estimated that most customers will have power back by midnight Sunday night.

O&R's Outage Map has been taken down temporarily for maintenance. Until it returns, here are the updated outage numbers by county as of 8:45 a.m. today:

Rockland – 6,280
Orange – 364
Sullivan – 1,021
Bergen – 9,483
Passaic- 91

The majority of storm damage following Winter Storm Quinn occurred in Bergen County, NJ, and Rockland County, NY. Winter Storm Quinn brought over a foot of heavy wet snow to communities in these areas, causing many branches and trees to fall. [In some of these instances, electrical wires were tangled in the trees. Those wires have to be de-energized and untangled. Then the trees are cut and removed, along with other debris.](#) That's why O&R continues to work in partnership with state and local emergency leaders to safely prioritize power restoration in heavily damaged locations.

O&R's storm response plans focus first on repairs that support public safety like clearing downed wires from roads. From there, the company dispatches resources to restore outages that affect the greatest number of customers in succession until all customers are back in service.

With damage assessment and repairs underway, customers are reminded to continue to:

- Be especially mindful of the potential for downed lines to be buried beneath snow.
- Put your safety and the safety of your children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.

- If you experience a power outage, don't assume that O&R automatically knows about it, or that someone else will report it. Also, notify the company if power is restored to your neighborhood, but not your home. All outages and safety concerns should be reported immediately.

There are several ways customers can report outages and check service restoration status:

- Go to the [O&R website](#) from any computer or web-enabled mobile device;
- Use the O&R mobile app from your iPhone, iPad or Android device;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100
- The following video describes the typical storm repair and power restoration process: https://youtu.be/JeGU8ID4_m0

For more information, visit O&R's Storm Center at www.oru.com.

News Media contact: (845) 364-4601

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CONTACT: Michael Donovan
845-577-2430

STORM ALERT

O&R CREWS WORKING AROUND THE CLOCK TO RESTORE POWER – AFFECTED CUSTOMERS MAY NEED TO PLAN FOR MULTI-DAY OUTAGE

PEARL RIVER, NY, March 2, 2018 at 10 p.m. --- O&R company and contractor overhead line and tree crews are working through the night to assess damage and restore service to customers affected by today's destructive nor'easter.

Winds of up to 50 mph continue to down trees, causing additional outages. So far, over 66,700 customers have been affected with approximately 29,700 customers restored to service and approximately 37,000 remaining without power.

Dangerous conditions have slowed damage assessment and restoration progress. Restoration times are being determined as damage is assessed. O&R will have more accurate restoration information to report tomorrow. At this time, O&R is preparing to sustain its restoration efforts through the weekend.

As a result, affected customers may need to consider making alternate arrangements to ensure their safety and comfort.

Customers should immediately report outages and safety concerns.

There are several ways to report outages and check service restoration status:

- Go to [O&R website](#) from any computer or web-enabled mobile device;
- Download the O&R Mobile app through the App Store or Google Play Store;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100

The following video describes the typical storm repair and power restoration process:
https://youtu.be/JeGU8ID4_m0

For the most current outage numbers and locations, visit O&R's Outage Map at www.oru.com.

Additional information is available on O&R's Storm Center at www.oru.com.

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845-577-2430

STORM ALERT

O&R CREWS WORKING THROUGH THE NIGHT TO REPAIR STORM DAMAGE AND RESTORE POWER TO MORE THAN 42,000 CUSTOMERS

PEARL RIVER, NY, March 2, 2018 at 7 p.m. --- O&R company and contractor overhead line and tree crews will be working through the night tonight and through the weekend to restore electric service to more than 42,000 customers whose power was knocked out earlier today by the destructive nor'easter that has been pummeling the region with high winds and heavy snow and rain.

Nearly 8,000 customers who lost power as a result of the storm have been restored to service. Most of those outages were caused by high winds and damaged trees that downed wires and snapped poles.

That damage makes for more time-consuming repair because the tree and broken equipment must be cleared from the site before a new pole can be set, new transformers can be hung and new wire can be strung. More high winds are forecast for this evening and through the night

Restoration efforts have been further hampered by the high winds and even higher gusts generated by this powerful storm. Those efforts are impaired by difficult travel conditions, including very high wind gusts, snow clogged roads and falling debris from trees. Safety issues also come into play during a storm as dangerous as this one. If sustained winds reach higher than 40 mph, OSHA safety regulations prevent O&R crews from working in bucket trucks. Safety regulations forbid the buckets from raising equipment when the sustained winds reach 30 mph.

Here are the approximate number of customers currently out of service as of 6:45 p.m.:

Rockland – 17,000
Sullivan – 7,400
Orange – 12,000
Passaic – 2,500
Sussex – 175
Bergen - 3,000

All available O&R personnel are scheduled to work through the weekend around the clock in overhead line operations, damage assessment, site safety, customer service and the wide array of O&R teams that support those operations. O&R also has hired 60 additional contract overhead line technicians to supplement its workforce's repair efforts.

O&R's power restoration efforts focus first on repairs that support public safety such as clearing downed wires from roads. The next priority is restoring outages that affect the greatest number of customers in succession until all customers' service that can be restored is, in fact, restored.

The following video describes the typical storm repair and power restoration process:
https://youtu.be/JeGU8ID4_m0

For the most current outage numbers and locations, visit O&R's Outage Map at www.oru.com.

There are several ways O&R customers can report outages and check service restoration status:

- Go to [O&R website](#) from any computer or web-enabled mobile device;
- Download the O&R Mobile app through the App Store or Google Play Store;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100

To help its customers prepare to weather a storm, O&R offers these tips:

- For safety's sake, don't touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- Maintain a distance of at least 50 feet from downed wires and anything they are in contact with including puddles of water and fences. Supervise your children so that they are not in the vicinity and keep pets on a leash or otherwise secure.
- If a fallen wire is draped over a car, do not approach the car and make rescue attempts. Remain a safe distance away, and try to keep the occupant of the vehicle calm. If possible, emergency personnel should handle the situation.
- Have emergency equipment within reach --- portable radio, flashlights, spare batteries, first aid kit, cell phone and important medications. Keep O&R's toll-free number 1-877-434-4100 near the phone to report power outages.
- If you experience a power outage, don't assume that O&R automatically knows about it or that someone else will report it. To be sure the outage is reported, please call O&R toll-free at 1-877-434-4100 to let O&R know what happened. The more information you can provide, the more O&R can help you.
- Remember: If the base station of your cordless phone plugs into the wall, your phone will be unusable during a power outage.

For more information, visit O&R's Storm Center at www.oru.com.

