



June 2011

LIPA BUSINESS NEWS



www.lipower.org

Message from LIPA

At LIPA, part of our core mission is to provide superior reliability and service to our customers. Through implementation of LIPA's Electric Resource Plan we have been able to ensure that we have enough capacity to meet our customers growing demands.

Last summer Long Island experienced one of the hottest summers on record. On July 6, 2010 LIPA supplied energy for a new peak hour record of 5,825 Megawatts (MW). For 2011, LIPA will have over 7,000 MWs of supply from all on- and off-island resources to meet demand this summer. Having an abundant supply of energy helps us to choose the cheapest and most reliable ways to deliver energy to our 1.1 million customers during those peak times in the most environmentally sensitive way. Businesses can manage their costs too, through controlling electric usage and reducing peak energy demand, especially during the hours where demand is at its highest, which is from noon to 8 p.m.

To help our business customers save energy and money at any time during the year, LIPA offers incentives for a number of energy efficient measures through our Commercial Efficiency Program, which operates under the umbrella of LIPA's *Efficiency Long Island Initiative*. Some of the energy efficiency incentive categories include: lighting, air conditioning, refrigeration air compressors, and controls for an existing building, new construction, and customer-type projects. For more information about LIPA's Commercial Efficiency Program you can visit <http://www.lipower.org/efficiency>.

You can also save money, manage your electricity bills and reduce demand on the electrical grid by:

- Minimize the use of non-essential electric consumption;
- Make sure your air conditioning systems are operating properly (filters are clean, refrigerant is fully charged, etc.);
- Put air conditioners on timers, don't let them run when your business is unoccupied;
- Set air conditioner thermostats to 78 degrees;
- Use fans to circulate cool air, which helps cut air conditioner use;
- Set refrigerators and freezers at most efficient temperatures.

So remember, while LIPA has the capacity to meet this summer's energy needs, you also have the power to control your energy costs and lower your bills and improve your bottom line.

We're Here to Always Be There For Your Business

What's the first thing you need from us? Dependability! It's what over one million LIPA customers expect from us. It's our business to make sure you can run yours.

There's a lot that goes into getting electricity to you. Part of our job is to make sure you don't have to think about it. Here's just some of how we do that:

- A proactive hazardous tree and limb inspection program to find "hot spots" before an outage occurs.
- Finding where electric line failures are likely to occur, before they do, with infrared and acoustic monitoring technology.
- A special program to isolate outages when they do occur - over the past two decades it has prevented 4.6 million service interruptions.

LIPA's Report Card

As a customer, you deserve to know how we're doing. Last year was challenging, with above average storm activity and summer heat. Despite the worst weather in recent years, LIPA's electric system had the best performance ever in reducing how often outages occur. In fact, every key measurement of electric reliability improved in 2010.

It's impossible to eliminate all power outages, so we are measured on how quickly we restore service. LIPA is ranked first in New York State, and is among the top performing of all electric utilities in the nation. That's important to us because we know how important it is to you.

Electricity and dependability go well together. LIPA is always working to make sure they do.



POWER OUT? STAY IN TOUCH. STAY INFORMED.

It's very important that you report any outage to us right away. In some cases, you will know your power is out before we do.



Report a Power Outage Anytime, 24/7
Online: www.lipower.org/stormcenter
By Phone: 1-800-490-0075

When you contact us, we'll ask for a telephone number at the outage location. If we do not have a current phone number for you, please update it before an outage occurs by using our automated services at 1-800-490-0025.

When you report an outage to LIPA, we may also be able to give you an estimated restoration time. If you would like to receive additional restoration updates, you can provide us with a contact telephone number. The contact number does not have to be the same as the outage location phone number.

We'll do our best to restore service as soon as possible. To learn more about electric outages and storm preparation, visit us online at the LIPA "Storm Center" at www.lipower.org or call 1-800-490-0025.

GO AHEAD, FORGET ABOUT DUE DATES.

Enroll in LIPA's free *DirectPay* program and all of your electric bills will be paid automatically from the bank account of your choice. You'll still have plenty of time to review each bill before it's paid.

Enroll now with "My Account" at www.lipower.org/account.



SPRING INTO ACTION, BEFORE SUMMER.

As temperatures rise, so might your energy costs. Cut costs by ensuring the best efficiency of your cooling system with proper maintenance.

The first step is to contact a qualified, licensed contractor, or in some cases, requesting your landlord to contact one. Here's what should be done:

- Have a contractor inspect your air conditioning unit to ensure it is running properly...
- Check air filters and replace if needed.
- Inspect air intake screens and clean if necessary.
- Check motors, bearings and fans and lubricate if needed.
- Inspect heating and cooling coils and vacuum blowers if necessary.
- Ensure proper refrigerant charge and adjust accordingly.

Before summer arrives, ensure your business is ready to cool effectively and efficiently on those warm summer days. If you need to replace equipment, check with LIPA for available rebates. Visit www.lipower.org/efficiency or call 1-800-692-2626 for more information.

SAFETY HAS A PLACE IN EVERY WORKPLACE.

According to the Electrical Safety Foundation International (ESFI), a worker misses work due to an electric-related injury every 30 minutes. Here are some tips to help keep your workplace safe:

- Any electrical product you purchase should be certified by a nationally recognized testing laboratory, such as Underwriters Laboratory (UL).
- Using a light bulb with wattage too high for the light fixture can degrade the wires leading to and within the fixture.
- Extension cords are not a permanent solution. Use them for temporary needs and be sure the wire size is the same size or larger than the cord being extended. Stop using an extension cord immediately if it feels warm to the touch.
- Keep ladders away from electrical power lines.
- Electronics can become hazardous when liquid is spilled on them. Dispose of any old cups or cans that may be near equipment that uses electricity.
- Check for frayed cords and broken plugs on office equipment and appliances - repair or replace when necessary.
- Use ground fault circuit interrupter (GFCI) outlets, particularly in bathrooms and kitchens.



For more information about electric safety, visit www.lipower.org.



LOOK UP. What's in your ceiling?

Upgrade your business' fluorescent fixtures with new High Performance T8 technology.



Save up to **40%** on lighting costs and get LIPA rebates.

To determine how much you can save, call the LIPA Infoline at 1-800-692-2626 and schedule a free energy assessment with one of our Commercial Efficiency Consultants.