



# LIPA Community Advisory Board

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March 18, 2026



# Discussion Topics

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## **Opening Remarks**

*Tracey Edwards, Chair, LIPA Board of Trustees*  
*Carrie Meek Gallagher, LIPA Chief Executive Officer*

## **PSEG Long Island Update**

*Scott Jennings, President & COO, PSEG Long Island*

## **Power Supply Update**

*Gary Stephenson, LIPA Senior Vice President, Power Supply*

## **Roundtable Discussion**

*Carrie Meek Gallagher, LIPA CEO*

# Opening Remarks

# Opening Remarks



**Tracey A. Edwards**  
Chair of the Board



**Carrie Meek Gallagher**  
LIPA CEO

# Introduction

- Mr. Jennings joined PSEG in 1998, progressing in roles in accounting, financial, and business oversight of the portfolio of unregulated energy investments in PSEG Energy Holdings, and leading PSEG's Development team prior to becoming Vice President of Utility Finance.
- Most recently, he was Senior Vice President of Finance, Planning, and Strategy at PSEG.
- Mr. Jennings led the 2014 development and negotiation of PSEG's arrangement to operate the Long Island electric grid.
- Mr. Jennings holds a Bachelor of Business Administration (BBA) and a Master of Business Administration (MBA) in Accounting from Pace University. He is a Certified Public Accountant.



**Scott Jennings**  
*President & COO, PSEG Long  
Island*

# LIPA/Suffolk to Advance Large-Scale Industrial Solar Development

## Purpose & Goals

- ❖ The study will identify opportunities to deploy rooftop solar across key industrial corridors, strengthening grid reliability, customer affordability, and local economic growth.
- ❖ Areas will include Hauppauge Industrial Park, the Route 110 Corridor, the Heartland Business Center, the Ronkonkoma Hub, Brookhaven Rail Terminal, and the Wyandanch Industrial area.
- ❖ Consultant will examine:
  - ✓ rooftop solar potential,
  - ✓ interconnection considerations, and
  - ✓ opportunities to streamline permitting and deployment across key industrial zones.

## Timeline

- ❖ The project is expected to commence in April 2026.
- ❖ A final feasibility report outlining recommended actions, implementation pathways, and potential pilot projects in one or more industrial areas.

# LIPA & PSEG Long Island: Clean and Non-Emitting RFI

## Purpose & Goals

- ❖ On March 16, 2026, PSEG Long Island, on behalf of LIPA, issued a Request for Information (RFI) to identify renewable and non-emitting energy solutions to enhance long-term reliability.
- ❖ This effort is aligned with Con Edison’s recent effort to address long term reliability needs identified by the NYISO.
- ❖ The purpose of the RFI is to develop a contingency plan, as recommended by the PSC, focusing on sustainable energy strategies.
- ❖ The RFI seeks information regarding:
  - ✓ Demand-side management (energy efficiency and demand response)
  - ✓ Load-shifting measures
  - ✓ Virtual power plants
  - ✓ Distributed renewable resources
  - ✓ Other non-emitting generation technologies.

## Timeline

Activity	Target Date
RFI Issuance	March 16, 2026
Webinar	March 25, 2026, 11:00am EPT
Deadline to Submit Clarification Questions (1 <sup>st</sup> Round)	March 27, 2026
PSEG Long Island Responses to Clarifying Questions Published	April 6, 2026
Deadline to Submit Clarification Questions (2 <sup>nd</sup> Round)	April 10, 2026
PSEG Long Island Responses to Clarifying Questions Published	April 17, 2026
RFI Response Submission Deadline	April 30, 2026, 5:00pm EPT

# PSEG Long Island Update



# PSEG Long Island Update

*Community Advisory Board - March 2026*

March 18, 2026

# Agenda

- *President and COO Introduction and Update*
- *Winter Storm Hernando*
- *Affordability and Financial Assistance*

# Introducing *Scott Jennings*

PSEG Long Island's New President and COO

## Bio Highlights

- Has been involved with PSEG Long Island since the beginning leading the development, diligence, and negotiation of PSEG's arrangement to operate the Long Island electric grid leading up to 2014.
- Has worked for PSEG for nearly 30 years progressing in roles in financial and business oversight.
- Most recently as Senior Vice President of Finance, Planning and Strategy
  - Guiding the company's short- and long-term business plans.
  - Ensuring investments supported reliability, public policy, and customer expectations in an affordable manner.



# Operating Excellence – 2025 and OSA Recap

*Achieved top 10% performance nationwide and the top spot in several key areas, with an ongoing focus on continuous improvement.*

↗ **Safety - Top 10% Safety Performance**

↗ **Electric Reliability**

- Top 10% System Reliability Nationwide (SAIDI)
- #1 Overhead Electric Service Provider in New York State in Reliability

↗ **Customer Satisfaction**

- #1 Large Utility in the East in J.D. Power Business
- Top Overhead Electric Service Provider in New York State in Residential Customer Satisfaction
- Lowest DPS Complaint Rate in New York State
- Call Center: Achieved top service level in New York State for electric/combined utilities ✓

✓ **Time of Day Rates** successfully implemented with participation rate of 97%. First full-scale in New York State.

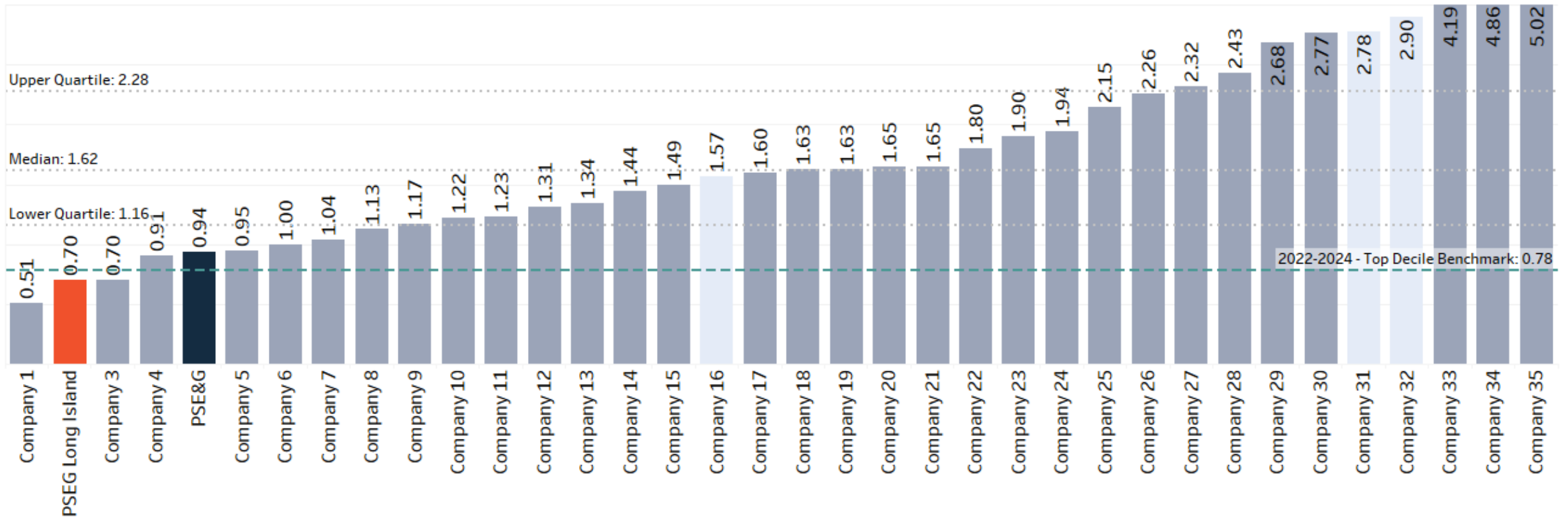
✓ **IT System Separation** successfully completed

# Operating Performance *Safety*

## Top 10% Safety Performance

- Sustained Top 10% Performance as measured by OSHA Recordable Incident Rate
- Zero Serious Injuries for PSEG Long Island Employees in 2025

### OSHA Recordable Incident Rate Benchmark\*



*PSEG Long Island has improved OSHA RIR by over 75% since taking over operations in 2014*

\*External company names have been blinded due to confidentiality obligations under applicable non-disclosure agreement

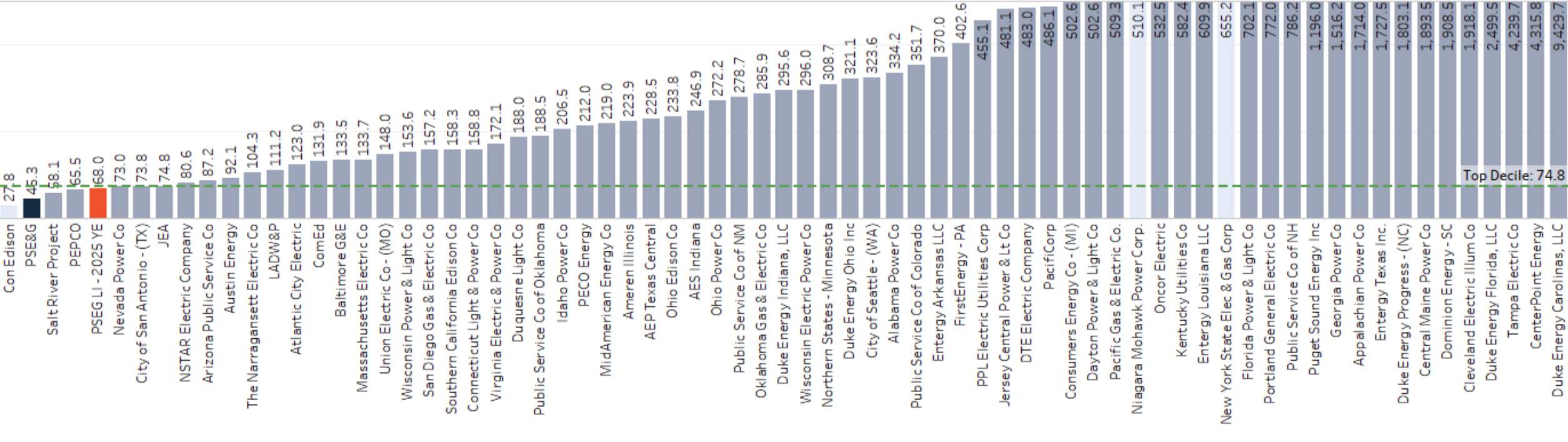
# Operating Performance *Reliability*

## Top 10% System Reliability Nationwide (SAIDI)

- Top 10% SAIDI Reliability no weather exclusions
- Ranked 5<sup>th</sup> out of 71 companies with > 500K Customers
- #1 Overhead Electric Service Provider in New York State in Reliability

### SAIDI - All In (No Major Event Day/Weather Exclusions) Benchmark

Source: Annual Electric Power Industry Report, Form EIA-861 - Electric Reliability - Companies w/ >500K Customers Nationally



**PSEG Long Island’s investments in system resiliency and storm hardening have significantly improved reliability:**

- Customer sustained outages have **decreased by 20%**
- Momentary outages have **decreased by 70%**
- Average duration customer is without power during year has **decreased by 42%**
- Average restoration times have **improved by 27%**

# 2026 Winter Storms *Summary*

- Record winter cold
- 4 storms in 5 weekends
- **Hernando blizzard** brought record snowfall accumulation and record winter winds over a twelve-hour period
  - Less than 4% customers impacted
    - **Rapid restoration:**
      - >90% restored within 6 hours
      - >95% within 10 hours
      - 100% by the next evening
  - **Meaningfully stronger performance than all other coastal utilities** that experienced similar storm conditions

## Winter Storm Hernando

2/22/2026 – 2/24/2026

*Major historic blizzard conditions across the service territory with ~20–32” snowfall and peak wind gusts of ~55–85 mph*

## Winter Storm Gianna

1/30/2026 – 02/01/2026

*A coastal winter storm brought ~4–8 inches of snow across the service territory, accompanied by peak wind gusts of 40–50 mph and a prolonged stretch of subfreezing temperatures ranging from –5 to 5°F with wind chill.*

## Winter Storm Fern

1/23/2026 – 1/27/2026

*Moderate winter storm delivering ~8–13” snowfall with peak gusts ~35–40 mph with subfreezing temperatures ranging from 5 to 15°F with wind chill*

## Winter Storm Ezra

12/29/2025 – 12/30/2025

*Light-to-moderate winter event producing ~3–8” snowfall with peak gusts ~30–35 mph*

# Winter Storm Hernando *and Past Storm Comparison*

*Hernando was a more severe storm by every major weather metric, yet customer impacts were dramatically lower, and restoration was faster and more efficient.*

YEAR	STORM NAME	PEAK WIND GUSTS	SNOW	AVERAGE CUSTOMER RESTORATION (MINUTES) – CAIDI	OUTAGE JOBS	CUSTOMERS INTERRUPTED (CI)	CUSTOMER MINUTES INTERRUPTED (CMI)	CUSTOMER MOMENTARIES
2018	WINTER STORM "RILEY"	78 MPH	5"	363	1,678	114,617	41,633,143	294,772
2018	WINTER STORM "QUINN"	50 MPH	9"	459	1,760	90,186	41,413,998	362,205
2026	WINTER STORM "HERNANDO"	84 MPH	31"	187*	704	42,920	12,912,358	68,078

*The combination of long-term storm-hardening investments against these types of events and continuous improvements in storm planning and logistics directly translated into measurable performance gains.*

\*Adjusted average customer restoration represented to align with beginning of restoration

