SPECIAL PRESENTATION:
STORM PREPAREDNESS SINCE SANDY

PSEG LONG ISLAND
We make things work for you.

LONG ISLAND'S $730 MILLION STORM HARDENING PROGRAM

Funding Secured via an Agreement between Governor Andrew M. Cuomo and the Federal Emergency Management Agency (FEMA)

By the numbers: FEMA distribution circuits

As of August 2017:

✓ 132

Circuits on which work is under way or complete

✓ 417

Circuit miles have been hardened

By the numbers: Substations

Equipment replacement and elevation nearly complete at

✓ All 12

substations affected by Sandy

By the numbers: Vegetation management

Since 2014, we have trimmed

✓ 7,739 distribution miles

✓ 950 transmission miles

Responding to Hurricane Irma

CBS New York

PSEG Long Island Workers Heading To Florida To Help With Irma Recovery

Home News Weather Investigations Entertainment

PSEG Long Island Deploying More Than 160 to Florida to Help Restore Power After Irma

EYEWITNESS NEWS abc7NY WABC-TV

WEATHER

Utility crews from Long Island head to Florida for Irma recovery

Newsday

PSEG Long Island crew battles heat to restore power in Florida

Social media

PSEG Long Island added 4 new photos to the album: Irma restoration
September 14 at 1:10pm

They've made it! Our crews arrived in #Tampa this afternoon, and are prepared to start assisting in critical power restoration after #Irma. Keep up the awesome work! #NYtoFL

Like Comment

Kim Lago Egan, Sesame Comm, Lisa Sabatella and 238 others like this. Top Comments

38 Shares

Steve Partin One of your teams came to my neighborhood, and got our power restored after 4 long, hot nights.

Thank you so, so much for the great work you do. I'll never say a bad thing about New York again!

7 · September 14 at 5:49pm

PSEG Long Island That is great to hear Steve! Happy to hear we were able to help, and change your option about New York! Stay safe! - AC

1 · September 14 at 5:56pm

Kenneth LaValle
20 hrs

Assemblyman Fred Thiele and I released a statement today in appreciation of PSEG-Long Island workers:

"In the midst of yet another extremely hazardous weather event, we want to acknowledge the hard work and many perilous hours PSEG-LI workers have logged to assist neighbors and others in need.

These men and women are not only dedicated here at home, many have left their loved ones to travel to areas that have been hard-hit by hurricanes helping to restore critical infrastructure and power.

We owe tremendous thanks to these workers, who brave the elements to ensure that customers have access to lights and power.

We appreciate the PSEG-LI workforce and all they do."

PSEG Long Island
September 13 at 2:50pm

Our crews are nearly to #Tampa to assist in storm recovery. One of our field supervisors shared his thoughts on helping the relief efforts with us right before his departure - check it out!

3.8K Views

Like Comment Share

Lisa Sabatella, Mark Gross, Gracie Grieshop and 241 others like this. Top Comments

65 Shares

Catherine O'Grady Dillon I know Mary's daughter and my brothers and sisters in laws are grateful for their help. They have no power and it's hot in Florida.

1 · September 13 at 3:29pm

Pamela Dutcher Thank you Mike and crew for all you will be doing. I have family and friends in Florida that still do not have power. Your crews will be a sight for sore eyes!!!

September 14 at 5:07am

Dana Prescott Thank you from LaBelle, Florida!!!