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845-577-2430

STORM UPDATE

ALL O&R RESOURCES DEDICATED TO MAKING AS MANY REPAIRS POSSIBLE

AHEAD OF WINTER STORM QUINN

PEARL RIVER, NY, March 6, 2018 10 p.m. --- With another serious storm system moving into our area tonight, all O&R company, contractor and mutual aid crews remain focused on restoring power to approximately 2,800 customers who remain out of service as a result of Winter Storm Riley. The vast majority of these customers are in Sullivan County, where a State of Emergency is still in effect.

O&R continues to work in partnership with Sullivan County's fire, emergency services and public works departments, along with members of the National Guard, to remove downed trees, gain access to and repair extensive storm damage.

To assist those who remain without power, O&R today provided an additional 30,000 pounds of dry ice to the Forestburgh FD at 2539 Route 42 in Forestburgh. The department remains open 24/7 for dry ice pick-up, and as a warming station.

In addition to the Forestburgh FD, the following warming centers and shelters are open to the public:

- Federation for the Homeless (8 a.m.-4 p.m. only), Monticello
- Highland Town Hall, Proctor Road, Eldred (dry ice available, as supplies last)
- Tusten Town Hall, Bridge Street, Narrowsburg (dry ice available, as supplies last)
- Youngsville Firehouse, Shandeleer Road (dry ice available, as supplies last)
- Fallsburg Town Hall, Railroad Avenue, South Fallsburg (dry ice available, as supplies last)
- Lake Huntington Firehouse, Lake Huntington Road (dry ice available, as supplies last)
- Forestburgh Firehouse, Route 42 (dry ice available, as supplies last)
- Camp Simcha, White Road, Glen Spey (dry ice available, as supplies last)

While O&R focuses on completing this final labor-intensive phase of storm recovery, the company is also preparing for and closely tracking another potentially damaging weather system.

The latest forecasts are calling for another storm to begin moving across our area tonight with light snow that may become moderate to heavy through the day tomorrow into early Thursday. Sustained winds of 10-25 mph with gusts of 35-40 mph are expected. Snow accumulation may range between 10-15 inches.

With potential damage and resulting outages that can be caused by severe weather, customers are asked to please remember to:

- Put your safety and the safety of your children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.

- Never touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- Have emergency equipment within reach --- portable radio, flashlights, spare batteries, first aid kit, cell phone and important medications. Keep O&R's toll-free number 1-877-434-4100 near the phone to report power outages.
- Remember: if the base station of your cordless phone plugs into the wall, your phone will be unusable during a power outage.
- If you experience a power outage, don't assume that O&R automatically knows about it or that someone else will report it. To be sure the outage is reported, please call O&R toll-free at 1-877-434-4100 to let the company know what happened. The more information you can provide, the more O&R can help you.

There are several ways customers can report outages and check service restoration status:

- Go to the [O&R website](#) from any computer or web-enabled mobile device;
- Use the O&R mobile app from your iPhone, iPad or Android device;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100
- The following video describes the typical storm repair and power restoration process:
https://youtu.be/JeGU8ID4_m0

For more information, visit O&R's Storm Center at www.oru.com.

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CONTACT: Michael Donovan
845-577-2430

STORM UPDATE

O&R DELIVERS MORE DRY ICE TODAY TO FORESTBURGH

PEARL RIVER, NY Mar. 6, 2018 2:30 p.m. --- While O&R crews work to restore power to Sullivan County customers, the company today is delivering 6,000 pounds of dry ice for distribution to area residents.

O&R is delivering the bags of dry ice to the Forestburgh Fire Department, 2539 Route 42, Forestburgh, N.Y. 12777.

To make the dry ice available to a broader area, the Forestburgh Fire Department is splitting the dry ice with Camp Simcha, 430 White Road, Glen Spey, NY 12737.

The dry ice is scheduled to arrive at the fire department sometime late afternoon to early evening, and personnel from the department and the camp will coordinate the division of dry ice and the transport of Camp Simcha's share to its facility.

To confirm the delivery of the dry ice to both outlets, please call the Forestburgh Fire Department at (845) 794-7899.

O&R delivered 3,000 pounds of dry ice to the firehouse on Sunday.

For customers picking up dry ice, instructions for safe handling and disposal are printed on the paper bag containing the ice. Dry ice is frozen carbon dioxide and should be used only in well-ventilated areas. Keep children and pets safely away.

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CONTACT: Michael Donovan
845-577-2430

STORM ALERT

O&R: MOST CUSTOMERS DUE BACK IN POWER BY MIDNIGHT SUNDAY

PEARL RIVER, NY, March 4, 2018 at 5 a.m. --- O&R crews made progress overnight on having restored power to customers affected by Winter Storm Riley, one of the most severe storms to hit the area in recent years.

O&R expects to restore power to nearly all its customers who had their power knocked out by this destructive nor'easter by midnight Sunday night.

Approximately 80,000 customers have been restored with just over 8,900 remaining out of service at this time. All available company crews and contractor and mutual aid crews will continue round-the-clock efforts to address the remaining outages.

This estimate applies to all customers who can be restored at this time. Some customers' buildings may have experienced damage from the storm that is so serious that restoring electric service now would create an unsafe condition until further repairs are made by the building's owner.

These are restoration targets. Unforeseen events or further damage that is unknown at this time could delay restoration. These restoration estimates apply to storm damage that occurred before 7 a.m. today.

Customers are reminded to:

- Put their safety and the safety of their children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Notify the company if power is restored to their neighborhood, but not their home. All outages and safety concerns should be reported immediately.

There are several ways to report outages and check service restoration status:

- Go to [O&R website](#) from any computer or web-enabled mobile device;
- Download the O&R Mobile app through the App Store or Google Play Store;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100

The following video describes the typical storm repair and power restoration process:
https://youtu.be/JeGU8ID4_m0

For the most current outage numbers and locations, visit O&R's Outage Map at www.oru.com.

Additional information is available on O&R's Storm Center at www.oru.com.

News Media contact: (845) 364-4601

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CONTACT: Michael Donovan
845-577-2430

STORM UPDATE

O&R FOCUSED ON RILEY RESTORATION WHILE PREPARING FOR ANOTHER

MAJOR STORM

PEARL RIVER, NY, March 5, 2018 10 p.m. --- All available company, contractor and mutual aid crews continue to work around the clock to restore electricity to 4,000 customers who remain out of service as result of Winter Storm Riley.

As O&R focuses on completing this final labor-intensive phase of storm recovery, the company is also preparing to transition back to emergency response as it closely tracks the path of another potentially damaging weather system.

The latest forecasts are calling for another storm to begin moving across our area Tuesday evening with light snow that may become moderate to heavy through the day Wednesday into early Thursday. Sustained winds of 10-25 mph with gusts of 30-40 mph are expected. Snow accumulation may range between 6-14 inches.