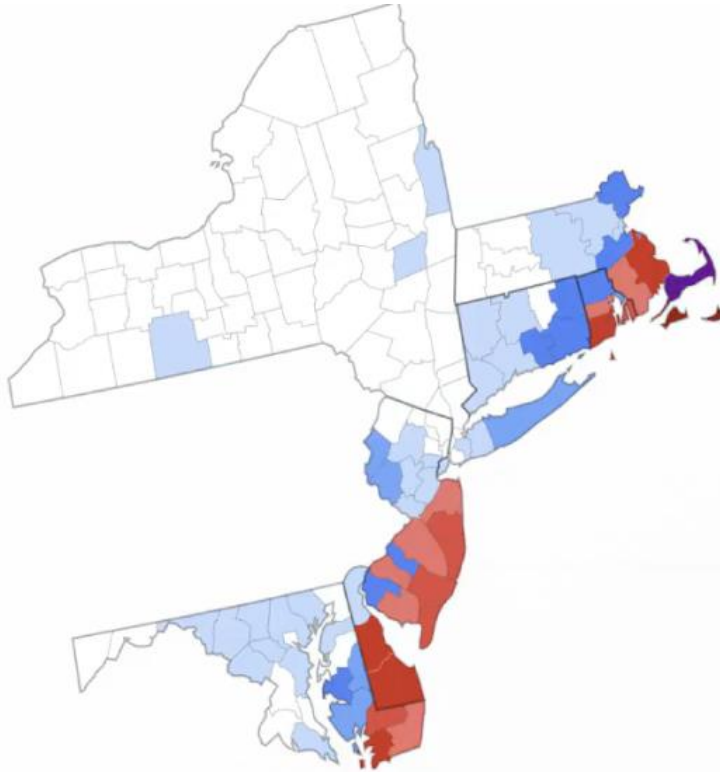


# Winter Storm Hernando *Coastal Utilities*



## *Lower % of Customers that Lost Power*

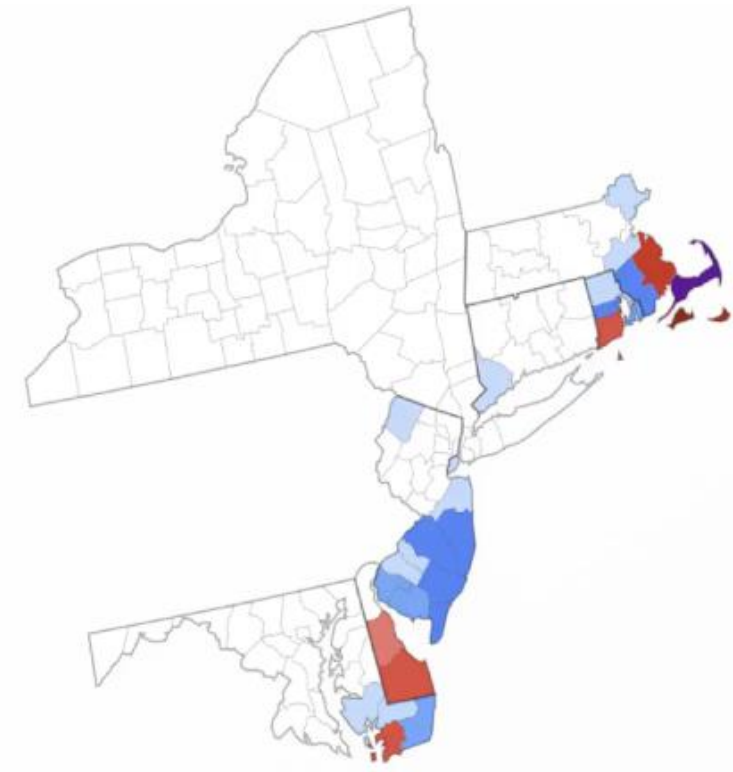
⚡ PowerOutage.com



*Monday – February 23 – 2PM*

## *Faster Restoration*

⚡ PowerOutage.com



*Tuesday – February 23 – 2PM*

# PSEG Long Island *Residential Bills*

*Share of Wallet of 1.7% for the average customer & 2.8% for the average low-income customer*

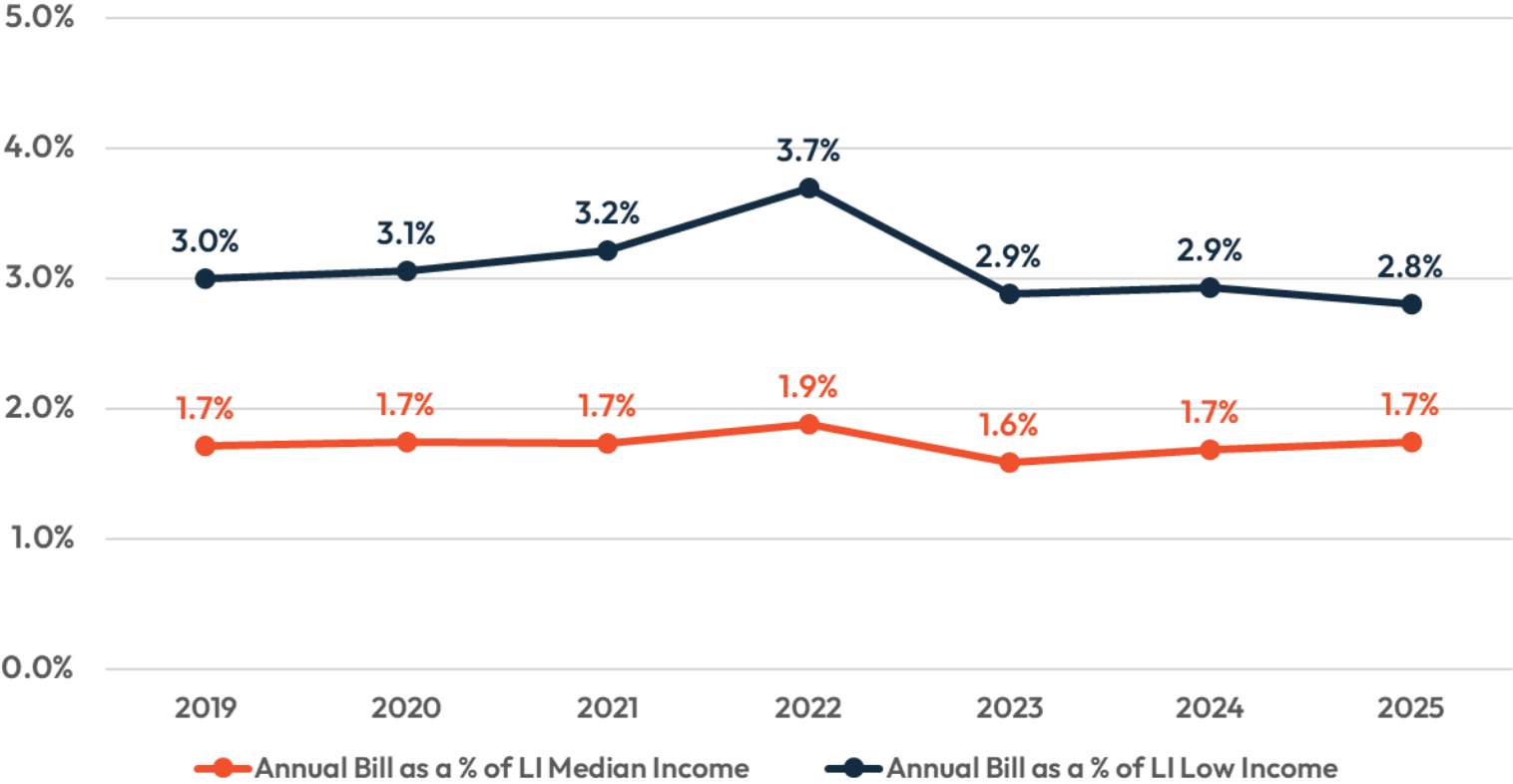


## Affordability

PSEG Long Island Residential bills as a percentage of Household Income have been steady for all customers over the last 7 years.

### PSEG Long Island Annual Bill Compared to

%\* of Long Island Household Income \*\* & Long Island Low Income \*\*\*



- *Recent bill increases due to the Power Supply Charge, are a direct pass through to customers due to higher energy prices during the extreme cold.\**
- *Long Island is growing short on generation supply and will need to add firm generation on Island to meet customer demand.*

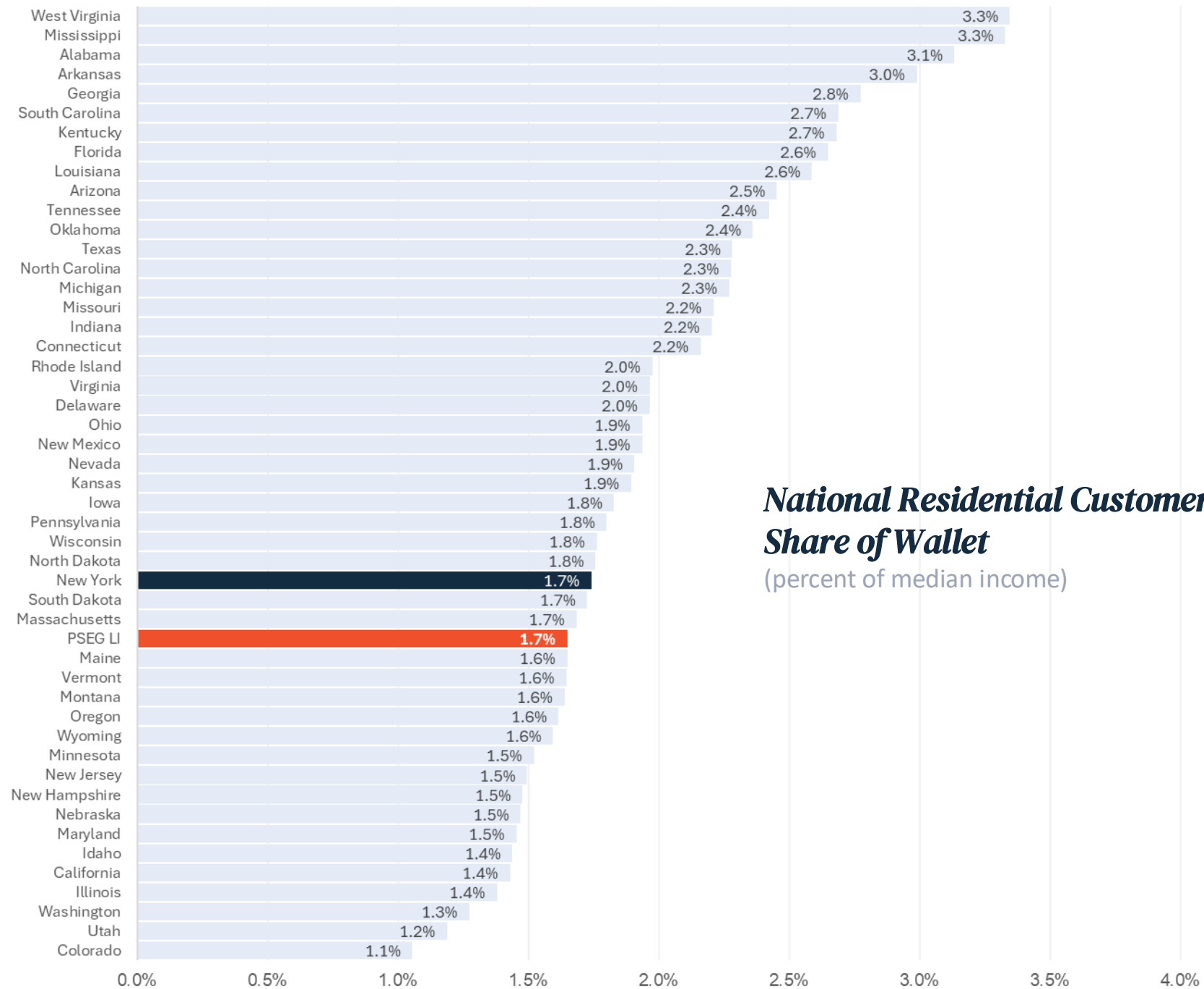
Footnotes:  
 \* The average monthly bill times 12 months applied to annual low & median household income.  
 \*\* Moody's Median Household Income data on Long Island  
 \*\*\* Low Income defined as per HEAP program guidelines-based U.S. Census Bureau data, the average people per household on Long Island is three (3).

\*PSEG LI does not control fuel prices or wholesale electricity markets. These costs are passed through directly to customers without markup.

# Share of Wallet

PSEG Long Island is a Top Performer Nationally in Affordability

- PSEG Long Island has demonstrated top quartile affordability nationwide while being a perennial reliability leader



Sources:  
• State Electric data sourced from the Energy Information Administration (EIA) for 2024 and 2023, respectively.  
• Income data for 2024 sourced from the Federal Reserve Economic Data.

# PSEG Long Island *Residential Bills*

## *Average Bill Comparison vs. Regional Peers*

Average Bill Comparison – 750kWh (2014-2026)

Company	2014	2026	CAGR (2014-2026)
Orange and Rockland	\$170	\$192	1.11%
<b>LIPA/PSEG Long Island</b>	<b>\$152</b>	<b>\$203</b>	<b>2.44%</b>
PSE&G	\$134	\$197	3.57%
National Grid (Niagara Mohawk)	\$102	\$150	3.57%
Central Hudson	\$138	\$206	3.71%
Con Edison	\$180	\$270	3.75%
United Illuminating	\$167	\$262	4.18%
CL&P (Eversource)	\$139	\$225	4.48%
Rochester G&E	\$103	\$175	4.94%
NYSEG	\$91	\$180	6.40%

**Inflation** (Consumer Price Index)  
CAGR (2014-2026)  
**2.54%**

**Notes:**

1. Analysis uses 750kWh monthly usage based on residential rates in effect December 31
2. Based on available utility tariff data posted on company websites and filed with PUC of each company’s jurisdiction

***PSEG LI’s average bill growth is below inflation and one of the lowest in New York State and the region due to cost control when compared to peer utilities since 2014.***

***PSEG Long Island bills are lower than Con Edison, Central Hudson, CL&P and United Illuminating***

# PSEG Long Island *Financial Assistance Programs*

*Affordability programs that support customers experiencing financial hardship while maintaining service continuity.*

- Improved energy affordability for vulnerable households
- Reduced customer arrears balances and service disconnections
- Connect customers to state, federal, and community funding sources
- Provide flexible payment arrangements during periods of hardship
- Support long-term bill reductions through energy efficiency