1 · September 12 at 6:16pm

Judy Isganitis Rivera Thank you from Florida ❤️

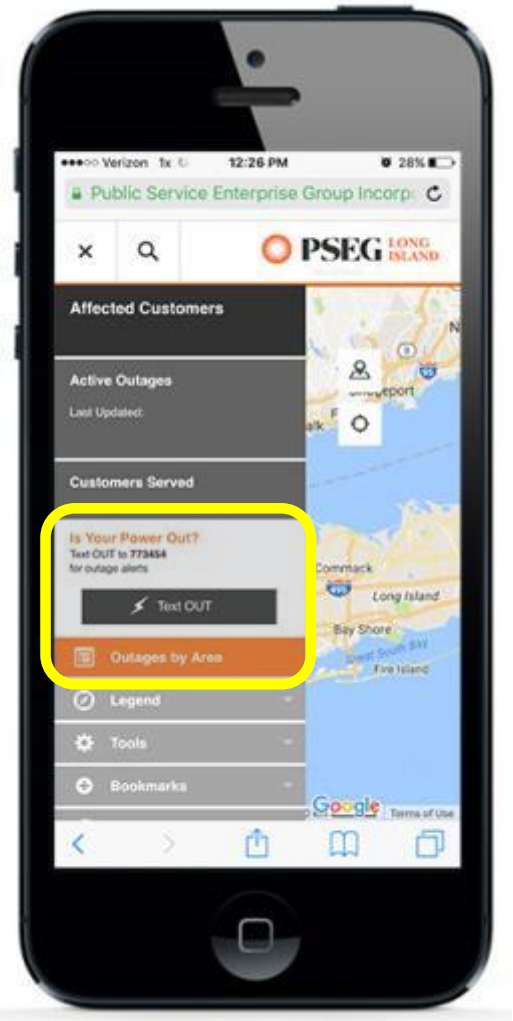
1 · September 12 at 6:51pm

ENHANCING CUSTOMER TECHNOLOGIES

PSEG LONG ISLAND
We make things work for you.