With potential damage and resulting outages that can be caused by severe weather, customers are asked to please remember to:

- Put your safety and the safety of your children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- Have emergency equipment within reach --- portable radio, flashlights, spare batteries, first aid kit, cell phone and important medications. Keep O&R's toll-free number 1-877-434-4100 near the phone to report power outages.
- Remember: if the base station of your cordless phone plugs into the wall, your phone will be unusable during a power outage.
- If you experience a power outage, don't assume that O&R automatically knows about it or that someone else will report it. To be sure the outage is reported, please call O&R toll-free at 1-877-434-4100 to let the company know what happened. The more information you can provide, the more O&R can help you.

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- Text “OUT” to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100
- The following video describes the typical storm repair and power restoration process:
https://youtu.be/JeGU8ID4_m0

For more information, visit O&R’s Storm Center at www.oru.com.

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CONTACT: Michael Donovan
845-577-2430

O&R FOCUSES ALL RESOURCES ON RESTORING 5,600 CUSTOMERS WHO REMAIN WITHOUT POWER

PEARL RIVER, NY, March 5, 2018 6 a.m. --- O&R made steady progress overnight restoring electricity to most of its customers who lost power as a result of Winter Storm Riley. At this time, service has been restored to approximately 92,000 customers. Crews will continue to work around the clock to bring power back to 5,600 customers who remain out of service.

A National Guard unit dispatched by Governor Cuomo is supporting storm recovery in Sullivan County – the area of O&R service territory hardest hit by Riley. Efforts today will be centered on continuing to clear roads of downed trees, poles and wires, and making the repairs needed to get power back to all affected customers.

O&R's storm response plans focus first on repairs that support public safety like clearing downed wires from roads. From there, the company dispatches resources to restore outages that affect the greatest number of customers in succession until all customers are back in service.

To assist those who remain without power, O&R yesterday provided 4,300 pounds of dry ice to Deer Park's Town Hall, the Mount Hope Police Department in Otisville and the Forestburgh FD.

Dry ice remains available for pick-up today at:

Forestburgh FD
2539 Route 42
Forestburgh, NY 12777

Customers picking up dry ice should carefully follow the safe handling and disposal instructions printed on the paper bag containing the ice. Dry ice is frozen carbon dioxide and should be used only in well-ventilated areas and kept away from children and pets.

As O&R works to restore power to all those affected by Winter Storm Riley, the company continues to remind customers to:

- Put their safety and the safety of their children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Notify the company if power is restored to their neighborhood, but not their home. All outages and safety concerns should be reported immediately.

There are several ways to report outages and check service restoration status:

- Go to the [O&R website](#) from any computer or web-enabled mobile device;
- Download the O&R Mobile app through the App Store or Google Play Store;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100

The following video describes the typical storm repair and power restoration process:
https://youtu.be/JeGU8ID4_m0

For the most current outage numbers and locations, visit [O&R's Outage Map](#).

News Media contact: (845) 364-4601

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845-577-2430

O&R: HEATING WITH STOVE CREATES CARBON MONOXIDE DANGER

PEARL RIVER, NY Mar. 5, 2018 11 p.m. --- As the recovery continues from severe damage caused by Friday's destructive winter nor'easter, O&R urges its customers not to use natural-gas powered kitchen ovens or ranges to heat their homes because using these cooking appliances for heating creates a significant risk of carbon monoxide (CO) poisoning.

Further, O&R warns against using charcoal grills indoors for heating or cooking because of the CO risk that also creates. The same warning applies to fireplaces that are not properly ventilated.

Carbon monoxide is a poisonous gas that is invisible, odorless and tasteless. It is formed by the incomplete burning of fuels such as heating oil, wood, gasoline, natural gas, propane and charcoal.

Breathing even small amounts of carbon monoxide can result in headaches, dizziness and nausea. Prolonged exposure can result in more severe illness, or even death.

The signs of a CO problem are stale, stuffy air and high indoors humidity, fallen soot from a fireplace chimney or furnace flue and no draft in the chimney or flue.

To further do your part to reduce carbon monoxide poisoning never leave a vehicle or gasoline-powered equipment running in a garage, even with the garage door open and operate a portable electric generator outdoors away from air intakes to the building.

O&R urges its customers to always put safety first. Anyone who smells natural gas should leave the area immediately and call O&R's emergency gas hotline at 1-800-533-LEAK (5325) or 911.

There are several ways O&R customers can report power outages and check electric service restoration status:

- Go to www.oru.com from any computer or web-enabled mobile device;
- Download the O&R Mobile app through the App Store or Google Play Store;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100

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CONTACT: Michael Donovan
845-577-2430

STORM ALERT

O&R MAKES REPAIRS AFTER BACK TO BACK STORMS

PEARL RIVER, NY March 7, 2018 10 p.m. --- Approximately 55,000 customers lost power this evening as a result of Winter Storm Quinn's heavy snow and winds. O&R crews are working through the night on these outages, as well as continuing efforts to restore customers who remain without power after Winter Storm Riley.

Franklin Lakes and Oakland, NJ, were the areas heaviest hit by Winter Storm Quinn. The substations in both communities went offline at about 5:30 p.m. today. Rockland Electric crews are now on site making repairs.

Earlier today, O&R dispatched 125 more line technicians to help the O&R crews currently working in Sullivan County to restore power to customers who lost service as a result of Winter Storm Riley's destructive winds.

With potential damage and resulting outages that can be caused by severe weather, customers are asked to please remember to:

- Put your safety and the safety of your children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- Have emergency equipment within reach --- portable radio, flashlights, spare batteries, first aid kit, cell phone and important medications. Keep O&R's toll-free number 1-877-434-4100 near the phone to report power outages.
- Remember: if the base station of your cordless phone plugs into the wall, your phone will be unusable during a power outage.
- If you experience a power outage, don't assume that O&R automatically knows about it or that someone else will report it. To be sure the outage is reported, please call O&R toll-free at 1-877-434-4100 to let the company know what happened. The more information you can provide, the more O&R can help you.

There are several ways customers can report outages and check service restoration status:

- Call Customer Assistance at 1-877-434-4100
- Use the O&R mobile app from your iPhone, iPad or Android device;
- Text "OUT" to 69678 (myORU); or

- Go to the [O&R website](#) from any computer or web-enabled mobile device;
- The following video describes the typical storm repair and power restoration process:
https://youtu.be/JeGU8ID4_m0

For more information, visit O&R's Storm Center at www.oru.com.

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CONTACT: Michael Donovan
845-577-2430

STORM ALERT

O&R: MOST CUSTOMERS DUE BACK IN POWER BY MIDNIGHT SUNDAY

PEARL RIVER, NY, March 3, 2018 at 7:30 p.m. --- O&R expects to restore power to nearly all its customers who had their power knocked out by Friday's destructive nor'easter by midnight Sunday night.