**PSEG Long Island**  
*helps our families save money  
on their electric bills*

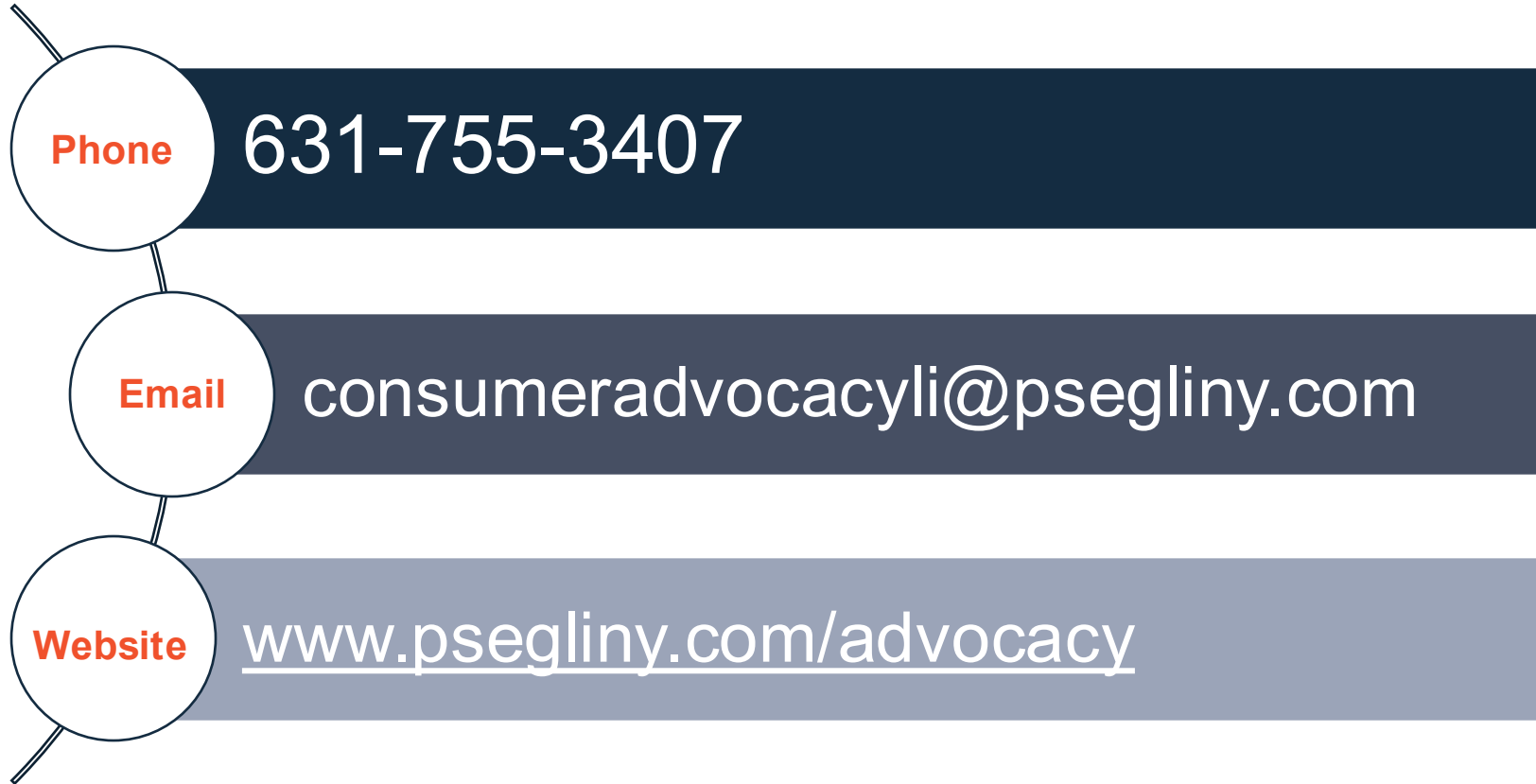
# PSEG Long Island

## *Consumer Advocacy Support*

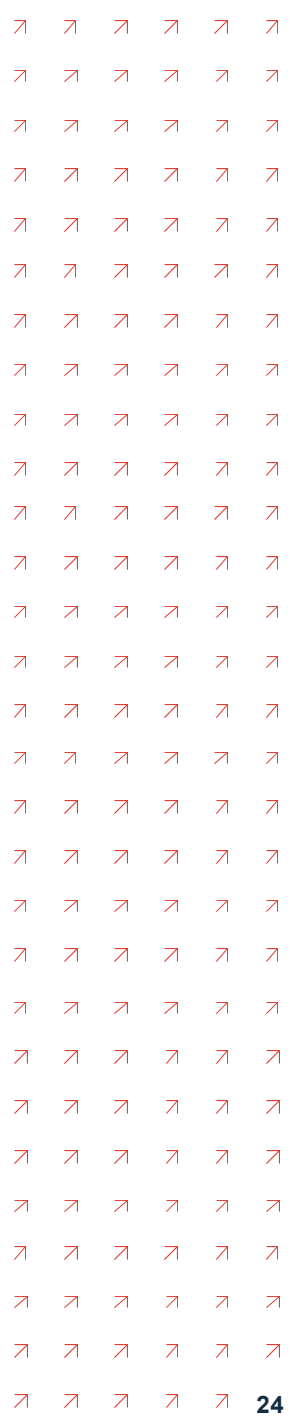


# PSEG Long Island

## *Consumer Advocacy – Information and Referral Line*



*Customers or Community Organizations can reach out to our team to learn more about our programs and services.*



# PSEG Long Island *Financial Assistance Programs*

Program	Type	Program Summary	Financial Support	Point-of-Contact Information
<b>PSEG Long Island’s Household Assistance Program (HAP)</b>	Monthly bill credit	Provides ongoing bill reduction for income-qualified customers	<b>~\$47-\$81 (month)</b>	631-755-3407
<b>PSEG Long Island’s REAP Program</b>	Energy efficiency improvements	Reduces long-term energy consumption and bills	<b>\$50 (one-time)</b>	1-800-263- 6786
<b>Home Energy Assistance Program (HEAP)</b>	Government energy assistance	Helps households pay heating and electricity costs	<b>\$400-\$996 (one-time)</b>	Nassau - 516-227-1482 Suffolk - 631-853-8825
<b>Emergency HEAP Benefits</b>	Emergency government energy assistance	Helps households pay heating and electricity costs	<b>\$585-\$1,181 (one-time)</b>	Nassau - 516-227-1482 Suffolk - 631-853-8825
<b>United Way’s Project Warmth</b>	Emergency grant	Provides one-time assistance during energy emergencies	<b>\$800 (one-time)</b>	2-1-1 for closest enrollment organization
<b>Suffolk County Veteran Energy Grants</b>	Emergency grant	Provides one-time assistance during energy emergencies for Veterans	<b>Varies by Account</b>	631-853-8387



Thank  
*you*



# Power Supply Update



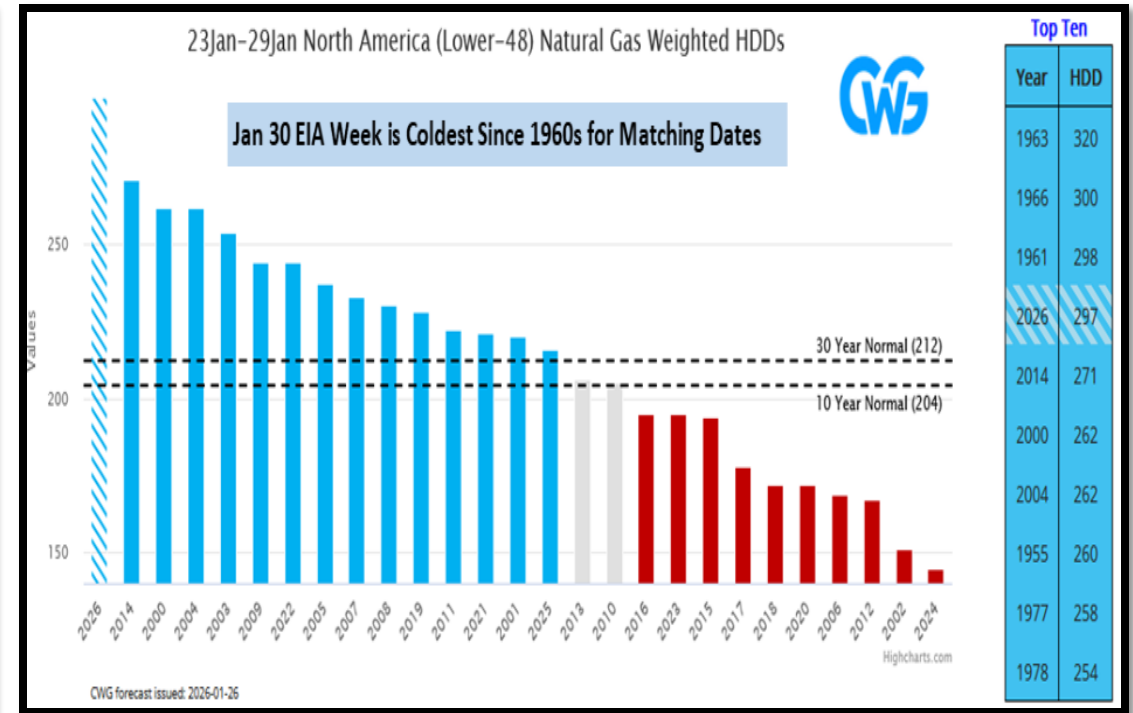
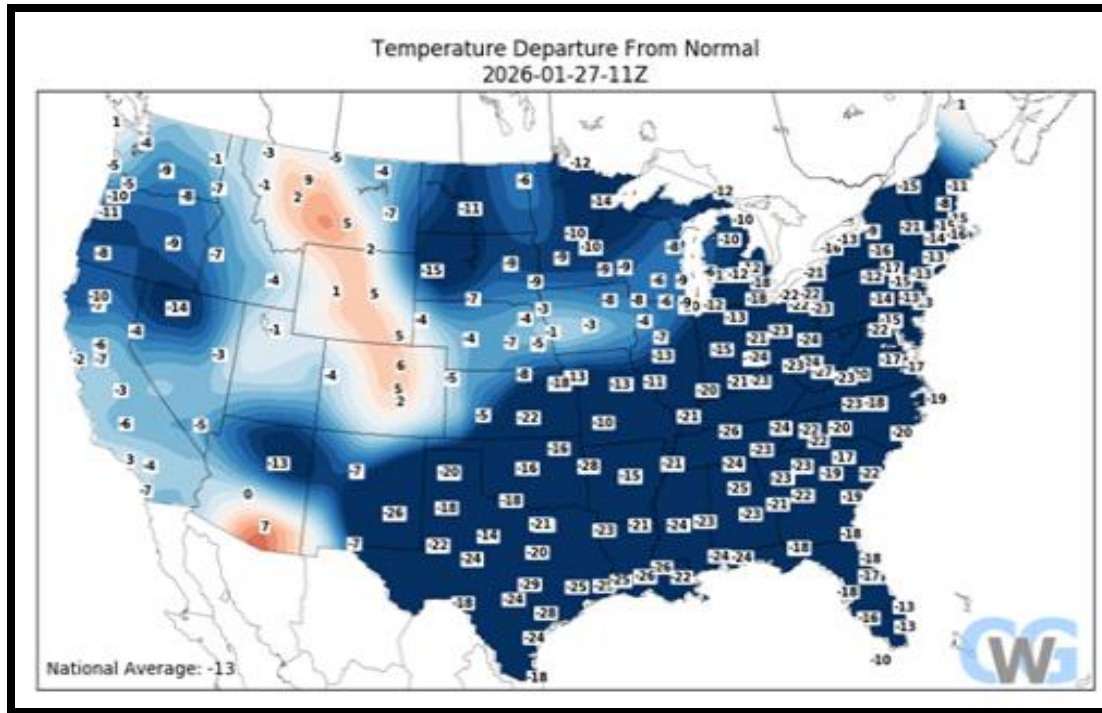
# Winter Storm Fern: *Power Supply Charge Impacts*