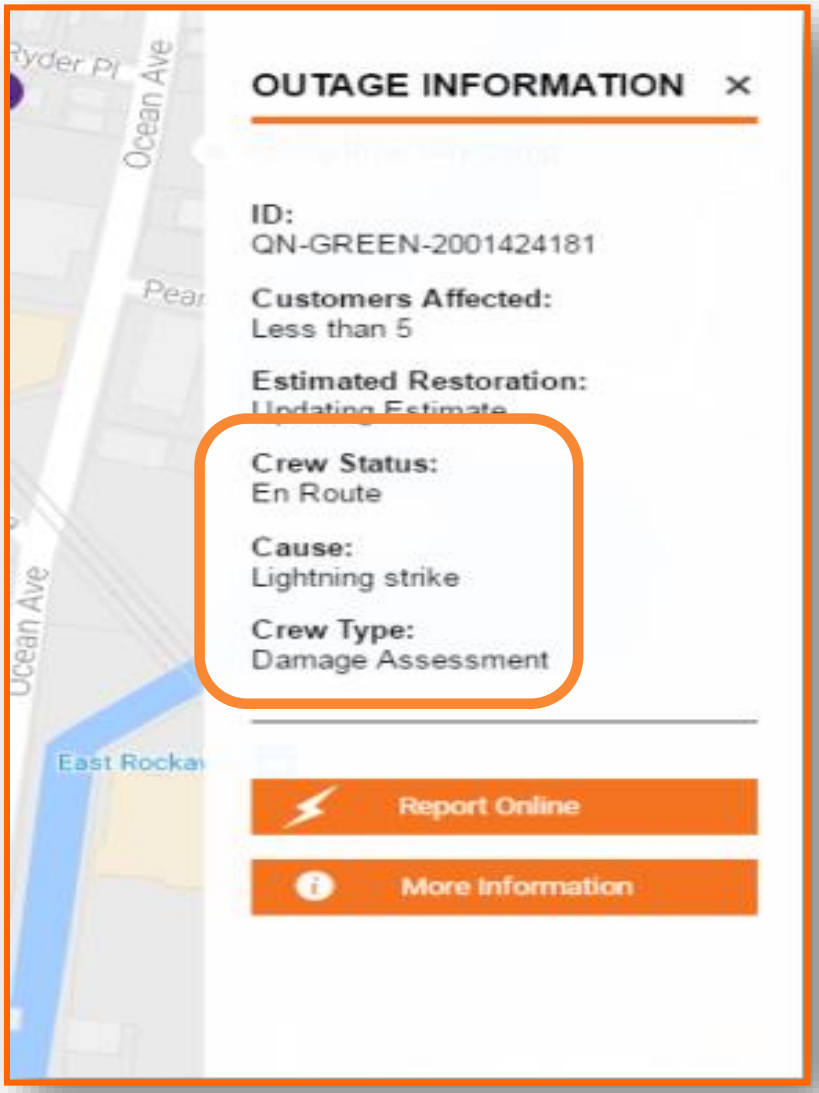
Mobile Friendly – Responsive Design

One Click Outage Reporting

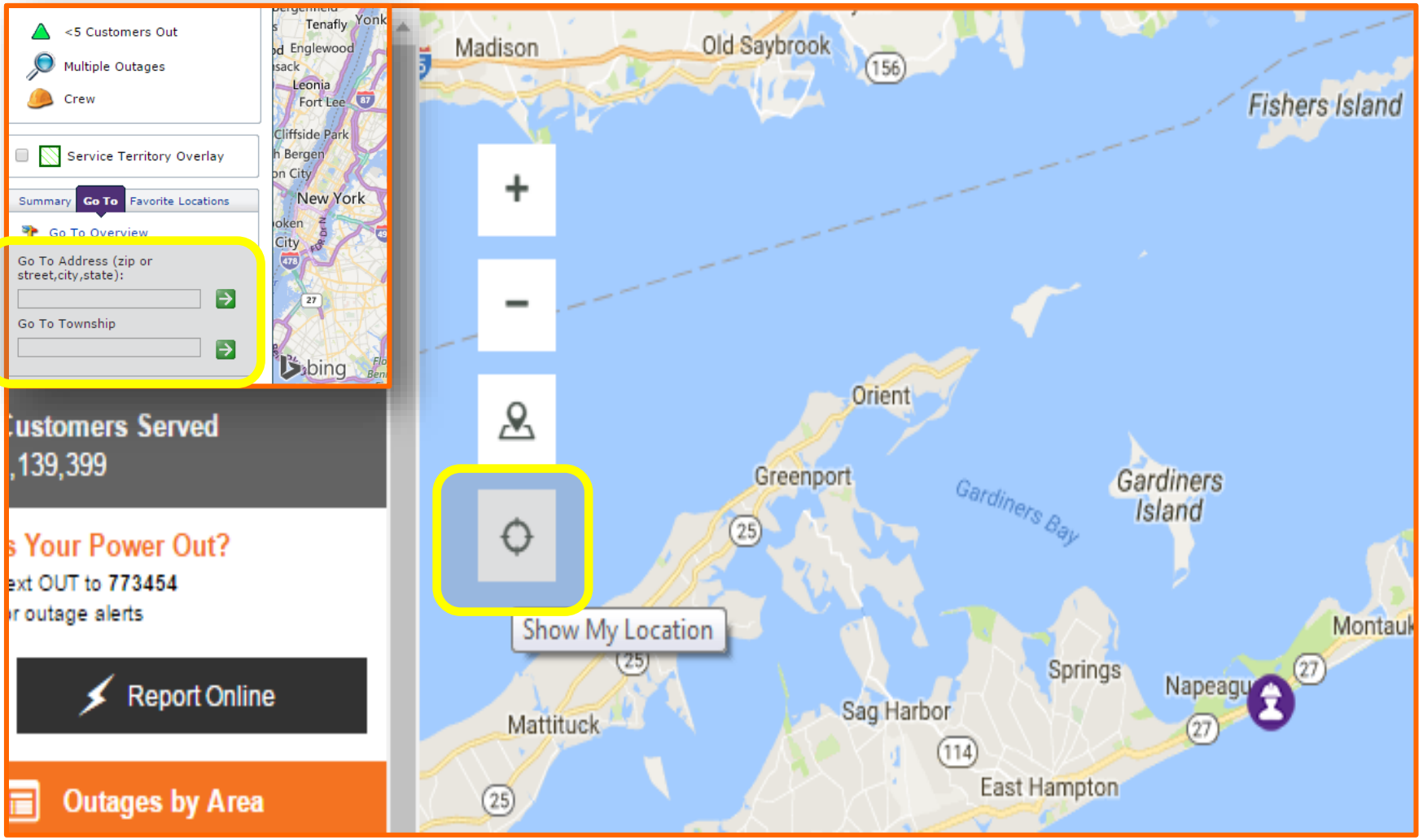


