



Summer/Fall 2007

LIPA NEWS



www.lipower.org

Message from the CEO

Recently, the media has reported on the merger of KeySpan Energy and National Grid. It is important to put this development in perspective for Long Island.

Since 1998, when LIPA became Long Island's electric company, KeySpan, as part of its services agreement with LIPA, has provided technical, operations management and field personnel dedicated to maintaining LIPA's electric transmission and distribution system. This has resulted in Long Islanders being served by an electric system cited for its award-winning reliability and improved quality of electricity. LIPA also implemented new programs and services designed to help residents and businesses better manage their electric usage and costs.

As a result of the National Grid/KeySpan merger, LIPA negotiated and approved a new services agreement with National Grid that ensures that our customers will continue to receive the same high level of system reliability and customer service they have come to expect from LIPA. This new agreement will also provide LIPA customers and our region with economic benefits valued at almost \$236 million.

LIPA will remain your electric provider. National Grid will support LIPA in its efforts to meet your electricity needs.

Hurricane season is here

The Long Island region has been spared the destructive power of a hurricane for nearly 20 years. We should not be lulled by a false sense of security, however. We've all seen the devastating effects of hurricanes on coastal communities. We must prepare for the worst now, while hoping for the best.

Two essential parts of your plan should be the preparation of an "emergency kit" and specific procedures to be followed if family members get separated during an emergency. It is also important that you contact LIPA now at 1-800-490-0025 if anyone in your family uses life-support equipment. For information on how to protect yourself and your loved ones in the event of a hurricane, please visit our Web site at www.lipower.org.

Richard M. Kessel
CEO



Richard M. Kessel

IT'S STORM SEASON!

No electric system is 100% 'storm proof.' August, September and October are the months when a hurricane would be most likely to hit Long Island, and storms cause outages. Hot, humid summer months can also contribute to a "Heat Storm," where power goes out because of circuits taxed to the limit by lots of us turning on our air conditioning. Either way, LIPA is prepared for any kind of emergency, and you should be too! Visit us online at www.lipower.org and visit our storm center to learn more about emergency preparedness.



What do I do if there is a power outage?

First and foremost, make sure your family is safe. Call us at 1-800-490-0075 to report the outage. If you would like to have us call you back with an estimated restoration time, just follow the prompts and we will call you when we know how long until service is restored. With this information, you can make decisions on whether or not you need to make other arrangements.

Customer Callback System

In the event of a power outage, LIPA has set up a new state-of-the-art system to record your outage, AND to call you back with an estimated restoration time. The key to this system's success is accurate telephone information. We use this information to quickly access your LIPA account. Visit us online at www.lipower.org and click on "My Account" to update your telephone information.

RE LIPABILITY



As an added measure to supply reliable service, we use helicopters to survey our lines and to ensure their reliability. We look for any problems or excessive wear and tear that could potentially develop into a problem, and we fix them right away.

Reliability is at the core of everything we do. Our goal is to keep your lights on, and we are working every day to achieve that goal for you. You deserve reliable power....in good weather or bad.

IT'S ALL ABOUT BEING SENSITIVE!

These days, EVERYONE has sophisticated electronics. TV's, DVD's, Ipods®, stereos, computers, cell phones and microwaves are sensitive to power disturbances.



LIPA does many things to prevent power interruptions, such as installing radio-controlled switches on our power lines and administering our nationally recognized forestry program. However, we cannot totally eliminate power disturbances caused by lightning, falling trees, or objects/animals coming in contact with electric lines.

Take these protective measures to help keep your equipment running trouble free.

- If purchasing electronic equipment, consider buying one that has a digital clock or internal memory with a built in battery back up feature. The battery won't run the equipment, but it will power the clock or memory during a momentary power loss.
- Use a quality surge suppressor designed to keep excess voltage from getting to and damaging your equipment.
- Protect your computers, printers and modems by installing a line conditioner, which is designed to regulate and condition incoming voltage to within the safe limits of a computer. It will protect your equipment from most power sags or surges, but not during a full-scale outage.
- Read the product manual carefully. Manufacturers usually recommend specific actions that should be taken to protect appliances and sensitive equipment from power surges.

For more information, download our booklet, "How to Protect Your Sensitive Home Electronics" at www.lipower.org or call 1-800-490-0025 and ask for a copy.

THE NEW CALL BEFORE YOU DIG NUMBER IS 811

The new 811 was designated by the FCC to eliminate the confusion of multiple "Call Before You Dig" numbers and help save lives by minimizing damages to underground utilities. One easy phone call to 811 quickly begins the process of getting underground utility lines marked. Local One Call Center personnel will then notify affected utility companies, who will send crews to mark underground lines for free. So if you are having work done on your home make sure your contractor calls 811 BEFORE they start the project.



Save Energy and Money!

August and September means that summer is winding down, vacations are ending and folks are heading back to work and school. It doesn't mean the end of the hot weather! These energy saving tips will help you to lower your bill.

- ✓ Attic fans keep the attic cool and lower the temperature in the rest of your home.
- ✓ Use ceiling, oscillating and floor fans instead of air conditioning when you can. They cost much less than air conditioning. Use them in conjunction with your air conditioning and keep the thermostat set a little higher.
- ✓ Locate your air conditioners on the north, east, or best-shaded side of your home. Keeping the unit out of direct sunlight reduces the amount of energy needed to cool your home.
- ✓ Cook, bathe and do laundry in the early morning or late evening. These activities increase the humidity in your home, making it feel uncomfortable and forcing your air conditioning to work harder.
- ✓ A dehumidifier running 24 hours a day in a damp basement may use more electricity than a small room air conditioner, and is often the cause of high summer bills.

For more energy-saving tips, visit our Web site at www.lipower.org for our brochure, "53 Ways to Save Energy and Lower Your Electric Bill".

LET THE SUN SHINE IN... LIPA INSTALLS 1,000th SOLAR ROOF

LIPA's Solar Pioneer Program helps ease Long Island's dependence on fossil fuels, which helps lessen the emission of harmful pollutants, through the installation of solar photo voltaic panels (PV).



On June 26, 2007, LIPA rebated it's 1,000th Solar Pioneer at the home of George and Angela Karmen of Hicksville. Their system will produce 10,384 kWh annually, at a savings of about \$2,100, and if excess electricity is generated, the Karmen's will be able to sell it back to LIPA.

Installing a Solar System can be expensive, but LIPA has attractive rebates to lessen the financial burden, and there are federal and state incentives that could be up to \$7,000.

Over 1,000 of your Long Island neighbors have installed solar systems, indicative of an increasing awareness of the value of alternative energy as a viable resource to energy independence, and an understanding of the impact of fossil fuels on the Long Island environment.

If you want to learn more about LIPA's Solar Pioneer program, or any of LIPA's Clean Energy Initiative programs, visit us online at www.lipower.org or call 1-800-692-2626.