**Presented by: Gary Stephenson**  
**Prepared for: Community Advisory Board**

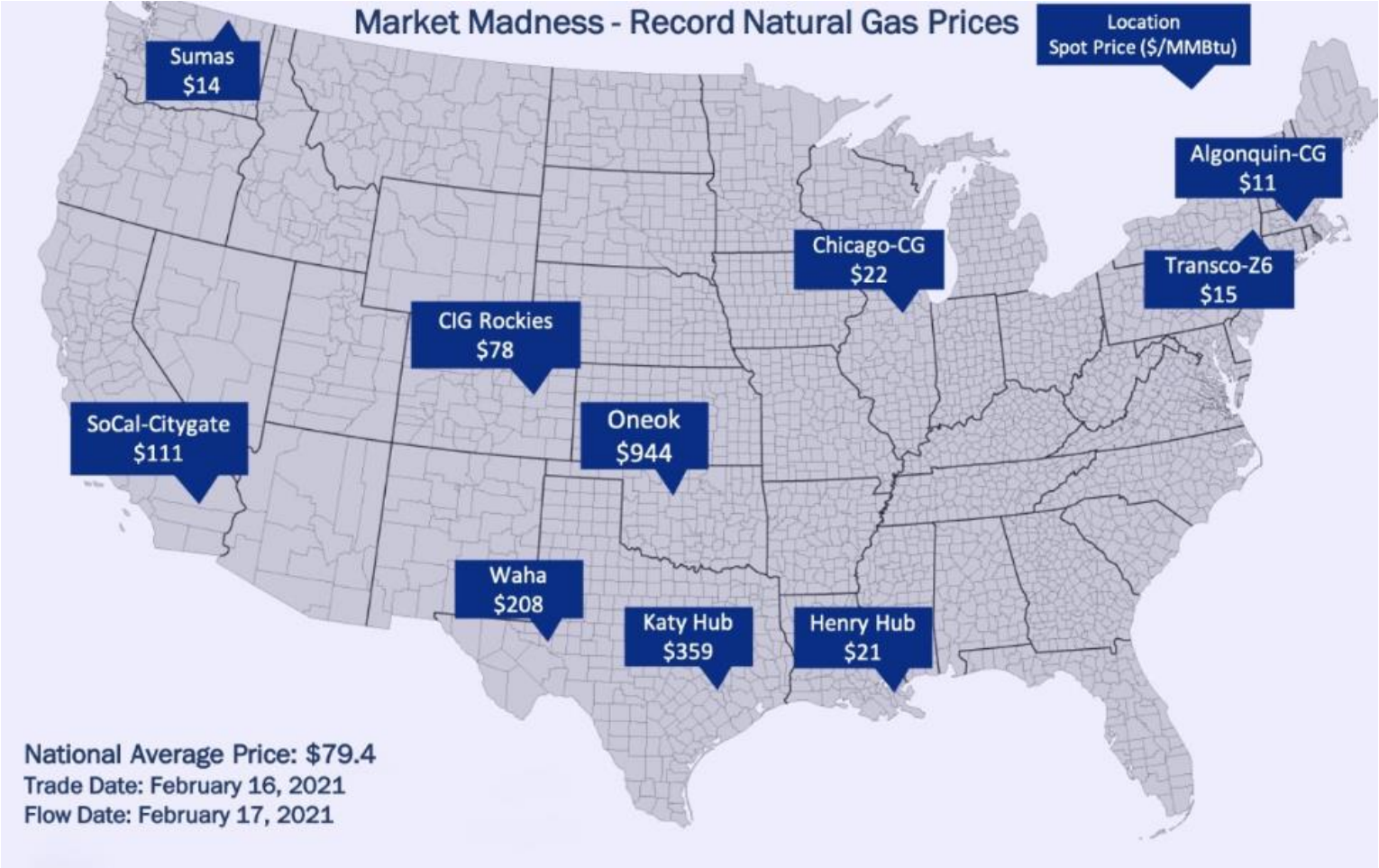
March 18, 2026



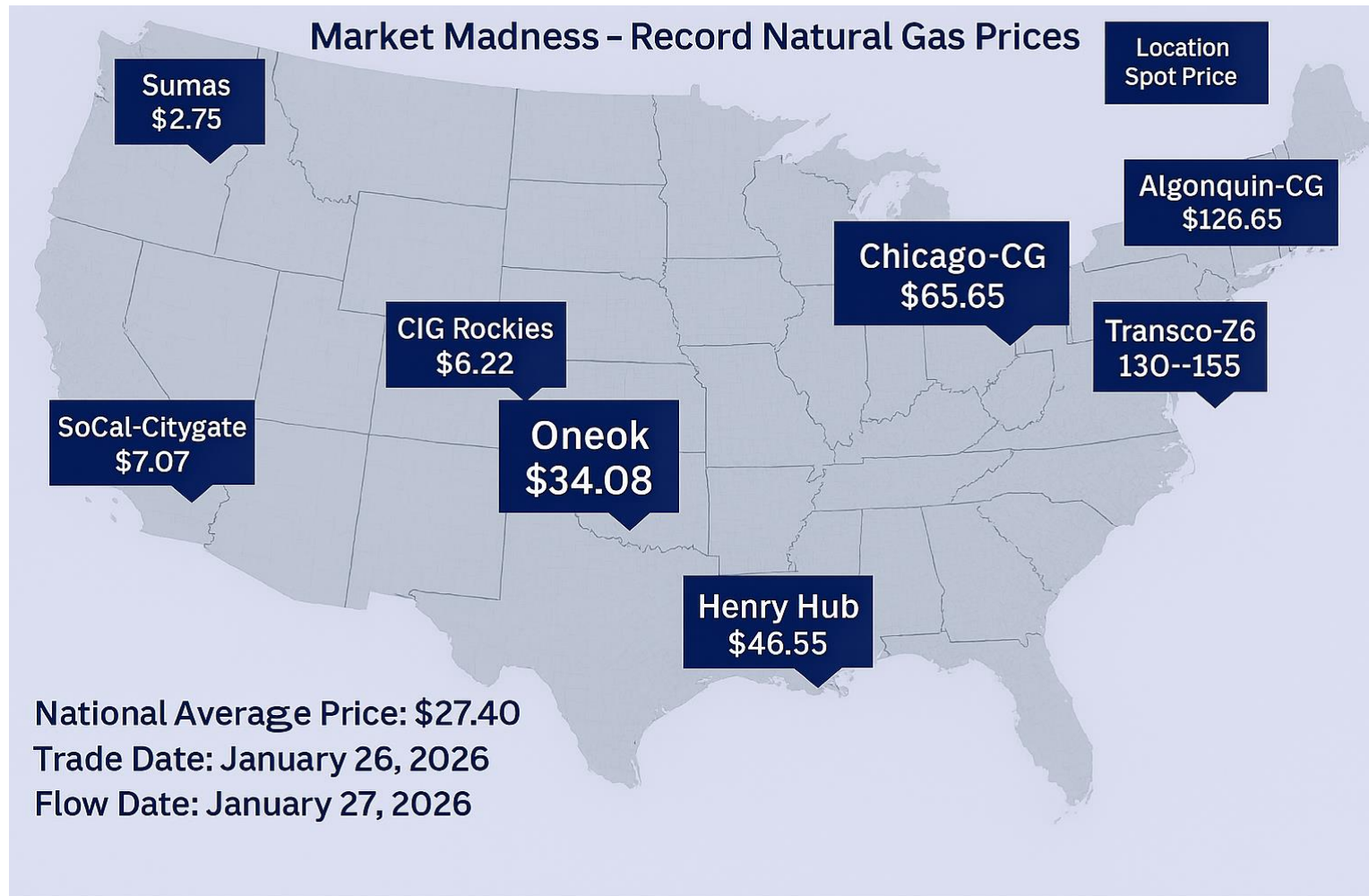
# Historically Widespread Cold



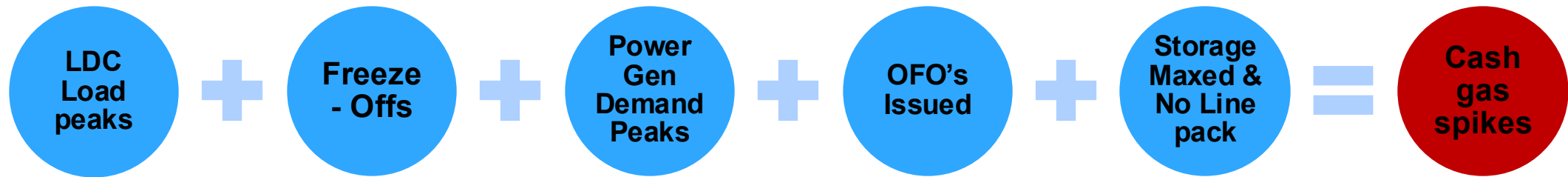
# Comparison to Winter Storm Uri (February 2021)



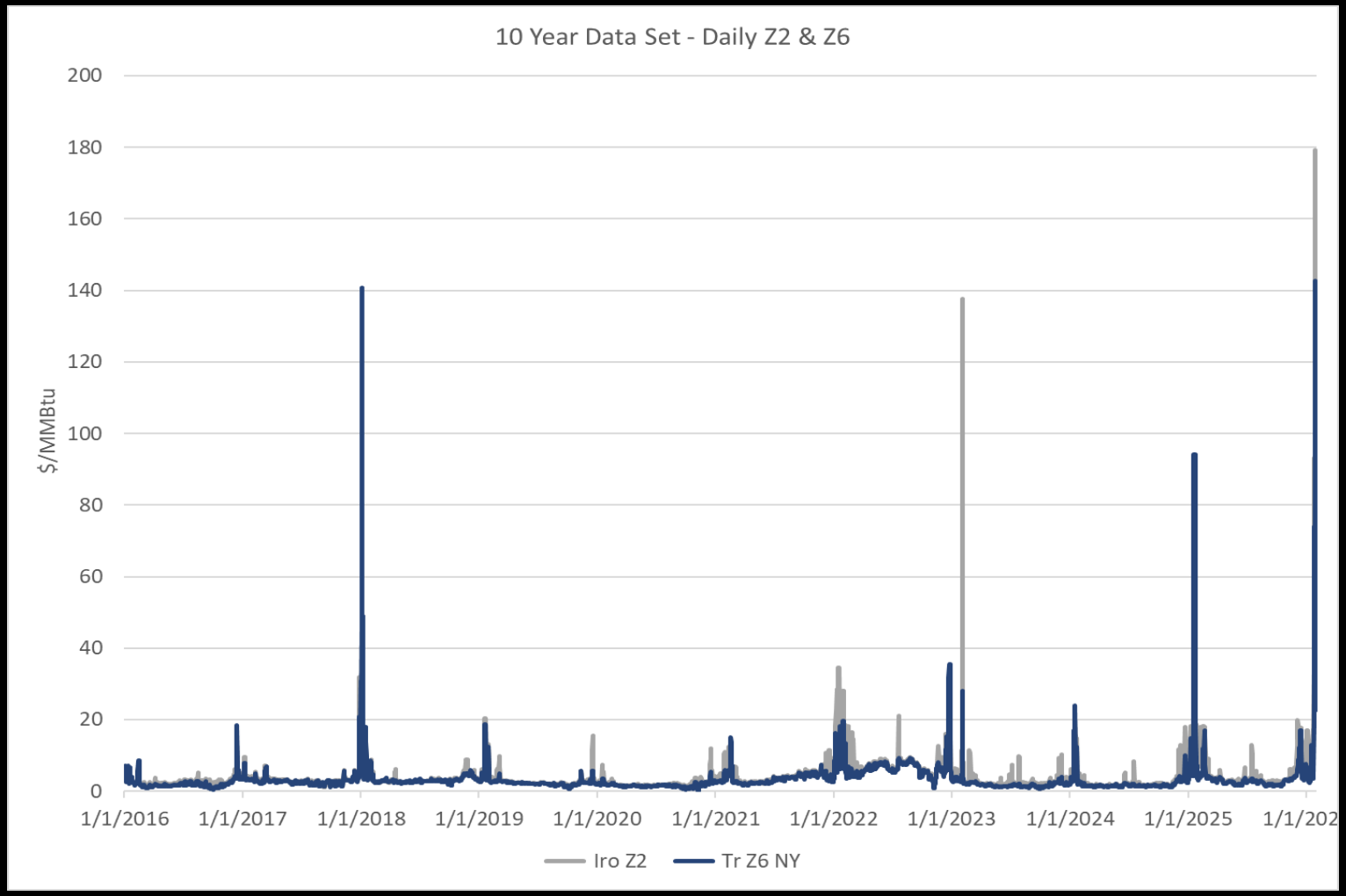
# Winter Storm Fern (January 2026)



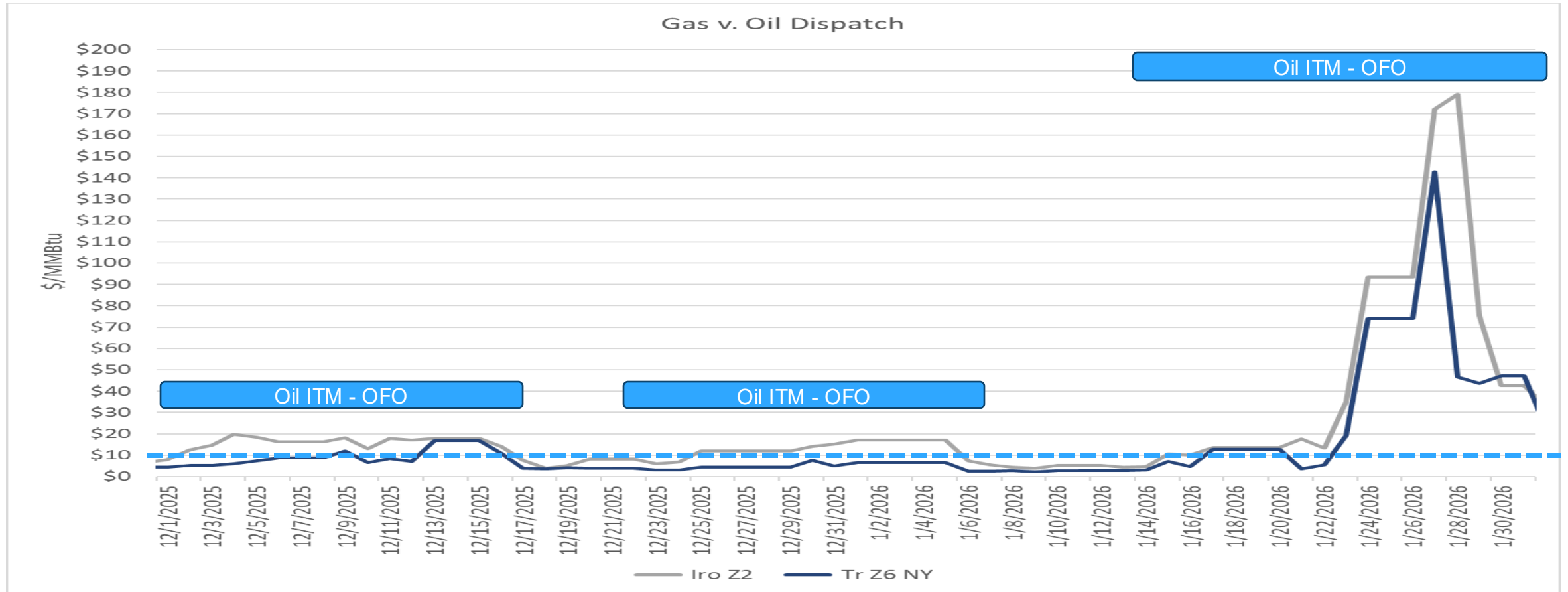
# Elements driving gas pricing to historically high levels...



# Delivered gas pricing near Long Island...

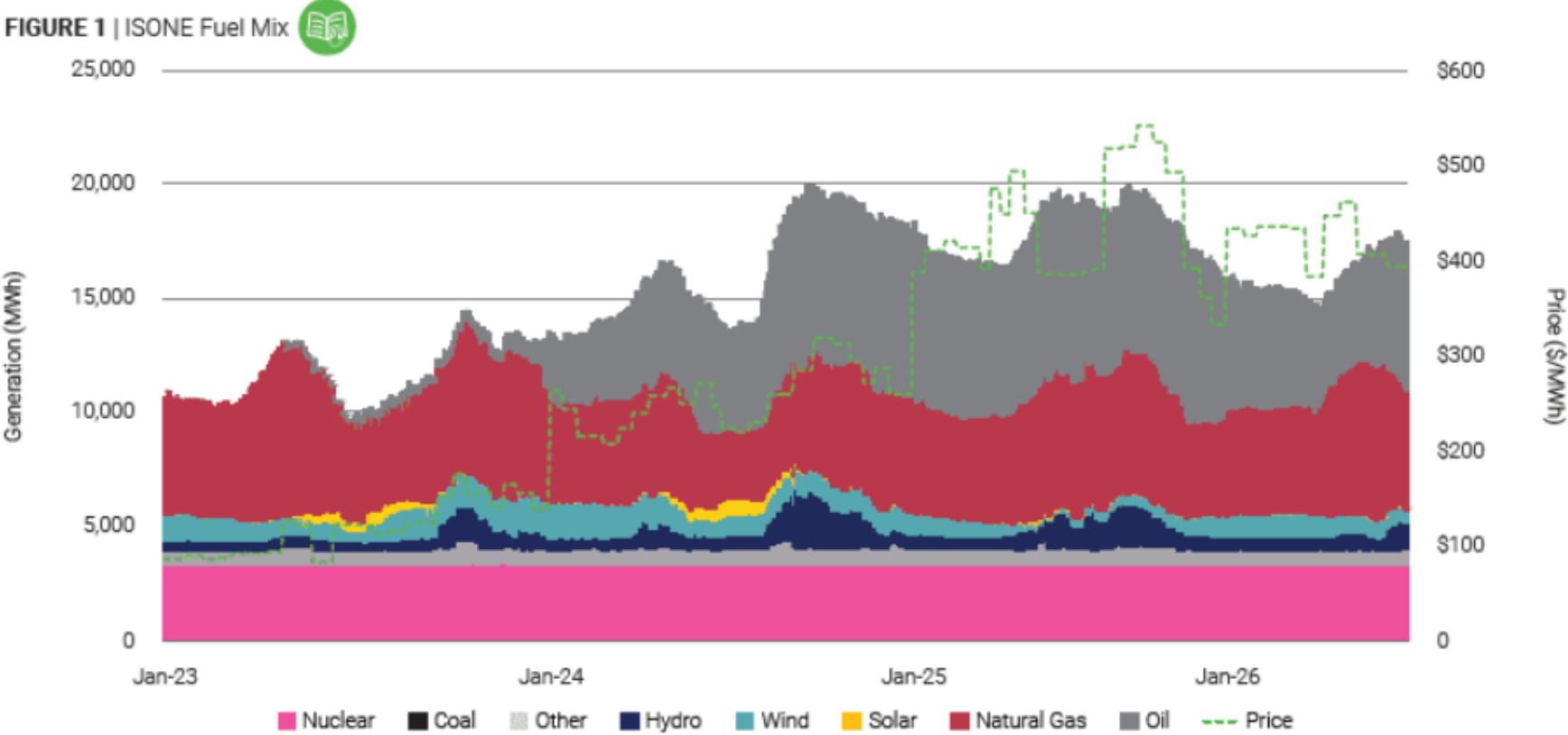


# Pre-Fern Gas v. Oil Dynamics → In OFO ~50% of operating days



- Early cold and an elevated Z2 market required early dispatch of gas to oil. Bidding economic fuel and then would hunt shorter term gas or intraday gas at/near or even slightly above oil to conserve oil.
- Early Dec cold triggered the new contract and fuel oil supplier with Atlas after Castleton divested, but took time to establish contract and procure the specific barge type (Penn92)