New Outage Information

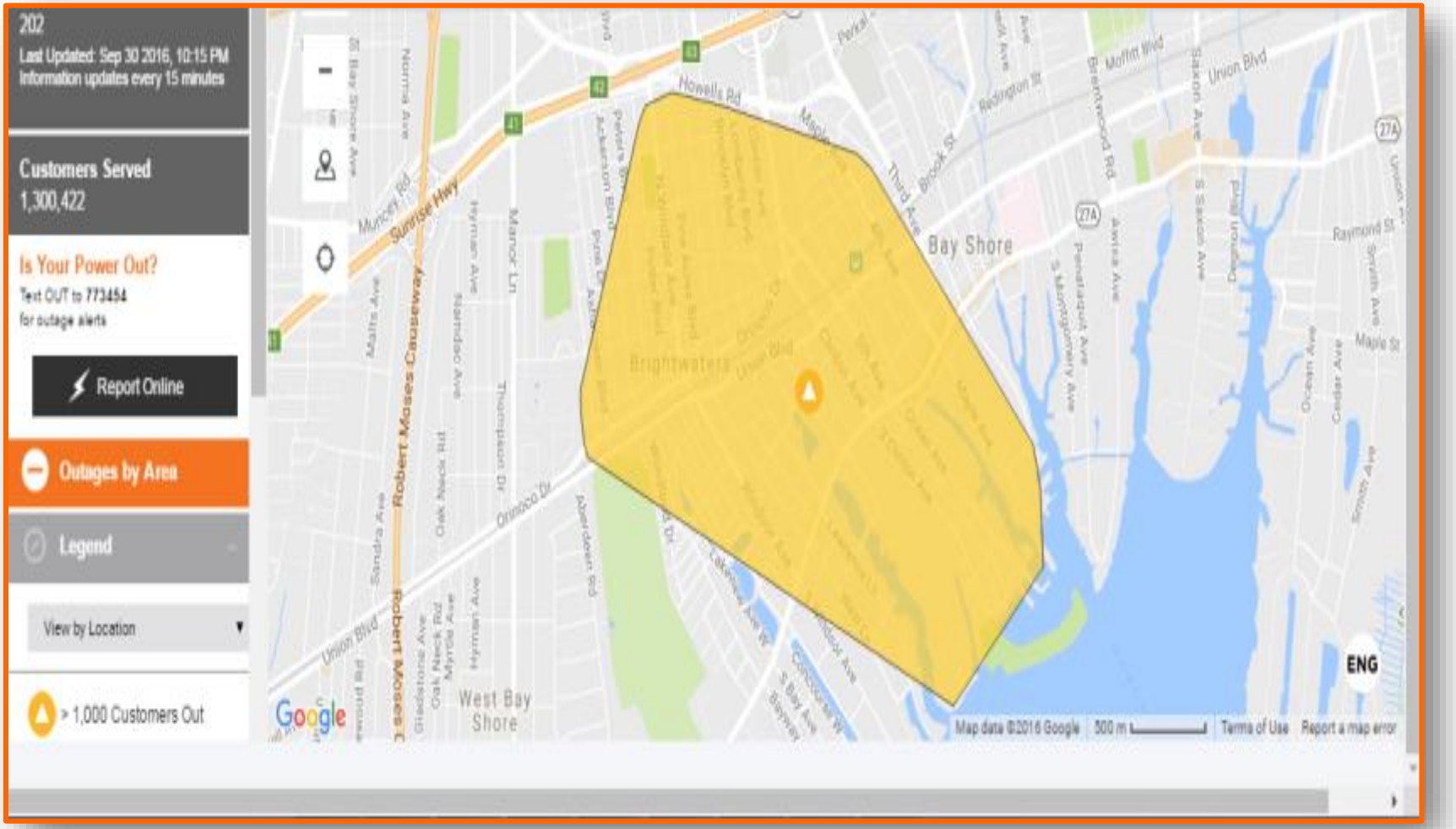
- **Crew Status: Unassigned, Dispatched, Accepted, En Route, On Site, Reporting, Cleared**
- **Cause: Ex. Under Investigation, Motor Vehicle Accident, Tree contact on wire**
- **Crew Type: Damage Assessment, Tree Crew, Field Repair**