Approximately 56,000 customers have been restored with just over 23,000 remaining out of service at this time. All available company crews and contractor and mutual aid crews will be working through the night for the second consecutive day to address the remaining outages.

This estimate applies to all customers who can be restored at this time. Some customers' buildings may have experienced damage from the storm that is so serious that restoring electric service now would create an unsafe condition until further repairs are made by the building's owner.

These are restoration targets. Unforeseen events or further damage that is unknown at this time could delay restoration. These restoration estimates apply to storm damage that occurred before 7 a.m. today.

Customers are reminded to:

- Put their safety and the safety of their children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Notify the company if power is restored to their neighborhood, but not their home. All outages and safety concerns should be reported immediately.

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The following video describes the typical storm repair and power restoration process:

https://youtu.be/JeGU8ID4_m0

For the most current outage numbers and locations, visit O&R's Outage Map at www.oru.com.

Additional information is available on O&R's Storm Center at www.oru.com.

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845-577-2430

STORM UPDATE

O&R NOW REPAIRING DAMAGE FROM LATEST STORM

PEARL RIVER, NY March 7, 2018 4:00 p. m. --- O&R company, contractor, mutual aid and tree crews are repairing damage and restoring electric service to approximately 3,000 customers whose power has been knocked out by the winter nor'easter blowing through the region.

O&R is on Storm Alert and is prepared to respond to outages as they occur.

Earlier today, O&R dispatched 125 more line technicians to help the O&R crews currently working in Sullivan County to restore power to customers who lost service as a result of Friday' destructive winter nor'easter.

The latest forecasts are calling for moderate to heavy snow through the day today into early Thursday. Sustained winds of 10-25 mph with gusts of 35-40 mph are expected. Snow accumulation may range between 10-15 inches.

With potential damage and resulting outages that can be caused by severe weather, customers are asked to please remember to:

- Put your safety and the safety of your children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- Have emergency equipment within reach --- portable radio, flashlights, spare batteries, first aid kit, cell phone and important medications. Keep O&R's toll-free number 1-877-434-4100 near the phone to report power outages.
- Remember: if the base station of your cordless phone plugs into the wall, your phone will be unusable during a power outage.
- If you experience a power outage, don't assume that O&R automatically knows about it or that someone else will report it. To be sure the outage is reported, please call O&R toll-free at 1-877-434-4100 to let the company know what happened. The more information you can provide, the more O&R can help you.

There are several ways customers can report outages and check service restoration status:

- Go to the [O&R website](#) from any computer or web-enabled mobile device;
- Use the O&R mobile app from your iPhone, iPad or Android device;

- Text “OUT” to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100
- The following video describes the typical storm repair and power restoration process:
https://youtu.be/JeGU8ID4_m0

For more information, visit O&R’s Storm Center at www.oru.com.

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CONTACT: Michael Donovan
845-577-2430

RESTORATION UPDATE

O&R OPENS STAGING AREA IN MAHWAH TO SPEED RECOVERY;

NEW MUTUAL AID DUE SUNDAY PUSHES FIELD FORCES TO 1,200

PEARL RIVER, NY, March 10, 2018 3:30 p.m. --- To help support and accelerate electric system emergency repair and service restoration in Rockland and Bergen counties, O&R today is deploying key emergency repair materials and equipment to a temporary staging area on the grounds of the Sheraton Mahwah Hotel in Mahwah, NJ.

Thousands of feet of wire, dozens of poles and transformers and other equipment are being transported this afternoon to the site which is centrally located to most of the current storm damage to the electric system in Rockland and Bergen counties.

The staging area also helps accommodate the additional influx of mutual aid overhead line technicians O&R expects to report for duty later today and tomorrow.

About 220 additional mutual aid overhead line technician joined O&R's repair and restoration effort today. Another 250 mutual aid overhead line technicians are expected to join the O&R field workforce by Sunday.

All those technicians, and more, are working to help O&R restore service to the 8,500 customers who remain without electricity as a result of destructive, back-to-back nor'easters.

With the support of additional mutual aid assistance, O&R is aiming to complete power restoration in Sullivan and Bergen counties by midnight Sunday night and also expects to have the vast majority of Rockland customers restored by then.

When the new group of 250 mutual aid line technicians begins work Sunday, it will bring O&R's field force of line, tree, single service, damage assessment and site safety personnel to approximately 1,200 – representing the largest restoration contingent O&R has deployed to the field since Hurricane Sandy.

While O&R focused on completing substantial and widespread tree removal and line repairs in Sullivan County, NY, the area hardest hit by Winter Storm Riley's damaging winds, a second nor'easter moved through the service territory. That second storm, Winter Storm Quinn dumped over a foot of heavy, wet snow, which downed trees onto poles and lines. Winter Storm Quinn caused the greatest damage in Bergen County, NJ, and Rockland County, NY.

As restoration operations continue, customers are reminded to please:

- Be especially mindful of the potential for downed lines to be buried beneath snow.

- Put your safety and the safety of your children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- If you experience a power outage, don't assume that O&R automatically knows about it, or that someone else will report it. Also, notify the company if power is restored to your neighborhood, but not your home. All outages and safety concerns should be reported immediately.

There are several ways customers can report outages and check service restoration status:

- Go to the [O&R website](#) from any computer or web-enabled mobile device;
- Use the O&R mobile app from your iPhone, iPad or Android device;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100
- The following video describes the typical storm repair and power restoration process: https://youtu.be/JeGU8ID4_m0

For more information, visit O&R's Storm Center at www.oru.com.

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CONTACT: Michael Donovan
845-577-2430

STORM WATCH

O&R PREPARES FOR 2nd MAJOR STORM IN LESS THAN A WEEK

PEARL RIVER, NY, March 5, 2018 3:30 p.m. --- O&R has declared a Storm Watch as the second powerful storm system packing high winds and heavy snow in less than a week is expected to hit our region beginning Tuesday evening and continuing through Thursday.

Company and contractor overhead line crews and tree removal crews are preparing to transition from completing repairs and service restoration from last Friday's winter nor'easter back to emergency response in an active, and dangerous, severe weather event before Tuesday night.

As was dramatically demonstrated last Friday, severe storm activity has the potential to cause power pole and line damage, and, as a result, widespread electric service interruptions.

As a result of Friday's winter nor'easter, O&R has restored electric service to tens of thousands of its customers whose power was knocked out by the storm's high winds and heavy snow. All available company crews, contractors and mutual aid line technicians have been working around the clock since Friday and will continue to work until the remaining 5,000 customers have been restored to electric service.

