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LIPA NEWS



www.lipower.org

LIPA is Prepared for Hurricane Season, Are You?

Hurricane season runs from June through November and while storms on the east coast typically become more frequent and more powerful toward the end of the season, now is the time to begin preparations in the event a hurricane or tropical storm should hit our region.

LIPA prepares year round for not just hurricanes, but all storms. Our preparations include; numerous storm drills, reviewing and updating storm emergency procedures, enhancing customer communications, and a continuous “tree trimming” program to identify and trim tree limbs in rights of way and along easements that could potentially cause outages during or after a storm.

Last year, LIPA aggressively implemented a new communication program in order to better inform customers about outages and restoration times. Highlights of that program included upgrades to the LIPA **Storm Center** Web site, which shows outage information by community and estimated times to restore service, as well as the opportunity for customers to leave their phone number for a callback from LIPA to receive the latest information on the restoration status of their home or business. Furthermore, LIPA will take the lead in the industry later this year by communicating with customers through text messaging and then, later, allowing customers to have access to their accounts and up to the minute outage information via smart phones and other personal communication devices.

Well in advance of a hurricane or tropical storm reaching Long Island, LIPA’s customers are encouraged to follow these storm preparation recommendations to help ensure their families safety and comfort:

- Develop a family plan for survival and property protection. Rehearse the plan so everyone knows what to do.
- Have flashlights, battery-operated radios and extra batteries on hand. Check the batteries to make sure they are fresh.
- Know the hurricane risks in your area. Learn the storm surge history and elevation of your area. Learn the location of official shelters or make plans for a local hotel or motel. Be prepared to take alternate routes to these locations as main streets may be closed.
- Learn safe routes inland away from the Ocean or LI Sound.
- If your residence is in a potential flood or storm surge zone, be prepared to evacuate when officials recommend it.
- Arrange now for elderly and others with special needs such as those who depend on electric life-support devices. Alert LIPA customer service and sign up for LIPA’s Critical Care Program (1-800-490-0025).

Long Islanders are strongly cautioned to stay away from downed power lines at all times. Anyone noticing a downed electric line or experiencing a service interruption, should call **1-800-490-0075**.

For more information on hurricane and storm preparedness, as well as links to weather sites and emergency response agencies visit LIPA’s **Storm Center** Web site at: www.lipower.org/stormcenter.

Storms Happen

Severe weather can happen at anytime. Have a plan for what you would do if basic services such as water, gas, electricity, or telephones were cut off. Your family’s comfort and safety will depend on how much planning you do before an emergency.

In addition to the actions recommended above, here are a few more ways to prepare:

- Maintain at least a 3-day supply of food that needs no refrigeration for each person in your home – and don’t forget pets.
- Keep first aid kits in your car and your home.
- Keep a corded telephone or mobile phone handy since cordless phones and Internet phone service provided through a DSL or cable modem will not work in the event of an electric outage.
- Fill your car’s gas tank and keep cash in your pocket as gas pumps and ATMs may not work during a power outage.

For additional information about emergency preparedness and for real-time outage data, visit our Storm Center at www.lipower.org. Most importantly, if your power goes out, call us right away at **1-800-490-0075** or report it online through the *Storm Center*.



STAY COOL AND SAVE ENERGY

Summer can account for 50% or more of your entire electricity usage for the year - it's the cost of keeping cool. Be comfortable in your home, and with your bills, by using energy wisely:

- Setting your thermostat to a lower than normal temperature will not cool your home faster.
- Raising the temperature from 73° to 78° can save you 15% on your cooling costs.
- Set your thermostat higher when you're away from home and overnight - a programmable thermostat makes this very easy.
- Don't pick just any room air conditioner - it needs to be the proper size for the room to provide the most comfort and efficiency. LIPA offers specially discounted ENERGY STAR® air conditioners at participating retailers. Check our Web site for a list of locations.
- Cooking, ironing, laundry, and bathing are all activities that can increase the humidity in your home - try to avoid them during the hottest hours of the day.