# Fuel Oil was burned in large quantities across the region...



Source | Enverus Intelligence® Research, Enverus P&R Mosaic

# LIPA hedges to reduce the volatility of the Power Supply Charge

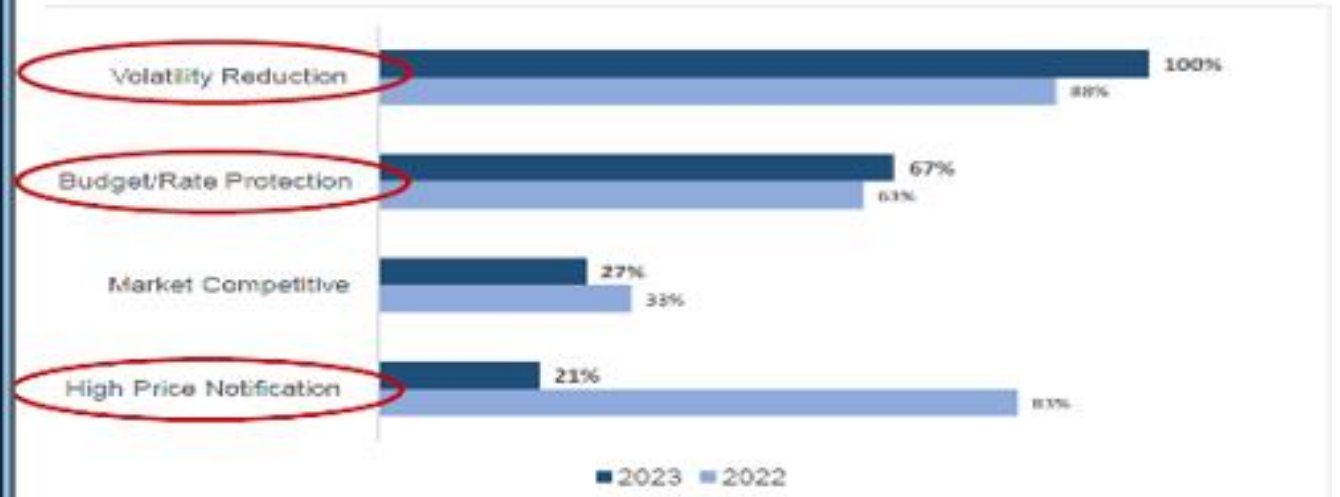
## Hedge Plan Objectives

Industry Best Practices

Top 2 objectives in 2023 mirrored 2022 results:

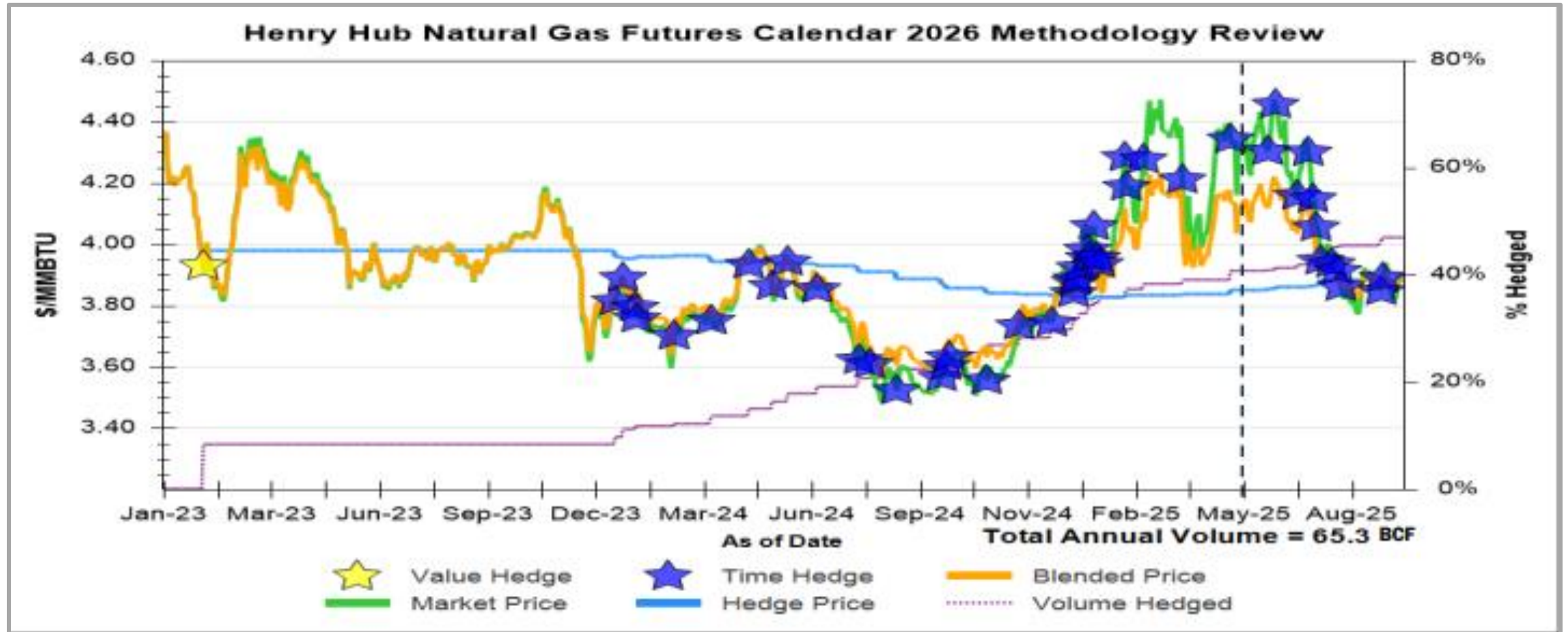
- Volatility Reduction
- Budget/Rate Protection

High Price Notification (Previously referred to as Catastrophic Price Protection) remains a cited objective



LIPA's primary program objective is to implement a framework by which LIPA/TEA will carry out the program with the primary objective of reducing a portion of the volatility of energy supply prices in a programmatic and reasonable manner, relative to what LIPA's customers would experience in the absence of a program.

# An example of utilizing Value/Time Triggers to develop the 2026 Henry Hub natural gas portfolio



# Why not increase the levels of hedging to further mitigate risk?

## *The role of “credit”*

- The majority of hedging transactions occur on a “clearinghouse” (e.g., ICE) that utilizing daily “margining”
- Margining rules require that the hedger “post” collateral to the clearinghouse when trades are collectively out of the money
- Collateral is typically cash (wired to the clearinghouse at the end of the day)
- Severe market swings can drive very large cash requirements
- Example:
  - Assume we wanted to hedge 100% of our combined commodity exposure (gas, oil, power) for 2027
  - Very approximately, the current market price for all those commodities today is say \$700 million
  - Assume we enter into hedging contracts today for the entire volume
  - Tomorrow, there is a major geopolitical price shock for commodities
  - Prices for those same 2027 contracts drop by 20%
  - LIPA would need to post \$140 million of cash almost immediately to the clearinghouse