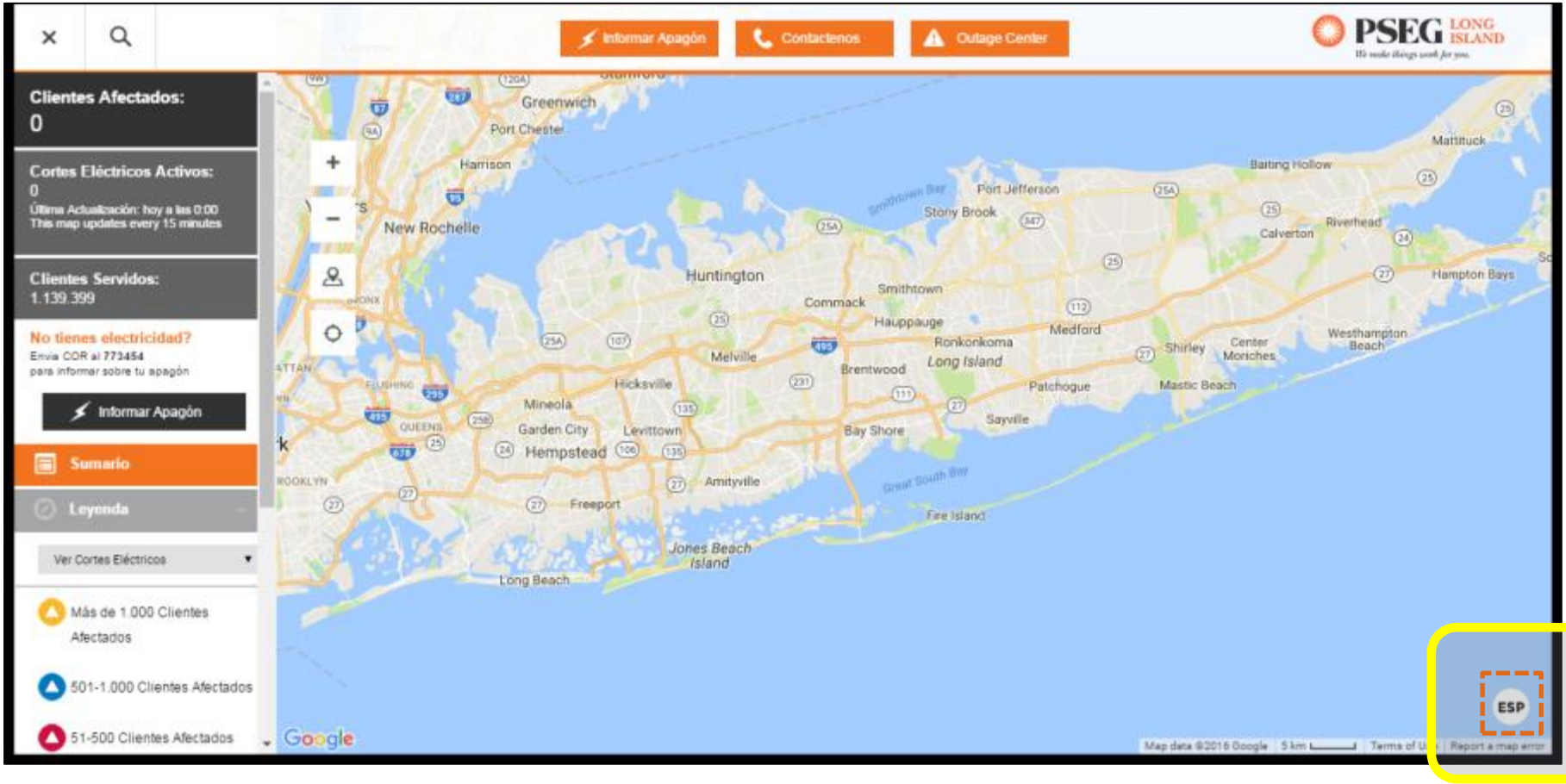
Location Features



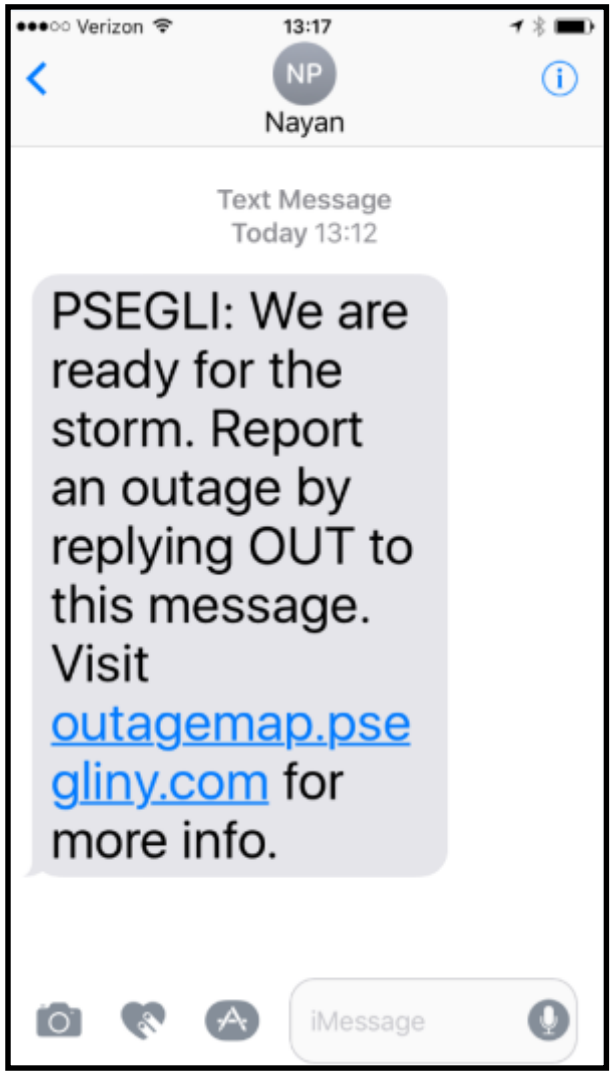
Outage Shading



Translate to Spanish



Pre Storm Alert – Hurricane Jose



As Hurricane Jose approached:

A proactive text was sent to 100k registered customers

	2016*	2017*
CSR	25%	26%
Nuance	28%	34%
TFCC	38%	23%
TEXT	5%	12%
WEB	4%	5%

**Comparing Sept 19th - 20th*

Proactive Outage Alerts – Q4 2017

Enrolling All Customers in Outage Alerts

- Proactively provide customers with up to date information without requiring them to report an outage.
- Channels available to customers
  - Text
  - Email
  - Phone Call
- Alerts that will be received
  - Outage detected
  - Outage updated (ETR change or cause of outage)
  - Outage restored