For tips and calculators, such as how to size a room air conditioner, visit "Tips & Tools" at www.lipower.org/efficiency. You'll also find LIPA rebates for air conditioners and other energy-efficient products for use throughout your home.

HELP US HELP YOU

Our meter readers do their best to read your meter in a timely manner to ensure you are billed to an actual reading. We ask that you help them help you by following these tips:

- Please confine your pets when the meter reader is on your property, and NEVER tie an animal to the meter itself.
- Be sure toys, tools, trash or other obstacles that could prevent us from reading your meter are not blocking access to the meter.
- Be sure that gates are unlocked two days before and two days after the anticipated date we plan to read the meter.
- If your meter is indoors, please make arrangements to have someone available to admit our meter reader on the scheduled date.
- Remember to keep bushes or plants trimmed back so we can safely access the meter.

You can always confirm your meter reading date by calling us at **1-800-490-0025** a few days before the meter reading date shown on your most recent bill.

OUTDOOR SAFETY

Summer is a great time to enjoy the outdoors. Just don't forget that electric safety is just as important outside your home as it is inside.



- It is hazardous to use power equipment on wet hedges, grass, shrubs, and any damp areas.
- Work and garden power tools should be protected with three pronged grounding plugs, unless they are double insulated.
- If you have a pool, make sure electrical devices are far enough away from it that they will not accidentally fall into the water.
- All outdoor outlets should have waterproof covers. If moisture gets into outlets, a shock hazard results.
- **Always** check for overhead power lines when using a ladder.
- **Always** use a portable generator outdoors, but well away from windows and vents. Fuel combustion can produce toxic carbon monoxide.

For additional safety information call **1-800-490-0025** or view "64 Ways to Make Your Home a Safer Place" at www.lipower.org/residential/safety.

WHEN ELECTRIC SERVICE IS CRITICAL

LIPA's Critical Care program provides special attention to customers who depend on life-support equipment. To participate, file a medical certificate with us from a doctor or the local Board of Health and we will note the account and tag the meter as "Critical Care."

The following 11 devices meet the medical criteria for life-support equipment:

- Apnea Monitor
- Curraise Respirator
- Positive Pressure Respirator
- Suction Machine
- IV Feeding Machine
- Tank Type Respirator
- Respirator/Ventilator
- Hemodialysis Machine
- Rocking Bed Respirator
- Oxygen Concentrator
- IV Medical Infusion Machine

Additional devices may qualify as life-support equipment if certified by a physician. Whether it's for you or a loved one, let us know about life-support equipment by calling **1-800-490-0025**.

KEEP YOUR GADGETS GOING

Today's high-tech household devices can be very sensitive. No, we don't mean you can't yell at your DVR. We're talking about the potential for power disturbances to interfere with, and even damage, your electronics. It can happen in just a fraction of a second.

Having to reset the clock on your microwave is inconvenient, but sensitive electronics, even your computer's hard drive, can be damaged. Protect your expensive equipment with relatively inexpensive devices such as surge protectors. A basic power strip does not provide protection. You can even purchase a surge protector that also provides protection from surges through cable and/or telephone lines.

STAY COOLER AND SAVE \$20

A dehumidifier will increase your comfort by removing excess moisture in the air. An ENERGY STAR® qualified unit uses 10-20% less energy than a standard model, and will get you a \$20 rebate from LIPA.

Visit www.lipower.org/efficiency or call **1-877-654-5472** for a list of participating retailers and qualified models.

Working for Long Island



Readin', 'Ritin', & Rebates

There's some exciting arithmetic in the Sachem Central School District - almost \$500,000 in annual energy savings with help from LIPA's Efficiency Long Island initiative. LIPA reduced the cost of energy efficiency improvements with a \$425,000 rebate. The district upgraded 20 buildings with high-efficiency equipment, including replacing or retrofitting almost 30,000 light fixtures. Here's some more math: the annual environmental benefit of these upgrades is equal to removing 259 cars from the road. Sachem's students need only look around their classrooms to learn what it means to be green.