



At Home.

Your guide to energy, service and information

Enroll in Smart Savers and let the summer savings begin!



The Smart Savers program rewards you for managing and conserving electricity during the summer months. Smart Savers is free to join, and in exchange for enrolling, you'll get \$85 for each eligible thermostat you enroll. Plus, following your second summer of enrollment, you'll receive an annual \$25 incentive if you participate in at least 80% of event hours that summer. When you enroll in Smart Savers:

- You allow O&R to make brief, limited adjustments to your central air-conditioner setting on peak days when energy consumption is high in the summer. This helps reduce demand and increase service reliability. Eligibility requires central air conditioning, device installation, and a Wi-Fi connection.
- There is no effort required during these events and O&R will automatically adjust your thermostat temperature by no more than four degrees to help lower energy demand during peak hours. If you're not feeling it that day – just override the adjustment.

Shop myorustore.com/Smart-Savers for instant savings on eligible thermostats and enroll at checkout. Already own a Wi-Fi thermostat? You can still enroll by visiting enrollmythermostat.com/oru.

Beware of scams

Utility scams come in all shapes and sizes.

Utility scams can happen online, by phone, or even in person. Someone pretending to be a utility provider will threaten shut-off if you do not pay immediately.

Real Orange & Rockland employees will always:

- Readily prove their identity. An imposter won't.
- Wear a photo ID with their name and employee number.
- Gladly provide their supervisor's name, the unique "ticket" number assigned to your job and ask you to call O&R's Security Services at 1-845-577-3526 or 1-877-434-4100 to verify their identity.

Stay informed with our Interactive Outage Map



Do you know how to check O&R's Interactive Outage Map for service restoration? Knowledge is power with the new Outage Map Tutorial video/guide. Report power outages, monitor restoration, stay informed: oru.com/MapInfo.

Power line safety



If you see a downed power line, assume it's live and dangerous. Don't touch or approach it. Call **1-877-434-4100** to report the situation immediately.

Are you up-to-date?

When was the last time you updated your contact information with us? For example, do you still use your landline – or did you exclusively go cellular? Let us know the best way to reach you so we can communicate with you during emergencies or when we're doing work in your neighborhood. Go to [oru.com/myaccount](https://www.oru.com/myaccount) under Manage My Account or call us at **1-877-434-4100**.

Tree talk



Overgrown and fallen tree limbs are the leading causes of power outages during storms. Periodic pruning and clearing trees around power lines help keep the lights on.

When we prune trees in your community, we:

- Practice tree management methods recommended by the Arbor Day Foundation and the International Society of Arboriculture.
- Work with Shade Tree Commissioners and customers to use the Right Tree Right Place concept in the proper selection and planting of trees compatible with overhead power lines.

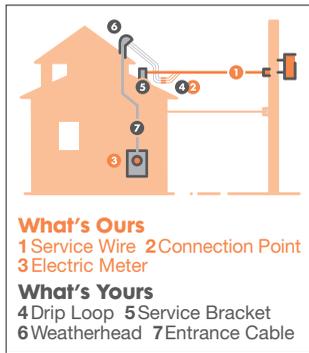
Learn more about planting the right tree in the right place at [oru.com/righttree](https://www.oru.com/righttree).

There's been damage to your electric equipment. Now what?

When a flood, fire or other catastrophic event damages your electric equipment, you'll need to know what repair steps must be taken, as well as what equipment is yours and what equipment is ours.

In some cases, our crews cannot restore your service until your licensed electrician makes repairs to equipment that's your responsibility. That equipment is highlighted in black in the illustration above. The electrical repairs will also need to be inspected by an authorized inspector in your municipality. Once we're notified by the inspector or the electrician that the repairs passed inspection, we can restore your power.

Go to [oru.com/storms](https://www.oru.com/storms) to learn more about restoring power when your equipment is damaged.



Mylar balloon safety tips

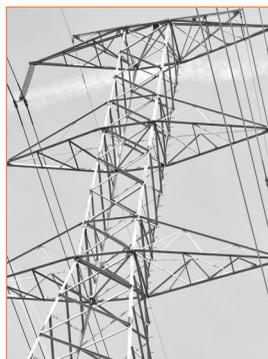


The metallic coating on Mylar balloons conducts electricity. Because of this, when a Mylar balloon comes into contact with a power line or floats into substation equipment, it can cause a short circuit, which can lead to power outages, fires and possible injuries.

Please keep the following safety tips in mind:

- NEVER touch a power line. Do not attempt to retrieve a balloon, kite, or other types of toys or debris that are entangled in an overhead power line or substation. Call us to report the problem at **1-877-434-4100**.
- Keep balloons tethered at all times.
- Always properly dispose of Mylar balloons by safely puncturing the balloon in several places, releasing the helium that otherwise could cause the balloon to float away.

Summer alerts



The PJM Regional Transmission Operator and the New York Independent System Operator are responsible for managing the high voltage grids. During an extreme heat wave, these agencies may ask us to urge customers to quickly reduce electricity use temporarily. This can be done by raising your AC thermostat, turning off non-essential lights and running energy intensive appliances, such as dishwashers, during off-peak hours in the early morning or late at night.