# Roundtable Discussion



**Date Change:**

**Next Meeting  
June 18, 2026**

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Presenting Sponsor

**FOUR LEAF**  
Federal Credit Union

# **UNITED TOGETHER CELEBRATION**

June 17, 2026 | Crest Hollow Country Club | 11:30am-2pm

Long Island's Premier Networking Event Welcoming Leaders Across all Sectors



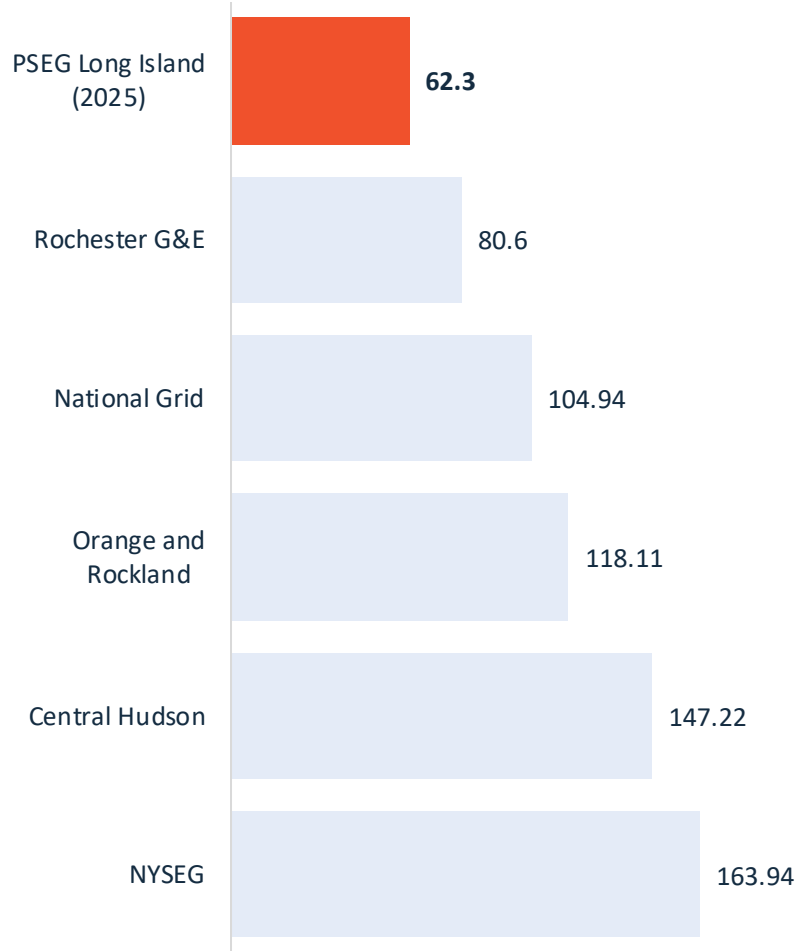


# Appendix

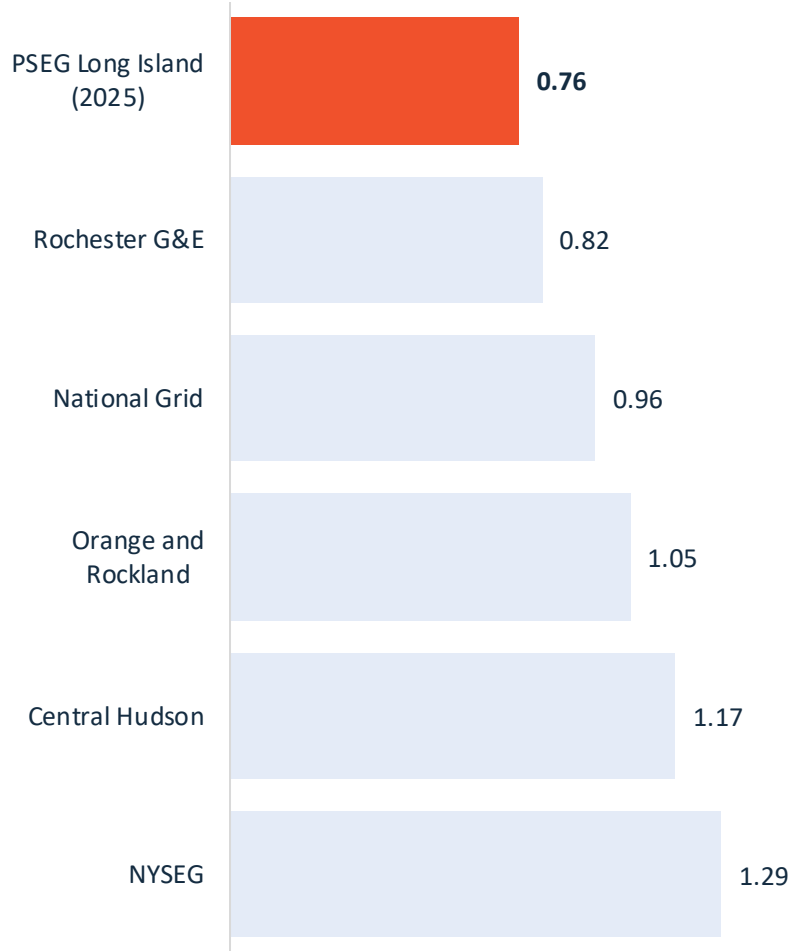
# Operating Performance *Reliability*

*#1 Overhead Electric Service Provider in New York State in Reliability*

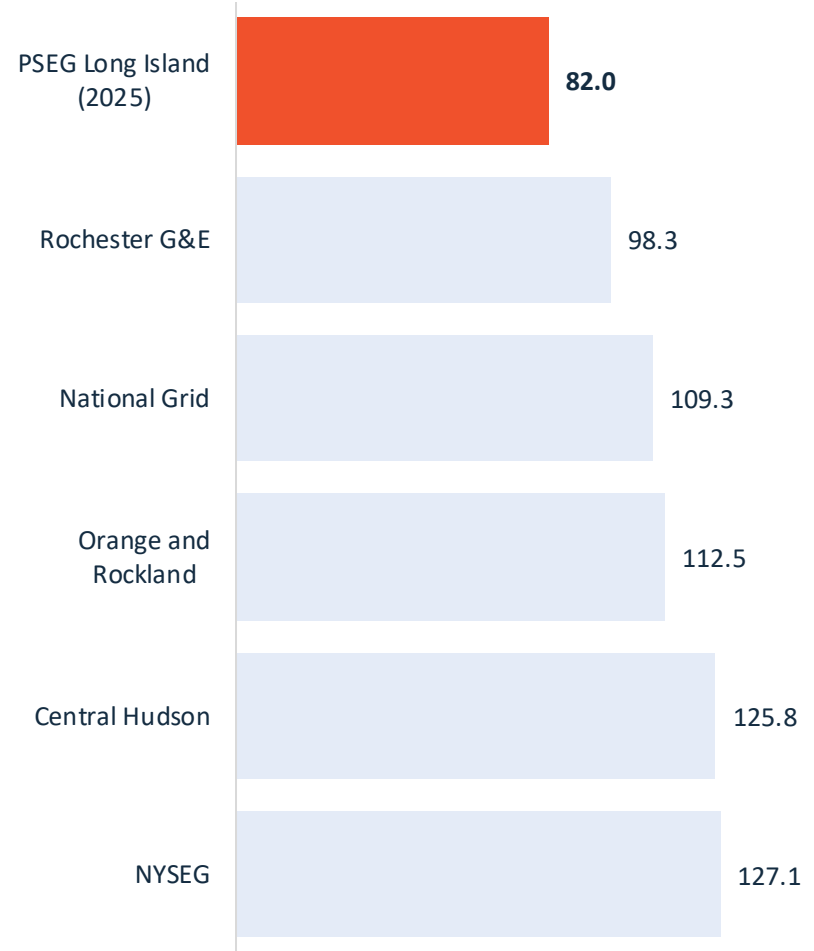
## *SAIDI Performance*



## *SAIFI Performance*



## *CAIDI Performance*

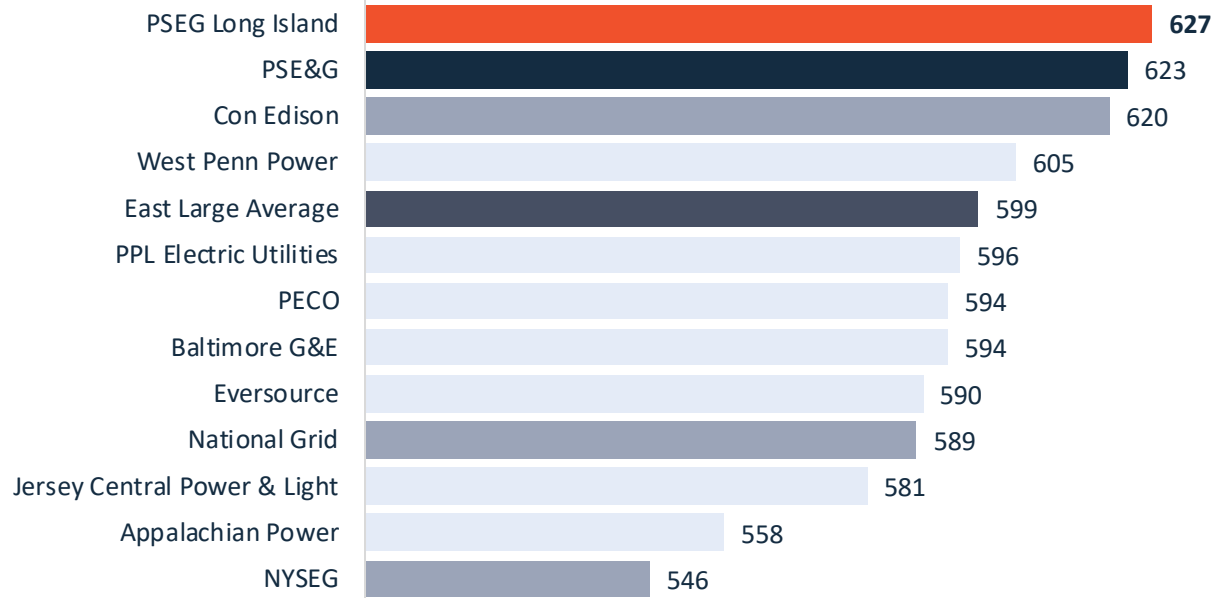


# Operating Performance *Customer Satisfaction*

*#1 Large Utility in the East in J.D. Power Business and #1 Overhead Utility in NYS*

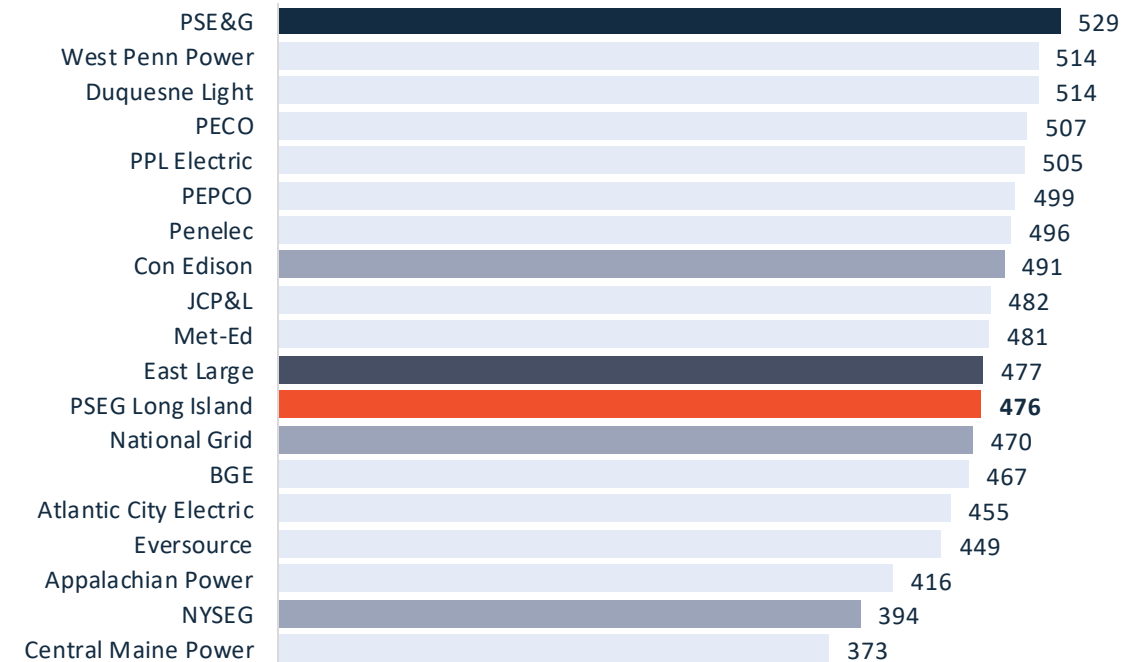
## J.D. Power – Business – East Large

2025 YE Syndicated Results

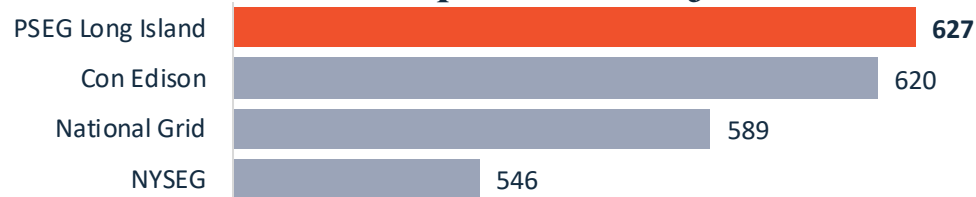


## J.D. Power – Residential – East Large

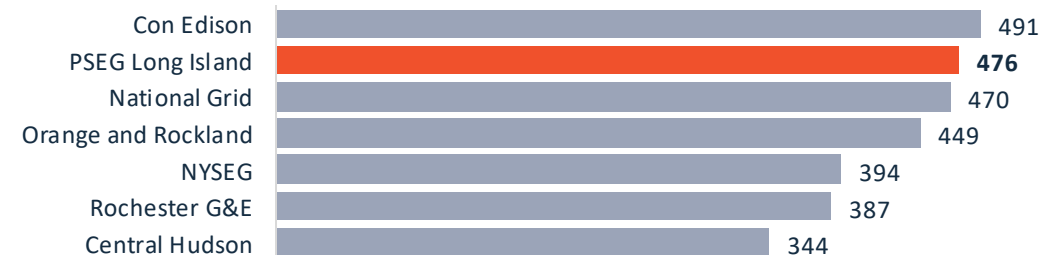
2025 YE Syndicated Results



## New York State Comparative Performance



## New York State Comparative Performance



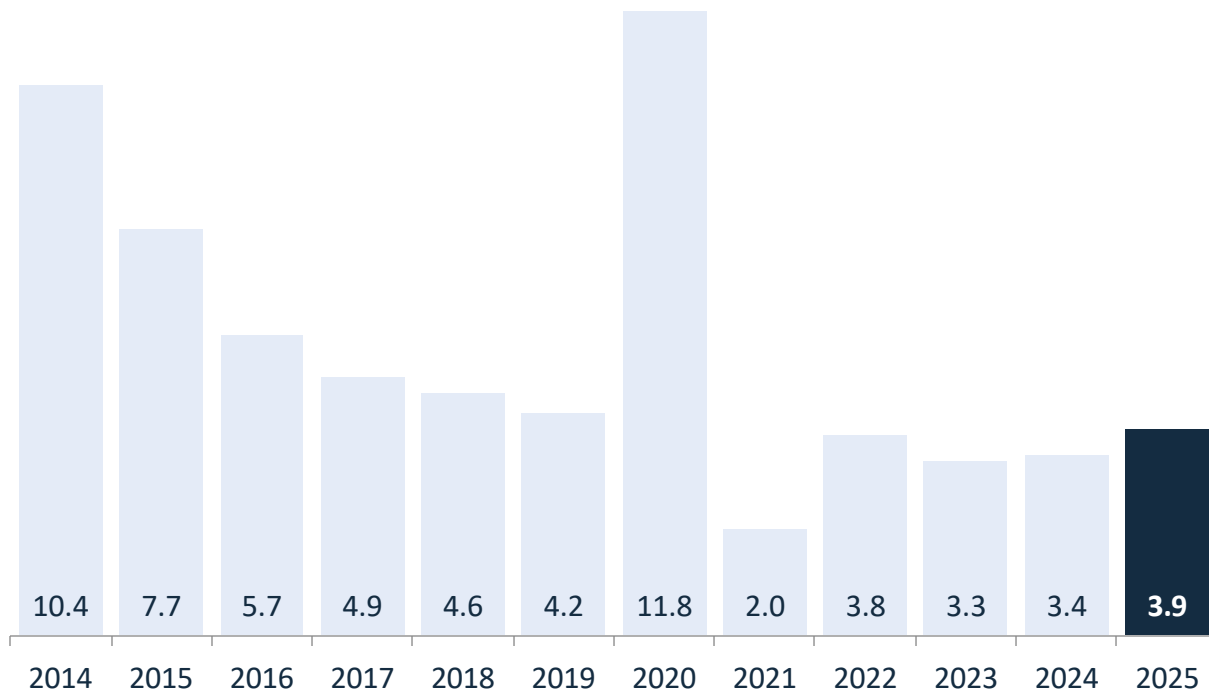
*PSEG Long Island went from **worst to first** in J.D. Power Large East Business Segment from 2014 to 2025*

# Operating Performance *Customer Satisfaction*

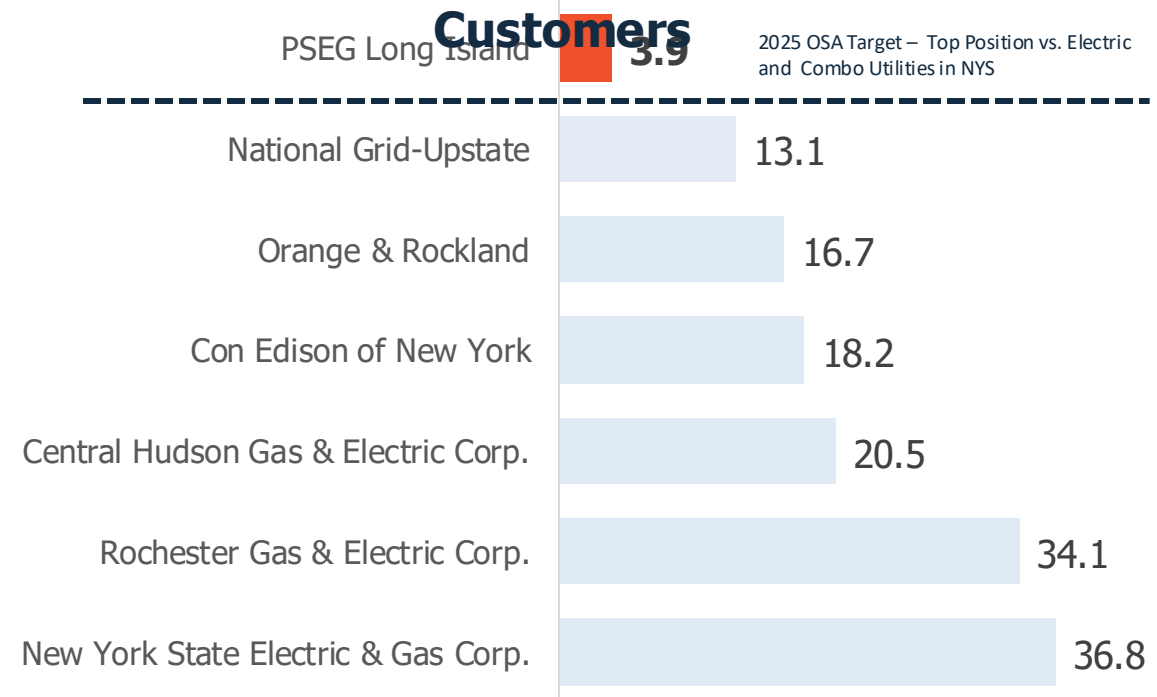
## *Lowest DPS Complaint Rate per 100K Customers in New York State*

- ↗ Lowest complaint rate vs. peer utilities in NYS by ~3.3 times
- ↗ Lowest complaint rate peer NYS utilities for 10 out of 12 years under the OSA

