



Orange & Rockland

When Storms Strike

Preparing for storms will help you protect your family and home while minimizing the inconvenience of power outages. Use the following tips to develop your own emergency action plan.





Ways to Report an Outage

1. O&R Website

oru.com/reportoutage

2. O&R Mobile App

Compatible with iOS® and Android™ devices.

3. Text Us

Text “OUT” to 69678 (myORU) and follow the prompts.

4. Customer Assistance 1-877-434-4100

Program the number into your phone so you'll always have it handy. If you get our automated phone system, don't hang up. Follow the voice prompts and our system will process your report just as quickly and efficiently as speaking to one of our Customer Service Representatives.



Don't See Our Crew in Your Neighborhood?

It may mean we're working to restore service in other ways. Often, we reroute power around damaged areas to bring back service to large numbers of customers before we begin repair work. Sometimes, your power may be interrupted because of damage to lines and equipment located miles from your home.

If you lose power, please don't assume your neighbor has reported it. Contact us.



Plan Ahead

- Fully charge your cell phone. Cordless and digital phones may not work during an outage.
- Fill flashlights with fresh batteries and have a battery-powered radio.
- Have drinking water, blankets, first aid kit, and non-perishable food on hand.
- If you have a well pump, fill your bathtub with water for washing and flushing toilets.
- Secure outdoor furniture and objects. Heavy winds could toss them and cause damage or injury.
- Have an evacuation plan and go over it with your family.
- Know how to contact your emergency management office for information on local shelters and emergency exit routes.
- Tell us ahead of time if someone in your family uses electrically-operated life support equipment. For more details, go to oru.com/lse or call 1-877-434-4100.



Stay Informed

- Check O&R's Interactive Outage Map at oru.com/MapInfo, that gives you a geographic view of which communities are affected by outages and provides estimated restoration times.
- Listen to local news and weather channels.
- If you have access to the web, go to oru.com
- Follow @ORUConnect on social media for storm advisories and updates.





Take Precautions

- Storms can topple trees and bring limbs down on power lines. **If you see a downed power line, assume it's live and dangerous.** Don't approach it, drive over it, or touch anything that might be in contact with it. Also, don't drive under a low hanging wire. **Call us immediately, toll-free, at 1-877-434-4100.**
- Turn off light switches and unplug appliances if the power goes out. Leave only a single lamp or radio turned on so you'll know when power is restored. Reconnect appliances one at a time.
- Avoid using candles to reduce the risk of fire.
- Learn to manually open and close your garage door, security door or gate.
- Install surge protectors to help protect sensitive appliances and equipment such as computers and TVs. Also, consider using battery backup systems to protect against loss of computer data.
- If you have a sump pump, consider having a back-up power source.
- If you're using a portable generator, only plug individual appliances into it. Have a qualified technician install a manual transfer switch to your generator. This protects our workers from back-feed and prevents damage to your generator.
- Prevent carbon monoxide poisoning. Only operate a generator outdoors where there's sufficient ventilation.

Si desea recibir una copia de esta guía en español, llámenos al teléfono gratuito 1-877-434-4100 de lunes a viernes, de 8 a.m. a 7 p.m.