

## **CON EDISON EXPECTS TO RESTORE VAST MAJORITY OF CUSTOMERS BY NEXT WEEKEND**

### **Underground System to be Restored by End of This Week**

**NEW YORK** - Con Edison said today that based on an assessment of the unprecedented damage caused by Hurricane Sandy, it expects to restore the vast majority of customers who lost power by the weekend of Nov. 10 and 11. The remaining customer restorations could take an additional week or more.

About 900,000 customers served by underground and overhead electrical distribution equipment in New York City and Westchester County lost power due to the superstorm that walloped the area.

Con Edison crews have restored power to about 250,000 customers who were affected by the storm. As of 11 a.m., the company was working to restore power to about 650,000 customers still out of service.

Customers served by underground networks in Mid- to Lower Manhattan who lost power during the storm will have service by this Saturday.

Crews restoring service in those underground areas have pumped massive amounts of water out of the facilities. They must also clean all components of the seawater from the equipment. Equipment must be dried, repaired or replaced, and inspected before it can be safely put back into service.

In areas served by overhead electrical distribution equipment, crews have had to contend with more than 100,000 downed wires, as well as blocked roads and flooding.

But Con Edison is marshalling resources from near and far to conduct the largest customer restoration in its history. The company has commitments from more than 1,600 external contractors and mutual aid workers from as far west as California.

Most of these contractor and mutual aid crews have already arrived and the rest are expected to arrive in the next few days. Crews specialize in tree cutting, repairing overhead lines and underground equipment, as well damage assessments.

Customers should use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of flooded basements.

Con Edison has assigned 1,000 site safety workers to monitor areas where there may be hazards.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED ([1-800-752-6633](tel:1-800-752-6633)). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison is providing updates through the media as the storm restoration continues. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:

- Do not go near downed wires. Treat all downed wires as if they are live. Never attempt to move or touch them with any object. Be mindful that downed wires can be hidden from view by tree limbs, leaves or water. Report downed wires to Con Edison and your local police department immediately.
- If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- Weather updates and news on power outages can be heard on most local radio and television stations.

The company is in constant communication with the New York City Office of Emergency Management and the Westchester County Department of Emergency Services and company personnel are working closely with city and municipal emergency officials.