O&R's emergency storm response team --- including overhead line, damage assessment, site safety, customer service operations and the wide array of O&R teams that support those functions --- has been actively ramped up for nearly a week.

O&R is ready to repair storm damage and restore service as needed. In addition to its company crews, O&R is working to hire additional overhead line technicians and vehicles to supplement its own field forces for this event.

Weather forecasters expect the storm to begin Tuesday evening with light snow, which will become moderate to heavy through the day Wednesday and continuing into early Thursday. During the day on Wednesday, sustained winds should be 10-25 mph with gusts of 30-40 mph. Snowfall totals could range from 6-14 inches.

There are several ways customers can report outages and check service restoration status:

- Go to the [O&R website](#) from any computer or web-enabled mobile device;
- Use the O&R mobile app from your iPhone, iPad or Android device;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100
- The following video describes the typical storm repair and power restoration process:
https://youtu.be/JeGU8ID4_m0

To help its customers prepare to weather a storm, O&R offers these tips:

- For safety's sake, don't touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- Maintain a distance of at least 50 feet from downed wires and anything they are in contact with including puddles of water and fences. Supervise your children so that they are not in the vicinity and keep pets on a leash or otherwise secure.
- If a fallen wire is draped over a car, do not approach the car and make rescue attempts. Remain a safe distance away, and try to keep the occupant of the vehicle calm. If possible, emergency personnel should handle the situation.
- Have emergency equipment within reach --- portable radio, flashlights, spare batteries, first aid kit, cell phone and important medications. Keep O&R's toll-free number 1-877-434-4100 near the phone to report power outages.
- If you experience a power outage, don't assume that O&R automatically knows about it or that someone else will report it. To be sure the outage is reported, please call O&R toll-free at 1-877-434-4100 to let O&R know what happened. The more information you can provide, the more O&R can help you.
- Remember: if the base station of your cordless phone plugs into the wall, your phone will be unusable during a power outage.

For more information, visit O&R's Storm Center at www.oru.com.

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STORM UPDATE ---- Mar. 4, 2018

O&R PROVIDES DRY ICE TO THOSE HIT HARDEST BY STORM

PORT JERVIS, NY March 4, 2018 10 p.m. --- O&R today provided 3,750 pounds of dry ice to Orange and Sullivan customers hardest hit by last Friday's nor'easter that raked the region with high winds and heavy snow, knocking power out to thousands of residents.

In Sullivan County, O&R provided approximately 3,000 pounds of dry ice to customers this afternoon at the Forestburgh Fire Department in Forestburgh.

Earlier today, O&R distributed 750 pounds of dry ice to customers at Deer Park's Town Hall and the Mount Hope Police Department in Otisville.

Power to approximately 87,000 O&R customers has been restored with about 6,800 customers remaining out of service at this time. All available company crews, and contractor and mutual aid crews, have been working around the clock, making repairs since Friday, and will continue to work 24/7 until all outages are restored.

Customers are reminded to:

- Put their safety and the safety of their children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Notify the company if power is restored to their neighborhood, but not their home. All outages and safety concerns should be reported immediately.

There are several ways to report outages and check service restoration status:

- Go to the [O&R website](#) from any computer or web-enabled mobile device;
- Download the O&R Mobile app through the App Store or Google Play Store;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100

The following video describes the typical storm repair and power restoration process: https://youtu.be/JeGU8ID4_m0. For the most current outage numbers and locations, visit [O&R's Outage Map](#).

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CONTACT: Michael Donovan
845-577-2430

STORM ALERT

O&R RESTORATION EFFORTS EXPECTED TO CONTINUE THROUGH THE WEEKEND

PEARL RIVER, NY, March 3, 2018 at 6 a.m. --- O&R company and contractor crews worked through the night to assess damage and restore electric service to customers affected by Friday's destructive nor'easter.

Approximately 46,000 customers have been restored with just over 20,000 remaining out of service at this time. Nearly 750 of those customers are experiencing single-service outages.

All available crews will be supported by additional mutual aid crews today to address widespread damage. Repairs will continue around the clock to achieve complete restoration as soon as possible. Ongoing damage assessment will enable O&R to provide affected customers with estimated restoration times throughout the day.

With restoration efforts expected to continue through the weekend, affected customers may need to consider making alternate arrangements to ensure their safety and comfort.

Customers are reminded to :

- Put their safety and the safety of their children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Notify the company if power is restored to their neighborhood, but not their home. All outages and safety concerns should be reported immediately.

There are several ways to report outages and check service restoration status:

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- Download the O&R Mobile app through the App Store or Google Play Store;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100

The following video describes the typical storm repair and power restoration process:
https://youtu.be/JeGU8ID4_m0

For the most current outage numbers and locations, visit O&R's Outage Map at www.oru.com.

Additional information is available on O&R's Storm Center at www.oru.com.

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CONTACT: Michael Donovan
845-577-2430

STORM UPDATE ---- Mar. 4, 2018

O&R RESTORES SERVICE TO 87,000 CUSTOMERS AFFECTED BY STORM RILEY

PEARL RIVER, NY, March 4, 2018 9:00 p.m. --- Approximately 87,000 customers who lost power due to Winter Storm Riley have been restored. About 6,800 customers remain out of service at this time. All available company crews, and contractor and mutual aid crews, have been working around the clock, making repairs since Friday, and will continue to work 24/7 until all outages are restored.

In the northern part of O&R's service area, Gov. Cuomo has dispatched a National Guard unit from Buffalo to Sullivan County to help it recover from the severe storm. O&R crews there are helping clear roads of downed trees, poles and wires, in addition to restoring power.

Earlier today, O&R distributed dry ice to customers in Huguenot, Otisville and Forestburgh.

Sullivan County opened warming centers yesterday for its residents seeking shelter from the destructive storm's effects. The list included these locations:

Monticello Middle School
United Methodist Church, Liberty
Highland Town Hall, Eldred
Tusten Town Hall, Narrowsburg
Youngsville Firehouse, Youngsville
Fallsburg Town Hall, South Fallsburg
Rock Hill Firehouse, Rock Hill
Lighthouse Ministries, 23 Triangle Road, Liberty

Customers are reminded to:

- Put their safety and the safety of their children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Notify the company if power is restored to their neighborhood, but not their home. All outages and safety concerns should be reported immediately.

There are several ways to report outages and check service restoration status:

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- Download the O&R Mobile app through the App Store or Google Play Store;
- Text "OUT" to 69678 (myORU); or

- Call Customer Assistance at 1-877-434-4100

The following video describes the typical storm repair and power restoration process:

https://youtu.be/JeGU8ID4_m0

For the most current outage numbers and locations, visit [O&R's Outage Map](#).