### Customer Complaint Rate



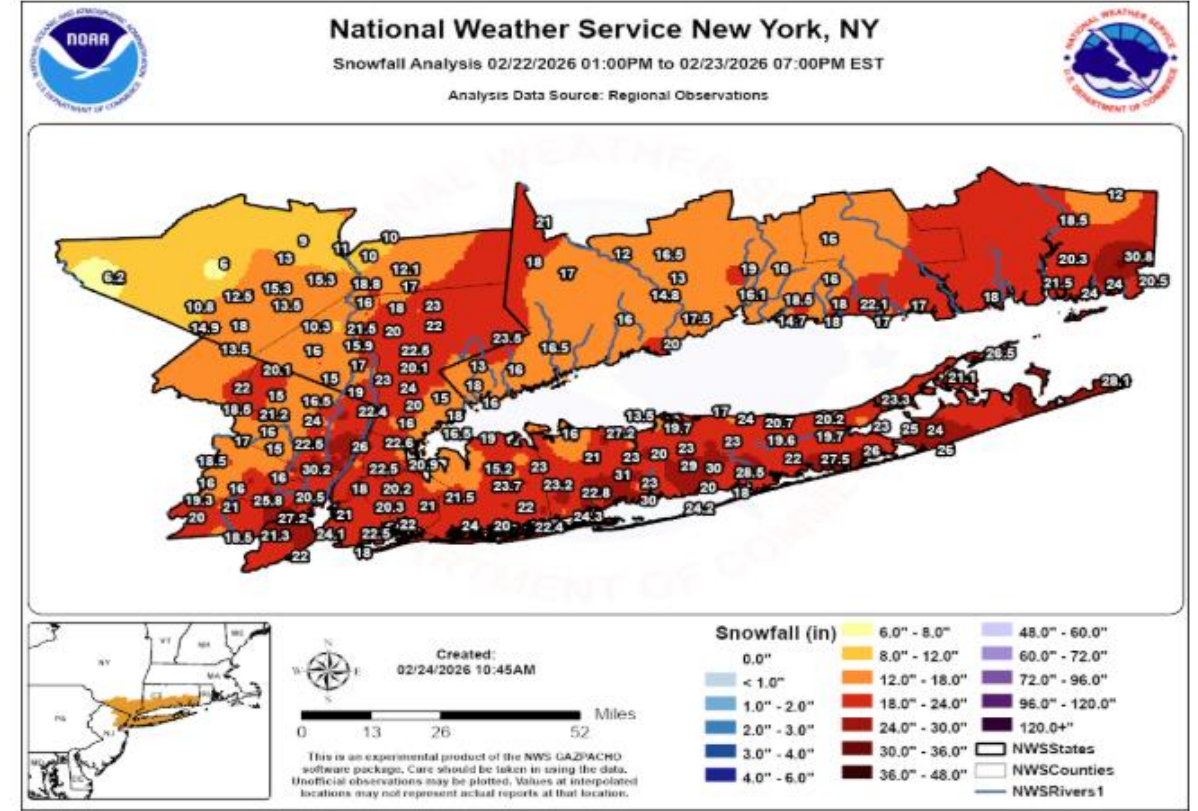
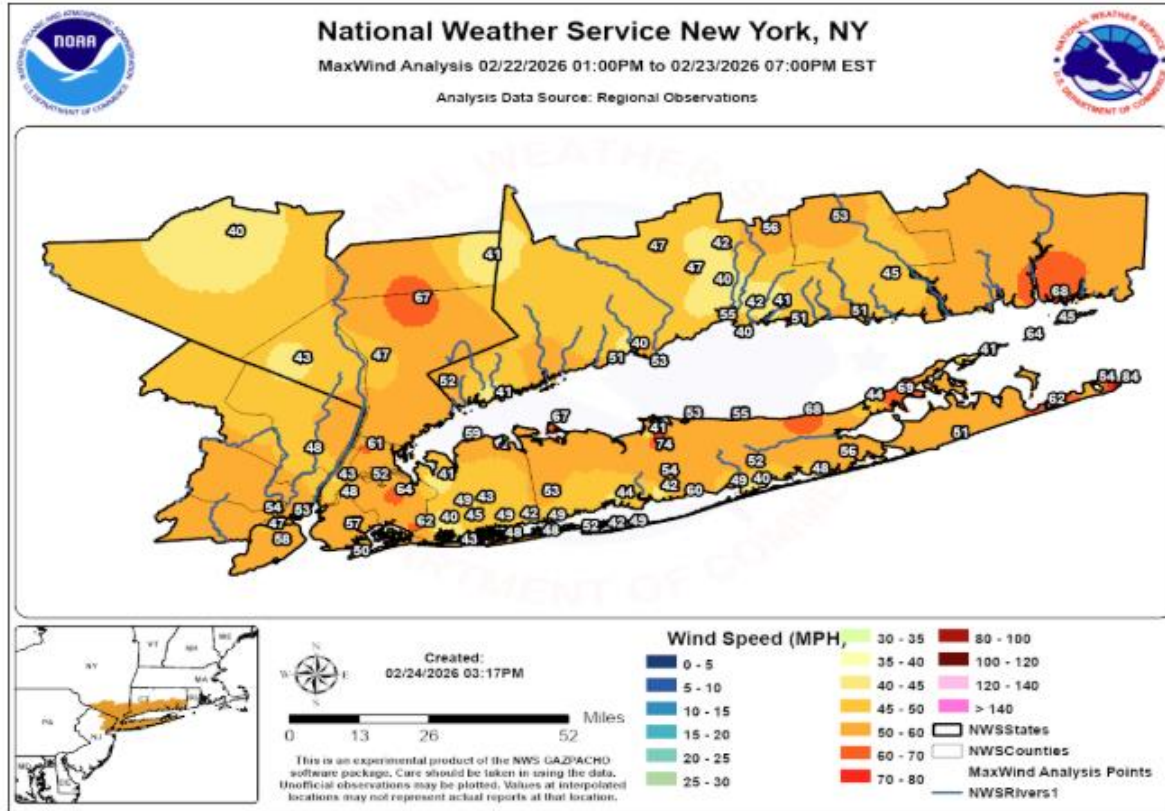
### Rolling 12 Month DPS Complaint Rate per 100,000 Customers



# Winter Storm Hernando *Weather Summary*

## Observed Peak Wind Gusts (mph)

## Observed Snowfall Totals (inches)



### Nassau/Rockaways

### Suffolk

### Nassau/Rockaways

### Suffolk

- **Range:** 40 – 64 mph
- **Peak:** Bayville – 64 mph

- **Range:** 40 – 84 mph
- **Peak:** Montauk Point – 84 mph\*

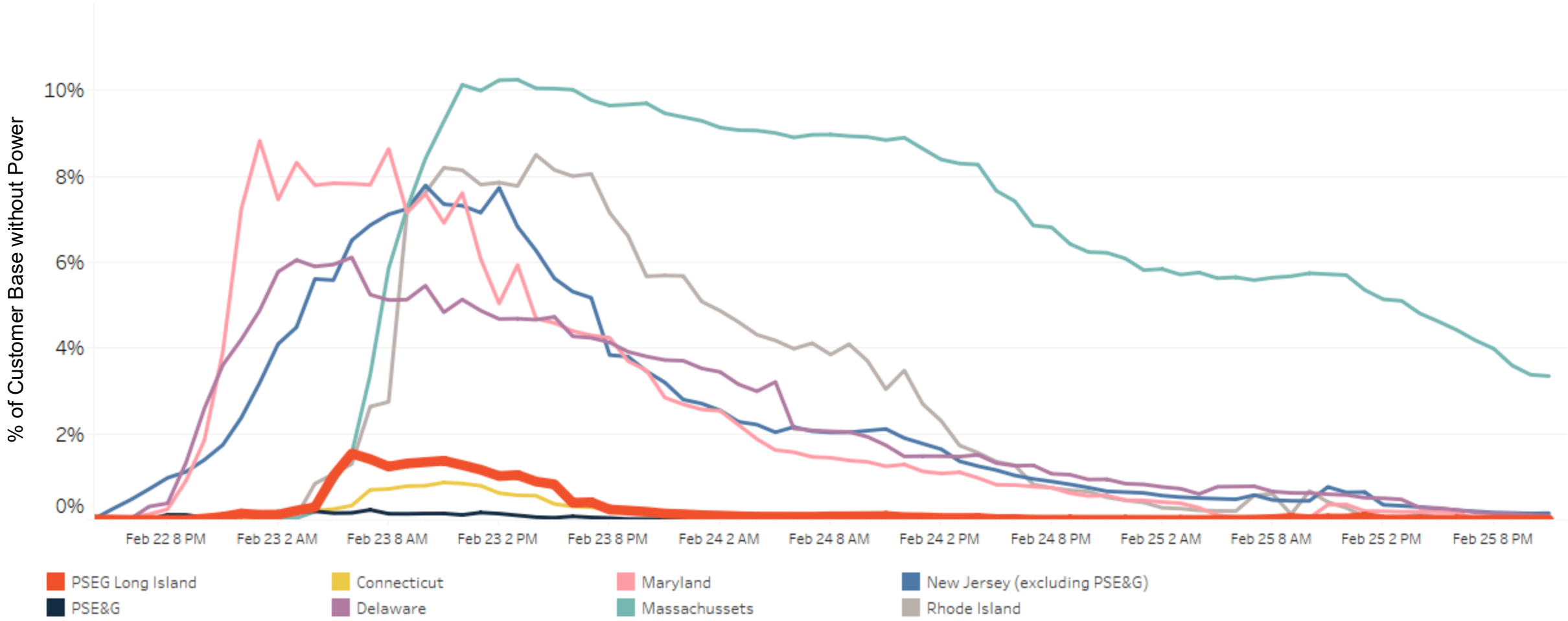
- **Range:** 18 – 24 inches
- **Peak:** Baldwin – 24 inches

- **Range:** 13.5 – 31 inches
- **Peak:** Islip Airport – 31 inches\*

*\*All-Time Winter Records on Long Island*

# Winter Storm Hernando *Actual Weather Impact (Coastal NE)*

## *Impacted Northeastern Coastal States\**



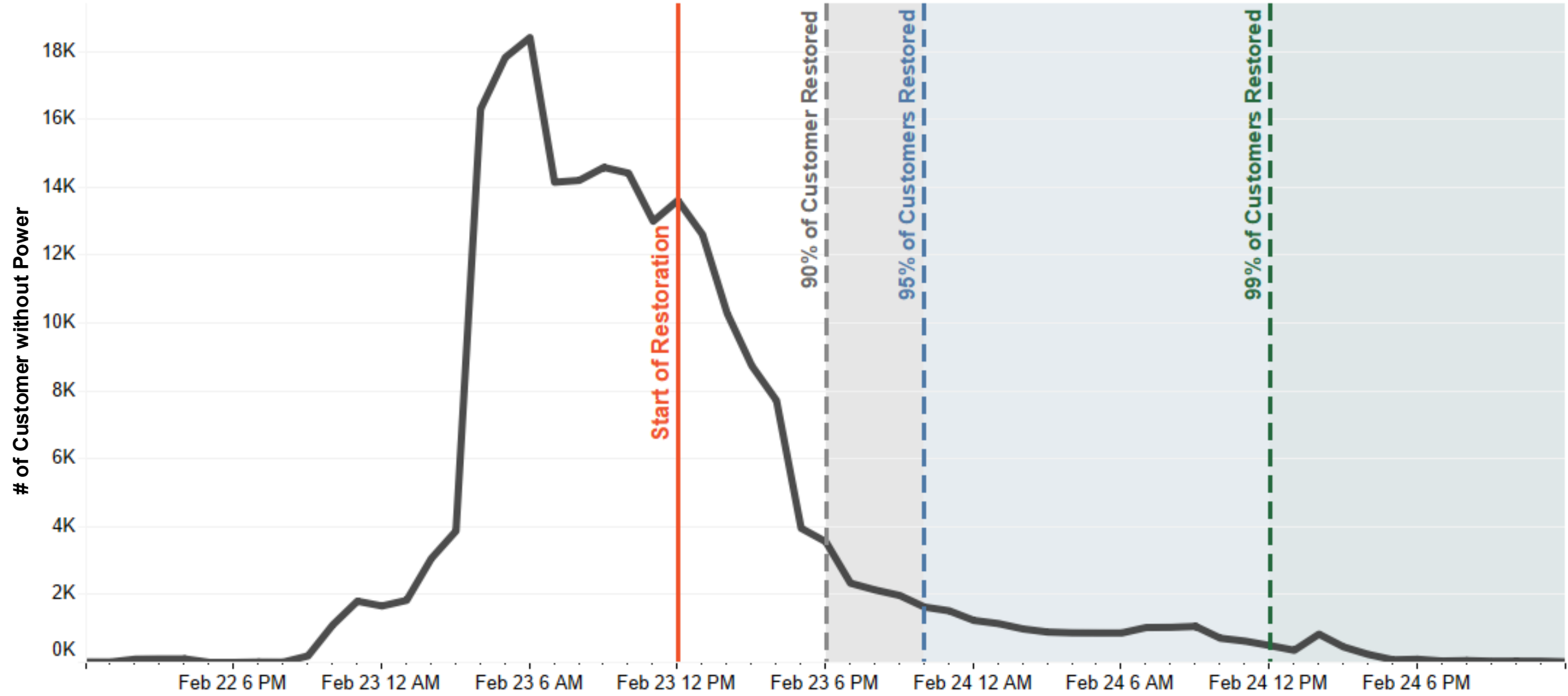
*PSEG Long Island's % of customer's who lost service and speed of restoration compared very favorably to impacted peers*

\*Source for regional peers – Data Aggregated at State Level;



# Winter Storm Hernando *Outages and Pace of Restoration*

*PSEG Long Island*



# Winter Storm Hernando *Statistics*

*Of the 704 jobs, 95% of customers were restored within 24 hours with zero safety incidents.*

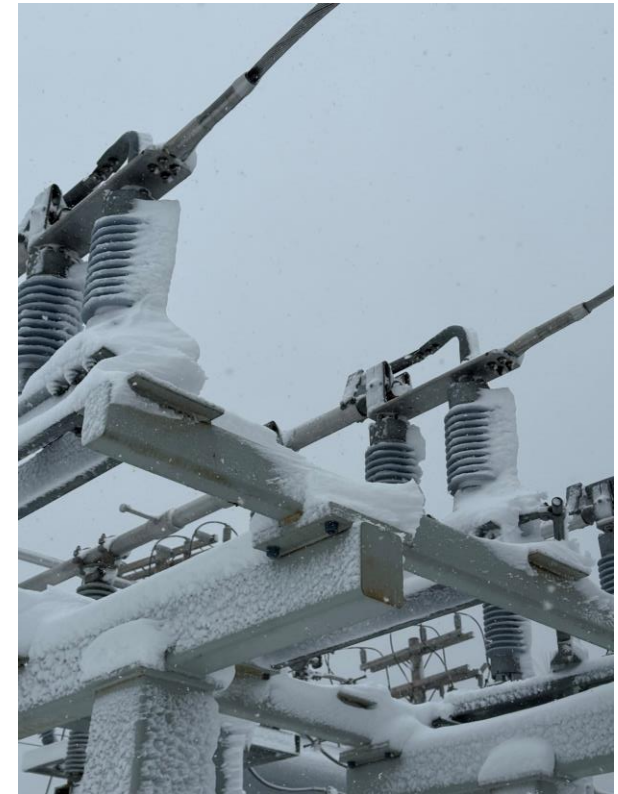
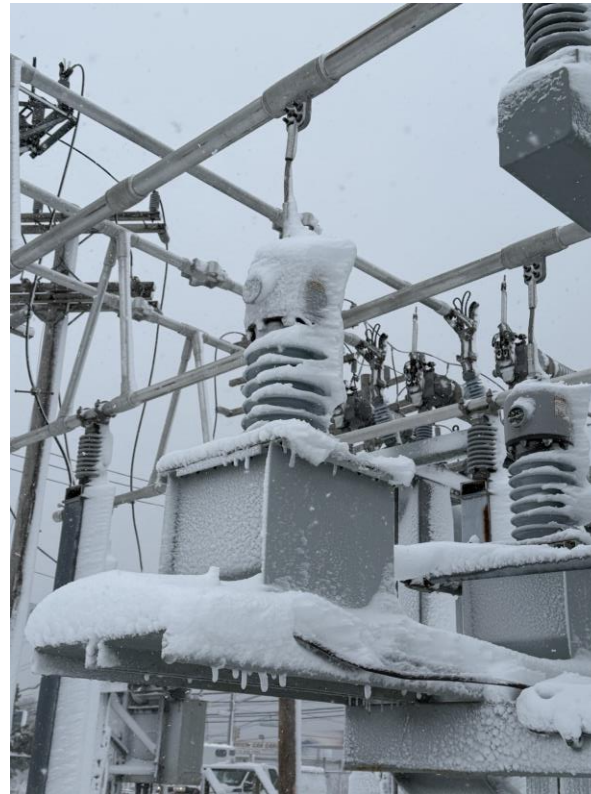
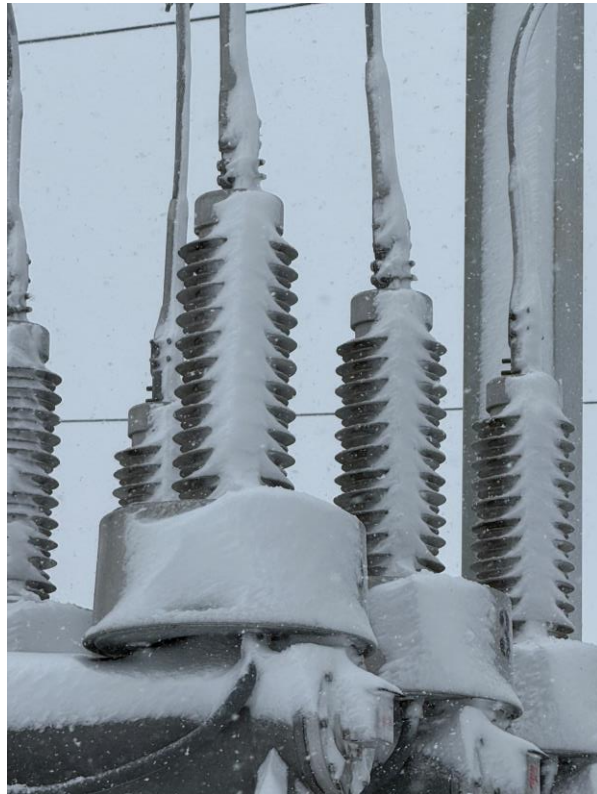
## Summary:

- **Safety:** Zero Incidents
- **Predominate Cause of Outages:** Trees/Equipment
- **ETR Accuracy:** 62% of outage jobs were restored within 4 hours of ETR, 75% of outage jobs received 1 or zero ETR changes
- **Restoration Summary:** Only 38 (5%) of jobs had Customer outage durations longer than 24 hours. Note that restoration fully got underway approximately noon on Monday, when the winds began to subside and our crews could safely address outages.

