conEdison

Improving Storm Response and Information

Investing $100 Million to Make Overhead System More Resilient to Storms

- Spending $100 million to upgrade overhead systems in Westchester over the next four years. A combination of stronger poles, smart switches, and breakaway power lines reduce a storm's impact on the system

More and Earlier Access to Worker Resources

- Ongoing recruitment of contractors to retain their services for improved response to outages after severe storms
- Collaborating with EEI on better mutual aid response from other utilities
- Securing access to bucket trucks for deployment to utility crews that fly to region for faster restoration response

Addressing Hazardous Trees

- Improving communications about tree trimming and awareness of hazardous trees (dead or dying trees) on private property to encourage removal of these trees to minimize customer outages
- In a pilot program, we have identified hazardous trees on private property in Cortlandt and are working with certified arborists, municipalities, and property owners to allow Con Edison to remove these trees. Removing other hazardous trees throughout Westchester as necessary

Prioritizing Roads for Clearing and Critical Facilities

- Worked municipality-by-municipality to identify and prioritize critical roads for clearing and critical facilities for restoration
- Retaining more contractors to be available immediately after storm to clear roads and trees

Upgrading our Information Technology Systems

- Investing in IT solutions to improve accuracy and timeliness of restoration information for customers
- Incorporating features of smart meter technologies to improve accuracy of customer restoration information

Enhanced Customer Communications

- Increasing enrollment in texting for outage and restoration communications through ongoing advertising and promotion. By year-end, we will have the ability to automatically enroll customers in texting. When a serious storm is approaching, we will send an initial text warning about storm and ask customers to take precautions and report outages by text. They may opt out.
- Will establish and communicate two restoration timeframes: one for vast majority of customers and another for the remaining customers
- Based on customer feedback, once customer reports outage, initiate daily text, email, and phone with latest information
- Improve accuracy of restoration times through updates based on feedback from crews arriving on site
- Introduce web/mobile feature where customers can customize communications preferences mid-2019
- Produced restoration guide brochure for field employees to have available for customers post-storm

Strengthening Municipal Liaison Program

- Dedicating resources to empower liaisons with better information regarding crews and restoration specifics
- Ongoing liaison training and drilling to improve performance
- Restructuring daily intergovernmental call and updating contact information with municipal and elected officials

The Town of Cortlandt

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Con Edison Tree Work to Begin In Cortlandt

Release Date: August 22, 2018

Overgrown trees and fallen limbs are the leading cause of power outages during storms.

Beginning August 20, Con Edison contractors, working with the Town of Cortlandt, will be performing a tree survey to help reduce the frequency and duration of power outages in the area.

As part of the survey, we'll be checking for hazardous trees outside our right of way.

What's a hazardous tree? Trees growing outside our right of way, including on private property, that are damaged, diseased, dead or dying, and are likely to fall and damage lines, causing an outage.

Our arborists will let you know if you have a hazardous tree on your property, and with your permission, they will trim it or, if necessary, remove it for you.

We hire only professional foresters who are specially trained in preserving tree health and follow International Society of Arboriculture pruning guidelines.

We will never cut or remove a tree that is on private property without your permission.

Learn more.