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845-577-2430

**O&R RETAINS MUTUAL AID CREWS AS SKYLAR APPROACHES;
POWER RESTORATION FOR REMAINING OUTAGES CONTINUES**

PEARL RIVER, NY, March 12, 2018 2:30 p.m. --- As O&R continues to repair the damage caused by Winter Storm Quinn, the company is closely tracking the path of a third nor'easter approaching our region.

According to the latest forecasts, Winter Storm Skylar could bring 1-4 inches of snow across O&R's service territory Monday into Tuesday with sustained winds of 10-20 mph and gusts between 25-35 mph through Thursday.

Based on the forecast, O&R plans to remain on Storm Alert with upgraded employee and contractor work schedules until the impact of Winter Storm Skylar can be determined.

The 500 mutual aid workers and additional contractors who are working for O&R to repair the remaining outages from Winter Storm Quinn will stay with O&R until later in the week as needed.

O&R reminds customers to treat all downed lines as though they are energized and dangerous, and to please:

- Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.

There are several ways customers can report outages and check service restoration status:

- Go to the [O&R website](#) from any computer or web-enabled mobile device;
- Use the O&R mobile app from your iPhone, iPad or Android device;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100

The following video describes the typical storm repair and power restoration process:

https://youtu.be/JeGU8ID4_m0

For more information, visit O&R's Storm Center at www.oru.com.

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CONTACT: Michael Donovan
845-577-2430

STORM UPDATE

O&R SENDS MORE CREWS TO RESTORE POWER IN SULLIVAN COUNTY

PEARL RIVER, NY, March 7, 2018 10:30 a.m. --- O&R is dispatching 125 more line technicians today to help the O&R crews currently working in Sullivan County to restore power to customers who lost service as a result of Friday' destructive winter nor'easter.

Approximately 2,500 customers there remain without power. The outages resulted from substantial damage to the electric system from the nor'easter that prompted state officials to declare a state of emergency there and deploy National Guard troops to help get the communities there back on their feet.

Much of the damage in Sullivan County requires rebuilding the electric system, not repair. Snow covers toppled trees, thousands of feet of downed wire and dozens of broken poles. O&R crews must clear the site of all this heavy debris before they can even begin to set a fresh pole, hang replacement transformers and string new wire. This process could take as long as 10 hours or more at each damage location.

O&R continues to work in partnership with Sullivan County's fire, emergency services and public works departments, along with members of the National Guard, to remove those downed trees, gain access to and repair this extensive storm damage.

To assist those who remain without power, O&R yesterday provided an additional 30,000 pounds of dry ice to the Forestburgh FD at 2539 Route 42 in Forestburgh. The department remains open 24/7 for dry ice pick-up, and as a warming station.

In addition to the Forestburgh FD, the following warming centers and shelters are open to the public:

- Federation for the Homeless (8 a.m.-4 p.m. only), Monticello
- Highland Town Hall, Proctor Road, Eldred (dry ice available, as supplies last)
- Tusten Town Hall, Bridge Street, Narrowsburg (dry ice available, as supplies last)
- Youngsville Firehouse, Shandeleer Road (dry ice available, as supplies last)
- Fallsburg Town Hall, Railroad Avenue, South Fallsburg (dry ice available, as supplies last)
- Lake Huntington Firehouse, Lake Huntington Road (dry ice available, as supplies last)
- Forestburgh Firehouse, Route 42 (dry ice available, as supplies last)
- Camp Simcha, White Road, Glen Spey (dry ice available, as supplies last)

While O&R focuses on completing this final labor-intensive phase of storm recovery, the company is also prepared for and closely tracking the effects of a second powerful weather system now blowing through the region.

The latest forecasts are calling for moderate to heavy through the day today into early Thursday. Sustained winds of 10-25 mph with gusts of 35-40 mph are expected. Snow accumulation may range between 10-15 inches.

With potential damage and resulting outages that can be caused by severe weather, customers are asked to please remember to:

- ❑ Put your safety and the safety of your children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- ❑ Never touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- ❑ Have emergency equipment within reach --- portable radio, flashlights, spare batteries, first aid kit, cell phone and important medications. Keep O&R's toll-free number 1-877-434-4100 near the phone to report power outages.
- ❑ Remember: if the base station of your cordless phone plugs into the wall, your phone will be unusable during a power outage.
- ❑ If you experience a power outage, don't assume that O&R automatically knows about it or that someone else will report it. To be sure the outage is reported, please call O&R toll-free at 1-877-434-4100 to let the company know what happened. The more information you can provide, the more O&R can help you.

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- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100
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STORM ALERT

O&R: STORM DAMAGE REPAIRS UNDERWAY

PEARL RIVER, NY, March 2, 2018, 10:00 am --- O&R company and contractor overhead line and tree crews are responding to storm damage and restoring service outages as high winds, heavy rain and snow blast through the area today.

O&R upgraded the company's readiness status from Storm Watch to Storm Alert at 7 a.m. today. Storm damage response preparations began yesterday in response to the severe weather forecast.

Through the electric utility industry's mutual aid program, O&R also has hired 40 additional contract overhead line technicians to supplement its workforce to aid in the field forces' repair efforts. Those additional workers will join damage assessment, site safety, customer service operations and the wide array of O&R teams that support those field operations.

The following video describes the typical storm repair and power restoration process:
https://youtu.be/JeGU8ID4_m0

Today, winds are expected at 15-25 mph with gusts of 35-50 mph. Snow and rain will continue through the day, heavy at times. On Saturday, scattered rain/snow showers are expected early with winds 10-15 and gusts of 45 mph

For the most current outage numbers and locations, visit O&R's [Outage Map](#).

There are several ways O&R customers can report outages and check service restoration status:

- Go to [O&R website](#) from any computer or web-enabled mobile device;
- Download the O&R Mobile app through the App Store or Google Play Store;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100

To help its customers prepare to weather a storm, O&R offers these tips:

- For safety's sake, don't touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- Maintain a distance of at least 50 feet from downed wires and anything they are in contact with including puddles of water and fences. Supervise your children so that they are not in the vicinity and keep pets on a leash or otherwise secure.
- If a fallen wire is draped over a car, do not approach the car and make rescue attempts. Remain a safe distance away, and try to keep the occupant of the vehicle calm. If possible, emergency personnel should handle the situation.
- Have emergency equipment within reach --- portable radio, flashlights, spare batteries, first aid kit, cell phone and important medications. Keep O&R's toll-free number 1-877-434-4100 near the phone to report power outages.
- If you experience a power outage, don't assume that O&R automatically knows about it or that someone else will report it. To be sure the outage is reported, please call O&R toll-free at 1-877-434-4100 to let O&R know what happened. The more information you can provide, the more O&R can help you.
- Remember: If the base station of your cordless phone plugs into the wall, your phone will be unusable during a power outage.