Division	Jobs	Customers
Queens-Nassau	91	16,646
Central	201	4,781
Western	179	9,414
Eastern	233	12,079
<b>Grand Total</b>	<b>704</b>	<b>42,920</b>



# Winter Storm Hernando *Rockaway Beach (2G) Substation*



- **~2:15 AM to 4:30 AM:** One at a time, the three lines feeding Rockaway Beach substation failed. The first two were addressed via switching, but the third resulted in a full outage of the substation, causing an **outage for 13,374 customers**.
- **~4:30 AM – 11:30 AM:** Crews assess the substation, determine the source of the outage, coordinate with our control center to reroute power through other lines, **restoring service to 75% of the impacted customers**.
- **~11:30 AM – 4:00 PM:** Operations teams assess the situation, identify the solution, and execute solution to restore power to the substation and impacted customers. We used compressed air lances to remove the ice/snow from the impacted equipment, inspected the equipment.
- **~4:00 – 5:45 pm** - The substation was energized and service switched back to the substation, with **100% of customers restored by 5:45 PM**
- Similar issue occurred on the Rockaways 24 years ago. While brief, and infrequent, are considering potential mitigations if cost effective / practical.

# Winter Storm Hernando

## Communications and Outreach – Proactive and Targeted Messages

### Proactive Customer Messages

#### Pre Storm Broadcast

PSEGLI: Blizzard warning for Sunday. Our crews are ready to respond. If you lose power: reply OUT or use free app: [psegliny.com/appDL](http://psegliny.com/appDL)  
Reply STOP to unsubscribe.

#### Targeted Broadcast

BR  
BR  
BR  
BR  
BR

02/23/26 08:11:23

Resend Message ✕

PSEGLI: Crews are working to restore power tonight after delays caused by heavy snow. View updates in our app: [tiny.cc/PSEGLIapp](http://tiny.cc/PSEGLIapp). Reply STOP to unsubscribe.

#### Targeted Broadcast

PSEGLI: Additional resources assigned to your outage. We expect power to be back on today. Updates in our app: [psegliny.com/appDL](http://psegliny.com/appDL). Reply STOP to unsubscribe.

Resend Message ✕

**Power to be restored today**

Thank you for your incredible patience during this extended power outage. We understand this has been a significant burden and inconvenience for you and have assigned additional resources to restore power safely and as quickly as possible. We now expect to have your power on today.

PSEG Long Island operates 24/7 and we will work continuously until you have power. Be aware that the cause of your outage could be in a location out of view, so you may not see repair crews. To learn more about our power restoration process, please visit [here](#).

You can view the latest power restoration information and get more details in the [MyPower Map](#) online and in the PSEG Long Island [mobile app](#).

Thank you again for your patience as our crews continue to work in difficult conditions.

# Winter Storm Hernando

## Communications and Outreach – Social Media

### Pre-Storm Messaging

**PSEG Long Island** February 21 at 10:26 AM

Here we SNOW again! Take time today to prepare. Some forecasts are calling this one HISTORIC!

- Charge devices
- Check supplies
- Fuel up
- Download our app

To Report an Outage:

- Text: Send OUT to 773454 (PSEGLI)
- App: Report through mobile app
- Call: 1-800-490-0075
- Online: [psegliny.com/outages](https://psegliny.com/outages)

**STORM READY**

Storms don't wait. Neither should you. Take control before the storm rolls in.

- Learn tools and tips to help you prepare before a storm arrives.
- Set up texting or push notifications for outage reporting and updates.
- Update your contact information so we can keep you

**Get Storm Ready**

**PSEG Long Island** February 21 at 4:58 PM

**STORM UPDATE: 5 PM** - Crews are prepped and ready for the upcoming storm! Current forecasts call for significant accumulations of wet snow and strong winds with peak gusts of 65 mph. These conditions may down trees, branches and wires, causing outages. We have more than 600 field workers, with an additional 260 mutual aid personnel, ready to respond outages.

Please note, for safety reasons, field crews at times may be unable to make repairs during periods of high winds. When the winds subside to safe levels, we will immediately focus on customer restoration. Due to the multi-hour period of sustained high winds in the forecast, as well as the travel and rear-property access challenges associated with the snow, some outages may extend beyond 24 hours.

Crews will work safely and as quickly as possible, in 16-hour shifts, until all outages are restored.

Now is the time to prepare! Learn how to stay safe and connected @ [psegliny.com/outages](https://psegliny.com/outages)

**STORMWATCH**

**PSEG LONG ISLAND**

**PSEG Long Island** February 22 at 10:05 AM

Blizzard conditions may take down trees, branches and wires causing outages across our area. Significant accumulations of wet snow and wind gusts of 65 mph are expected! When outages do occur, we have a proven 4-step process to get your power back on safely and as quickly as possible.

- 1 Repair main lines/substations
- 2 Restore critical services like hospitals
- 3 Fix lines serving the most customers
- 4 Focus on local outages & homes

**Step One**  
Powering the Backbone

We start with high-voltage transmission lines and substations. These supply power to entire communities, so fixing them first gets everyone one step closer to restoration.

**Step Two**  
Protecting What Mother's Most

**Step Three**  
Prioritizing Larger Outages

**Step Four**  
Every Light Counts

**PSEG Long Island** February 22 at 8:01 PM

**HERE WE GO!**  
Extra supplies 🟢 Additional crews 🟢  
We're ready! 🧡

⚠️ Always assume a downed wire is live—stay at least 30 feet away and call 1-800-490-0075 or 911 immediately. Check the MyPower Map for real-time status updates in your neighborhood @ [psegliny.com/outages](https://psegliny.com/outages).

If you lose power during this storm, here's how to report your outage immediately. Please save and share. Stay safe!

**REPORT AN OUTAGE**

- MOBILE APP  
DOWNLOAD NOW
- TEXT  
"OUT" TO PSEGLI (773454)
- ONLINE  
[PSEGLINY.COM/OUTAGES](https://PSEGLINY.COM/OUTAGES)
- CALL  
1-800-490-0075

*Pre-Storm Messaging focused on emergency preparedness and proactive customer education*

# Winter Storm Hernando

## Communications and Outreach – Social Media

### Restoration Updates Messaging

**PSEG Long Island**  
February 23 at 11:10 AM · 🌐

**SNOW UPDATE: 11AM:** The storm is storming! Here's what you need to know:

- As of 10 AM 15,118 customers are currently affected by the storm
- Power has been restored to more than 15,000 customers
- 890 crew members working 24/7
- Winds stay strong until 10 PM, with peak gusts of 65mph
- Travel ban for Suffolk and Nassau until noon

To report an outage text OUT to PSEGLI (773454), report it on our app or website, or call 1-800-490-0075. Phone lines are up and running!

Due to the multi-hour period of sustained high winds in the forecast, as well as rear-property access challenges due to snow, many outages may extend beyond 24 hours.

We recognize that being without power for any length of time is a hardship and appreciates customers' patience and understanding as crews work to restore electric service.

Follow us for more updates. Stay inside and stay safe!



**PSEG Long Island**  
February 23 at 5:39 PM · 🌐

**RESTORATION UPDATE:**

As of 4:30 PM, parts of Long Island have reported more than 2 feet of snow with peak wind gusts exceeding 70 mph. Here's what's going on now:

- 890 crew members working 24/7.
- 42,000 customers affected by the storm.
- 32,000 customers already restored.
- Track restoration progress in our app.

To report an outage text OUT to PSEGLI (773454), report it on our app or website, or call 1-800-490-0075. Phone lines are up and running!

Due to the multi-hour period of sustained high winds in the forecast, as well as rear-property access challenges due to snow, many outages may extend beyond 24 hours.

We recognize that being without power for any length of time is a hardship and appreciates customers' patience and understanding as crews work to restore electric service.

Follow us for more updates. Stay inside and stay safe!



**PSEG Long Island**  
February 23 at 9:58 PM · 🌐

**RESTORATION UPDATE: 10 PM**

Crews continue to make strong progress, restoring power to more than 93% of the 44,000+ customers affected by the storm.

- As of 9:30 PM 2,379 customers are without power.
- Majority expected to be restored by 12PM Tues.
- 151 fallen trees & 107 large limbs have been cleared.

**SAFETY TIP:** Downed wires should always be considered "live." Stay as far away as possible. To report a downed wire, call us 24/7 at 800-490-0075 or call 911.

We know that being without power for any length of time is a hardship and appreciate everyone's patience and understanding as crews work to restore electric service.



**PSEG Long Island**  
February 24 at 8:46 AM · 🌐

**RESTORATION UPDATE: 8:30 AM**

Crews worked through the night in rotating 16-hour shifts. As of 8 AM, about 98% of the nearly 45,000 customers affected by the storm have been restored. We expect the majority of remaining customers who experienced outages yesterday to be restored by noon today.

The electric system performed well amid snow accumulations that exceeded 2 feet and peak wind gusts that topped 70 mph in some locations. Crews will continue to work safely and as quickly as possible, until all outages are restored.

**SAFETY TIP:** Electric current passes easily through water or wet snow. If you encounter a pool of slush or standing water, stop, back up and choose another path. Avoid any and all down wire.



*Restoration Messaging focused on resources, restoration progress, safety tips and other updates*

# Winter Storm Hernando

## Communications and Outreach – Outage Map Banner

### Outage Map Banner Updates

#### BACK TO MAP

#### PSEG Long Island is Ready to Respond

With a blizzard warning in effect for our area, we have mobilized a full complement of personnel and are prepared to restore power for any customers affected by the storm. Significant snowfall and strong winds are expected into Monday. High winds could bring down trees and branches onto power lines, leading to power outages. Our crews will restore power safely and as quickly as weather conditions will allow. Poor driving conditions could extend travel times to outages. Keep in mind that crews must often assess storm damage before providing an estimated time of restoration (ETR). Learn about our ETR process following an outage [here](#).

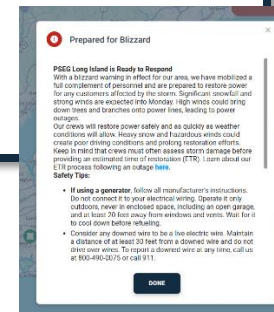
#### Safety Tips:

- **If using a generator**, follow all manufacturer's instructions. Do not connect it to your electrical wiring. Operate it only outdoors, never in enclosed space, including an open garage, and at least 20 feet away from windows and vents. Wait for it to cool down before refueling.
- Consider any downed wire to be a live electric wire. Maintain a distance of at least 30 feet from a downed wire and do not drive over wires. To report a downed wire at any time, call us at 800-490-0075 or call 911.
- Electric current passes easily through water. If you encounter wires in a pool of standing water, stop, back up and choose another path. Be aware that storm debris can hide downed wires.
- For more tips on safety during extreme weather, including information about local warming centers, please visit [here](#).

#### Stay connected:

- Download the free [PSEG Long Island mobile app](#) for iOS and Android. Report outages, receive updates and view the MyPower Map. The app also features our *Outage Tracker* for outage reporting and progress reports at each step of the power restoration process.
- Report an outage and receive updates by texting OUT to PSEGLI (773454).
- Follow us on social media - [Facebook](#), [X](#), and [Instagram](#).

02/21/26 6:00 PM



- Outage Map Banner was posted prior to the weather and updated throughout the event to provide customers with preparation tips and restoration updates
- *Updates on Outage Map*
  - **Pre-Storm and Pre-Restoration Messaging**
    - 2/21/2026 – 6PM
    - 2/22/2026 - 2 AM, 10 AM, 1 PM, 9 PM, 10 PM
  - **Restoration Messaging**
    - 2/23/2026 - 8 AM, 6 PM, 11 PM
    - 2/24/2026 - 7 AM, 3 PM, 5 PM

# Winter Storm Hernando

## Communications and Outreach – Post Storm Communications



### Post Storm Customer Communications

#### Customers Affected

 **We will never stop working on improvements**

The blizzard of 2026 was the most significant winter storm in this area in 10 years. That was challenging enough and we understand that the power outage you experienced only added to the challenges. Thank you for your tremendous patience as our crews worked around the clock in difficult conditions.

With continuing snowfall and strong winds throughout the day on Monday, some power restoration had to be paused to ensure the safety of the more than 800 dedicated field personnel. This included more than 200 off-island crews we brought in from as far away as Kentucky. We are grateful for their assistance.

Despite hazardous driving and working conditions, particularly on the East End, they were able to restore power safely. However, we realize that any amount of time without power is a hardship during a winter storm like the one we just experienced.

Since we began service to you in 2014, PSEG Long Island has made substantial progress in storm hardening the energy grid. We pledge to continue working on these improvements with a daily focus on delivering greater reliability.

Learn more about the actions we are taking across Long Island and the Rockaways at [www.psegliny.com/reliability](http://www.psegliny.com/reliability).

#### Customers Not Affected

 **Powering through extreme weather**

The term "historic" is already being used with the blizzard of 2026. Following our most significant winter storm in 10 years, and the fourth storm in five weeks, we're pleased to report that our investments in the energy grid continue to pay off. More than 96% of our customers experienced no impact on their power. Thank you for the privilege of serving you 24/7.

Through tough conditions as snow and strong winds continued throughout Monday, more than 800 field crews restored power safely and as quickly as possible. This included more than 200 crews we brought in from as far away as Kentucky. We are grateful for their assistance.

Our goals are lofty, such as the mission to deliver perfect power that you can rely on every day. PSEG Long Island is the most reliable overhead electric service provider in New York State, and no one restores power faster. We will always strive to keep it that way, while also working to improve on everything we do.

PSEG Long Island has been deeply committed to our island since 2014. See that commitment in action at [www.psegliny.com/reliability](http://www.psegliny.com/reliability).