

Hurricane Sandy restoration in Nanuet, NY



# Restoring Power

A look behind the scenes

 Orange & Rockland  
Pike County Light & Power Co.  
Rockland Electric Company



## Getting your lights back on

No one likes power outages – including Orange & Rockland.

When severe weather or a heat wave is predicted, we plan ahead to make sure we can repair damage and restore service as safely and quickly as possible.

For example, we position repair crews and supplies near areas prone to the greatest damage. We mobilize our staff, prepare for increased telephone calls, and reach out to contractor crews. When severe weather is predicted, we call on other utilities for mutual assistance.

When your power goes out, you can be sure of one thing: Safety is our number one priority.

This pamphlet offers a behind-the-scenes look at what we do when you call to tell us your power is out.

# Assessing the damage

Power restoration work starts with damage assessment.

Before we assign a work crew, we need to determine the scope and extent of the damage first, so we can decide what kind of crew – a tree crew or a line crew – needs to be dispatched and what equipment such as poles, wires and transformers will be needed for repairs.



**10,000:** Number of damage locations after Hurricane Sandy.

1





2

## Scoping the site

Each job site must be surveyed carefully for hazards before repair work can begin. For example, local traffic conditions determine the best access for our equipment.



# Clearing the roads

When damage to the electric system is extensive and widespread, we dispatch crews to help municipalities with road clearing efforts. Making roads safe, clear and accessible is important to public welfare and safety.

When there's a dangerous situation, we work with local officials and make road clearance a priority over system repair and restoration.

[Learn about our Restoration Priorities on the last page.](#)

3





4

## Protecting our safety

Work site safety plays a key role in restoration work.

Before we move equipment to the job site, we place barrier tapes, signs and cones around the work zone to protect motorists and pedestrians.

**Safety tip: When you see a downed power line, assume it's live and dangerous. Keep a safe distance of at least 50 feet away and call us immediately.**

# Planning the work

Once they're on site, crew members must first plan the work and discuss each person's role and responsibilities. Planning the work before working the plan is important to ensure the work is done safely and efficiently.





6

## Getting the green light

When a crew arrives at the work site, they cannot begin work until they obtain clearance from the Control Center that the wires have been deenergized and they can proceed with repairs. This is why you sometimes see crews waiting at a job site.

**2,800:** Number of field personnel who assisted O&R during Hurricane Sandy restoration.

# Removing trees

When a tree knocks down power lines, a tree crew must first clear the area before our line crew can begin system repairs. Depending on weather and traffic conditions, as well as the size and location of the tree, this can take hours of work.

Tree contact with power lines is the single leading cause of power outages at O&R.

7





8

## Setting a pole

When the damage includes a broken pole, special equipment is brought to the site to dig the hole for a new pole. Before lifting and setting a pole into place, the crew must take extra precaution not to hit underground utility lines such as a gas main or water line.

The broken pole must be cut so the wires can be untangled and lifted to the top of the new pole.

Sometimes, a new crossarm has to be installed at the top of the pole, and insulators added to support the wires.

**523: Number of poles damaged by Hurricane Sandy.**

# Moving wires into place

Once the pole is in place, the wires must be separated and installed on the new pole. Broken wires must be spliced together using special tools and techniques.

**251,000:** Number of feet of wire replaced after Hurricane Sandy.





10

## Finishing the job

The job is finished only after the crew removes all protective equipment, patrols the remainder of the line, reenergizes the line, performs voltage checks at a nearby transformer, and cleans up the worksite.

Then they move on to the next assignment.

**250,000: Number of customers who lost power during Hurricane Sandy.**

# Complicating factors

The time required for power restoration depends on many factors. The more complicated the scenario, the longer it takes to make repairs.

Severe weather conditions could slow the continued progress of restoration, as the nor'easter did after Hurricane Sandy.

Other complicating factors include downed transmission lines, a blown or toppled transformer, or having several circuits that feed different communities on the pole needs to be repaired.





12

## Bringing your lights back on

Whether your electric service is underground or overhead, power outages do occur.

We ask for your understanding and cooperation, and assure you that we will work around the clock until everyone's lights are back on.



# Understanding our priorities

In responding to system damage and outages, our first priority is always safety – followed by rapid service restoration.

Crews first clear live power lines and equipment that pose a hazard to public safety. They also give priority attention to facilities that are critical to the health and well being of the communities. Examples include police and fire stations, hospitals, nursing homes, and water and sewage treatment facilities.

Repairs are made first to major high-voltage transmission lines that feed power into local distribution systems.

We then concentrate repair work on damaged areas that will restore electric service to the greatest number of customers in the shortest amount of time.

Next, crews work on the distribution lines serving smaller groups of customers.

It's at this stage that you're most likely to see a crew in your neighborhood. If you see our truck drive right past your home, it doesn't mean you've been overlooked. Often, problems along one street are part of a bigger problem many blocks, or even miles, away.

Finally, repairs are made to individual customers. Customers likely to be restored last are in places where downed trees obstruct crews from working, and in isolated areas where homes or buildings are far apart.

For storm preparation and coping tips, ways to reach us to report an outage or find out about the status of your outage, go to [oru.com/storms](https://www.oru.com/storms).

## Customer Assistance

**1-877-434-4100**

Weekdays, 8 a.m. until 7 p.m.

## On the Web

At **oru.com**, you can do business with us at any time.



**ORUConnect**



Orange & Rockland  
Pike County Light & Power Co.  
Rockland Electric Company