For more information, visit O&R's Storm Center at www.oru.com/storms.

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CONTACT: Michael Donovan
845-577-2430

SAFETY ALERT

O&R TO DISTRIBUTE DRY ICE AT TWO ORANGE COUNTY LOCATIONS

PEARL RIVER, NY, Mar. 3, 2018, 11:30 p.m. --- O&R will distribute dry ice on Sunday, March 4, 2018 at the following locations:

10 a.m. – 12:30 p.m.

Town of Deer Park Town Hall
420 Route 209
Huguenot, NY 12746

2 p.m. – 4:30 p.m.

Mount Hope Police Department
7 Baker Street
Otisville, NY 10963

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CONTACT: Michael Donovan
845-577-2430

O&R TRACKS PATH OF WINTER STORM SKLYAR AS RESTORATION WORK CONTINUES

PEARL RIVER, NY, March 11, 2018 10:30 p.m. --- As O&R continues to repair the damage caused by Winter Storms Riley and Quinn, the company is closely tracking the path of a third nor'easter approaching our region.

According to the latest forecasts, Winter Storm Skylar could bring 1-4 inches of snow across O&R's service territory Monday into Tuesday with sustained winds of 10-20 mph and gusts between 25-35 mph through Thursday.

Crews continue to work to repair the final remaining outages caused by the destructive back-to-back nor'easters.

O&R reminds customers to treat all downed lines as though they are energized and dangerous, and to please:

- Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.

There are several ways customers can report outages and check service restoration status:

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The following video describes the typical storm repair and power restoration process:
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STORM ALERT

O&R: TREAT ALL DOWNED POWER LINES AS DANGEROUS

PEARL RIVER, NY March 4, 2018 5 p.m. --- As the recovery continues from Friday's destructive nor'easter, O&R urges the public to treat all fallen power lines as energized and dangerous.

O&R is restoring power to the remaining 7,500 of the 95,000 customers whose power was knocked out by that powerful storm.

For safety's sake, don't touch any downed wires with your hand or an object such as a stick, broom or pole. And, avoid touching anything, such as a car, object or equipment, or anyone who is in contact with a fallen power line. Also, avoid driving over a downed power line.

Maintain a distance of at least 50 feet from downed wires and anything they are in contact with including puddles of water and fences. Supervise your children so that they are not in the vicinity and keep pets on a leash.

If a fallen wire is draped over a car, do not approach the car and make reckless rescue attempts. Remain a safe distance away, and try to keep the occupant of the vehicle calm. If possible, emergency personnel should handle the situation.

Call O&R immediately at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until the crew arrives.

News Media contact: (845) 364-4601

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www.oru.com

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CONTACT: Michael Donovan
845-577-2430

STORM UPDATE

AS STORM RAGES, O&R WARNS OF CARBON MONOXIDE DANGER

PEARL RIVER, NY Mar. 7, 2018 5:30 p.m. --- As its crews repair damage from today's winter nor'easter and restore power, O&R is urging its customers not to use natural-gas powered kitchen ovens or ranges to heat their homes. Using these cooking appliances for heating creates a significant risk of carbon monoxide (CO) poisoning.

Further, O&R warns against using charcoal grills indoors for heating or cooking because of the CO risk that also creates. The same warning applies to fireplaces that are not properly ventilated.

About 16,000 customers are currently without power from storm damage.

Carbon monoxide is a poisonous gas that is invisible, odorless and tasteless. It is formed by the incomplete burning of fuels such as heating oil, wood, gasoline, natural gas, propane and charcoal.

Breathing even small amounts of carbon monoxide can result in headaches, dizziness and nausea. Prolonged exposure can result in more severe illness, or even death.

To further do your part to prevent carbon monoxide poisoning, never leave a vehicle or gasoline-powered equipment running in a garage, even with the garage door open and operate a portable electric generator outdoors away from air intakes to the building.

O&R urges its customers to always put safety first. Anyone who smells natural gas should leave the area immediately and call O&R's emergency gas hotline at 1-800-533-LEAK (5325) or 911.

There are several ways O&R customers can report power outages and check electric service restoration status:

- Go to [O&R website](#) from any computer or web-enabled mobile device;
- Download the O&R Mobile app through the App Store or Google Play Store;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100

For more information, visit O&R's Storm Center at www.oru.com.

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STORM UPDATE

O&R WORKING TOWARD COMPLETE POWER RESTORATION

PEARL RIVER, NY, March 6, 2018 10 a.m. --- O&R company, contractor and mutual aid crews continued to work overnight on the final labor-intensive phase of storm recovery. Approximately 3,300 customers remain out of service in the aftermath of Winter Storm Riley. O&R will focus on restoring those customers before another potentially damaging storm enters the area.

The latest forecasts are calling for another storm to begin moving across our area Tuesday evening with light snow that may become moderate to heavy through the day Wednesday into early Thursday. Sustained winds of 10-25 mph with gusts of 30-40 mph are expected. Snow accumulation may range between 6-14 inches.

With potential damage and resulting outages that can be caused by severe weather, customers are asked to please remember to:

- Put your safety and the safety of your children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- Have emergency equipment within reach --- portable radio, flashlights, spare batteries, first aid kit, cell phone and important medications. Keep O&R's toll-free number 1-877-434-4100 near the phone to report power outages.
- Remember: if the base station of your cordless phone plugs into the wall, your phone will be unusable during a power outage.
- If you experience a power outage, don't assume that O&R automatically knows about it or that someone else will report it. To be sure the outage is reported, please call O&R toll-free at 1-877-434-4100 to let the company know what happened. The more information you can provide, the more O&R can help you.

There are several ways customers can report outages and check service restoration status:

- Go to the [O&R website](#) from any computer or web-enabled mobile device;
- Use the O&R mobile app from your iPhone, iPad or Android device;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100

- The following video describes the typical storm repair and power restoration process:
https://youtu.be/JeGU8ID4_m0

For more information, visit O&R's Storm Center at www.oru.com.

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845-577-2430

O&R WORKS TO SAFELY RESTORE SERVICE IN THE AFTERMATH OF VIOLENT, BACK-TO-BACK STORMS

PEARL RIVER, NY, March 8, 2018 10 p.m. --- As O&R continued efforts to restore electricity in Sullivan County, NY – the area hardest hit by Winter Storm Riley – the company today assessed and began repairing significant, additional damage caused by Winter Storm Quinn.

Quinn's wet, dense snow had the most devastating impact on Bergen County, NJ, and Rockland County, NY, where snow yesterday accumulated as fast as three inches an hour.

