

LSE Personal Emergency Action Planner



For customers enrolled in Orange & Rockland's
Life Support Equipment (LSE) Program

Stay Informed

In major outage events, we post restoration and outage information on our website at www.oru.com. Our enhanced outage map allows you to zoom in at street level. That information can be accessed on any web-enabled cell phone, battery-operated computer or tablet. We also give storm updates to local radio stations, so have a battery-powered radio on hand.

Radio Station Guide for Updates

WHUD FM 100.7, Rockland and Orange counties

WINS AM 1010, New York metro area

WINS FM 92.3, New York metro area

WTBQ AM 1110, Orange, Passaic and Sussex counties

WRCR AM 1700, Rockland County

WDLC AM 1490, Orange County

WGHT AM 1500, Bergen County

If You Have to Relocate

Determine whether you'll leave your home based on your situation and the expected length of the outage. If you choose to leave, please advise us by contacting O&R at **1-844-849-6638** to eliminate the need for sending Emergency Personnel to your home when you're not there.

If I choose to leave my home, I will go to:

Family Member

Friend

American Red Cross Shelter

Hotel

Health Care Facility

Other Phone Number

Other Phone Number

Other Phone Number

I will use the following means to leave my home:

Drive Myself

Family Member

Friend

Taxi Service

Before leaving, I have:

Packed cell phone and charger

Packed clothing and personal care items, such as prescriptions and other medical necessities

Emergency cash, checks, credit cards, personal identification cards and medical insurance cards

Contacted family, friends and O&R using the LSE emergency contact phone number. Arranged for pet care, if necessary

Closed all windows and doors, disconnected any equipment or appliances, and locked my home.



Preparing for an Outage:

- I have emergency services' phone numbers and emergency contact persons' phone numbers handy.
- I have a battery-operated radio, a flashlight and batteries within easy reach.
- I have canned food, a manual can opener and bottled water on hand.
- Since cordless phones won't work without electricity, I have a corded landline telephone or a cellular phone as backup.
- I have a backup generator, and I have been properly instructed on its operation.
- I have conducted an emergency drill in my home.
- I have another way to heat or cool my living space during extremely hot or cold weather.
- I have an electrically operated garage door, and I know how to open it manually.
- I have an electrically operated well pump, and I have filled a tub and plenty of extra containers with water.

Emergency Phone Numbers:

Dial 911 or _____

- Local Police Department

Dial 911 or _____

- Local Fire Department

Dial 911 or _____

- Ambulance Service

Emergency Phone Numbers

Continued:

 Physician

 Physician

 Physician

 Hospital Emergency Room

 Hospital Health Care Facility

O&R Emergency Contact:

Private number for LSE Program customers
1-844-849-6638

Other Emergency Contacts:

Contact 1
Name: _____

Phone: _____

Contact 2
Name: _____

Phone: _____

Contact 3
Name: _____

Phone: _____

Note: Orange & Rockland does not provide portable generators.

If you use a generator, proper operation and maintenance are critical to your family's safety. Be sure that the total electric load on your generator won't exceed the manufacturer's rating. Locate the generator where it will exhaust and vent safely. Be sure to install and operate the generator to the manufacturer's specifications.