So far, O&R crews have restored electricity to approximately 35,000 customers affected by Winter Storm Quinn. The company this evening continues to work in partnership with state and local emergency leaders to prioritize power restoration to the 27,000 customers who remain out of service. Damage assessors and emergency response planners are also working to establish estimated restoration times for these customers.

With damage assessment and repairs underway, customers are reminded to continue to:

- Be especially mindful of the potential for downed lines to be buried beneath snow.
- Put your safety and the safety of your children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- If you experience a power outage, don't assume that O&R automatically knows about it, or that someone else will report it. Also, notify the company if power is restored to your neighborhood, but not your home. All outages and safety concerns should be reported immediately.

There are several ways customers can report outages and check service restoration status:

- Go to the [O&R website](#) from any computer or web-enabled mobile device;
- Use the O&R mobile app from your iPhone, iPad or Android device;
- Text "OUT" to 69678 (myORU); or
- Call Customer Assistance at 1-877-434-4100
- The following video describes the typical storm repair and power restoration process: https://youtu.be/JeGU8ID4_m0

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O&R WORKS TOWARD COMPLETE RESTORATION WITH ASSISTANCE FROM CREWS ACROSS THE U.S. AND CANADA

PEARL RIVER, NY, March 10, 2018 11 p.m. --- Over 950 company, contractor and mutual aid field personnel are working to complete power restoration to customers affected by Winter Storms Riley and Quinn. Since 6 a.m. this morning, electricity has been returned to more than half of the 11,000 customers who remained without service.

An additional 250 mutual aid line technicians will be dispatched tomorrow, bringing O&R's field force to 1,200. With the influx of support from the National Guard and utilities across the U.S. and Canada, the company remains on track to complete storm repairs and restore service to the vast majority of the remaining 5,000 customers by midnight Sunday night.

The destructive back-to-back nor'easters disrupted service to over 100,000 customers across O&R's service territory. Sullivan County, NY was hardest hit by Winter Storm Riley's violent winds with Bergen County, NJ and Rockland County, NY, most impacted by Winter Storm Quinn's heavy, wet snow.

As restoration operations continue, customers are reminded to please:

- Be especially mindful of the potential for downed lines to be buried beneath snow.
- Put your safety and the safety of your children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- If you experience a power outage, don't assume that O&R automatically knows about it, or that someone else will report it. Also, notify the company if power is restored to your neighborhood, but not your home. All outages and safety concerns should be reported immediately.

There are several ways customers can report outages and check service restoration status:

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845-577-2430

RESTORATION UPDATE

O&R ZEROES IN ON COMPLETING POWER RESTORATION WITH SUPPORT FROM

ADDITIONAL MUTUAL AID CREWS

PEARL RIVER, NY, March 10, 2018 7 a.m. --- Over 220 additional mutual aid line technicians are working this morning to help O&R restore service to the 11,000 customers who remain without electricity as a result of destructive, back-to-back nor'easters.

These technicians arrived last night, bringing O&R's field force of line, tree, single service, damage assessment and site safety personnel to approximately 950 – representing the largest restoration contingent O&R has deployed to the field since Hurricane Sandy.

While O&R focused on completing substantial and widespread tree removal and line repairs in Sullivan County, NY, the area hardest hit by Winter Storm Riley's damaging winds, a second nor'easter moved through the service territory dumping over a foot of heavy, wet snow, which downed trees onto poles and lines. Winter Storm Quinn caused the greatest damage in Bergen County, NJ, and Rockland County, NY.

With the support of additional mutual aid assistance, O&R is aiming to complete power restoration in Sullivan and Bergen counties by midnight Sunday night and also expects to have the vast majority of Rockland customers restored by then.

As restoration operations continue, customers are reminded to please:

- Be especially mindful of the potential for downed lines to be buried beneath snow.
- Put your safety and the safety of your children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
- If you experience a power outage, don't assume that O&R automatically knows about it, or that someone else will report it. Also, notify the company if power is restored to your neighborhood, but not your home. All outages and safety concerns should be reported immediately.

There are several ways customers can report outages and check service restoration status:

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845-577-2430

STORM UPDATE

O&R's OUTAGE MAP NOW AVAILABLE; RESTORATION PROGRESSES

PEARL RIVER, NY, March 9, 2018 4:30 p.m. --- O&R's [Outage Map](#) has been returned to service after it was temporarily taken down to resolve some technical difficulties.

Those issues have been resolved, and the [Outage Map](#) is up and running.

O&R expects to restore the majority of customers in New York's Orange and Sullivan counties and Passaic County, NJ, who have had their power knocked out by one or the other of the two nor'easters that have rocked the region in the past week by midnight (11:59 p.m. today) tonight. For Rockland and Bergen counties, it's estimated that most customers will have power back by midnight (11:59 p.m. Sunday) Sunday night.

O&R company, contractor, mutual aid and tree crews are working day and night to make system repairs and restore customers who remain without power after back-to-back nor'easters.

The majority of storm damage following Winter Storm Quinn occurred in Bergen County, NJ, and Rockland County, NY. Winter Storm Quinn brought over a foot of heavy wet snow to communities in these areas, causing many branches and trees to fall. [In some of these instances, electrical wires were tangled in the trees. Those wires have to be de-energized and untangled. Then the trees are cut and removed, along with other debris.](#) That's why O&R continues to work in partnership with state and local emergency leaders to safely prioritize power restoration in heavily damaged locations.

O&R's storm response plans focus first on repairs that support public safety like clearing downed wires from roads. From there, the company dispatches resources to restore outages that affect the greatest number of customers in succession until all customers are back in service.

Here is a list of community warming centers that have opened to offer shelter to those whose power was knocked out by the storms:

Camp Simcha, 430 White Road, Glen Spey
Forestburgh Fire Dept., 2639 State Rt.42, Forestburgh
Forestburgh Town Hall, 322 King Road, Forestburgh
Pascack Community Center, 87 New Clarkstown Road, New City
St. Ann's Church, 152 Stage Road, Monroe
St. Paul's Church, 58 Main St., Middletown
St. Peter's Lutheran Church, 31 West Main St., Port Jervis
Street Community Center, 31 Zukor Road, New City

Camp Simcha and the Forestburgh Fire Department also have dry ice on hand for the public.

With damage assessment and repairs underway, customers are reminded to continue to:

- Be especially mindful of the potential for downed lines to be buried beneath snow.

- Put your safety and the safety of your children first at all times. Maintain a distance of at least 50 feet from downed wires and anything they are in contact with, including puddles and fences.
- Never touch or approach any downed wire. Assume it is energized and dangerous. Call O&R immediately toll-free at 1-877-434-4100. Depending on the situation, you may also want to call your local police to divert traffic until an O&R crew arrives.
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