

STATE OF NEW YORK

# Public Service Commission

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FOR RELEASE: IMMEDIATELY

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## PSC EXTENDS CONSUMER WINTER STORM ASSISTANCE

— Consumers Urged to Keep Safe, Keep Warm During Outage —

Albany, NY—12/12/08—The New York State Public Service Commission (Commission) today announced that due to the recent ice storm and power outages in the Hudson Valley, the Capital Region and the North Country, the Department of Public Service will keep its Hotline open this weekend to assist customers in reporting outages and obtaining available information.

“It is critically important consumers can quickly find access to information during this time of emergency and the Department staff can provide needed information to consumers,” said Commission Chairman Garry Brown. “Customers without power should follow the health and safety tips provided and take shelter in a warm location provided by the Red Cross or locality to ensure everyone’s safety and welfare until their power is restored. We must all work together to ensure that the public is kept safe and secure during this time of great need.”

The Department of Public Service call center can be reached by calling **1-800-342-3355** between the hours of 9:00 a.m. and 5:00 p.m. both Saturday and Sunday. Also, Staff of the Department of Public Service will continue to monitor the utilities efforts throughout the restoration period.

### How to Contact Your Utility

To report a power outage to your electric utility, please contact:

#### Central Hudson Gas and Electric

1-800-527-2714 or 845-452-2700

[www.centralhudson.com](http://www.centralhudson.com)

#### National Grid

1-800-867-5252 or 1-800-642-4272

[www.nationalgridus.com/niagaramohawk/index.asp](http://www.nationalgridus.com/niagaramohawk/index.asp)

**New York State Electric and Gas**

1-800-572-1131

[www.nyseg.com](http://www.nyseg.com)**Orange and Rockland**

1-877-434-4100

[www.oru.com](http://www.oru.com)

The aforementioned utilities have called in additional company personnel, contractor line crews and forestry crews to help restore service in your area. Once your utility completes its assessment of the extent of damage to its electric facilities from the ice storm, estimated date(s) and time(s) for restoration of service will be provided by contacting the utility by telephone or visiting the company's Web site.

**Health and Safety Tips**

The Commission has several suggestions to help ensure your health and safety during the power outage, including the following tips:

- Stay warm by dressing in layers and minimizing your time outdoors.
- Know the mental and physical signs of hypothermia (shivering, drowsiness) and how to treat it (wrap the person in warm clothing, move the individual to a warm location and seek medical attention).
- Hang blankets over windows and doorways to insulate your home.
- If you have a working fireplace, use it for heat and light, but be sure to keep the damper open for ventilation.
- Open your faucets to a steady drip so pipes do not freeze.
- Eat. Food provides your body with needed energy to produce its own heat and drinking helps your body avoid dehydration.
- Never use a charcoal grill inside or use a gas stove for heat as they give off harmful levels of carbon monoxide.
- Place a generator outside for proper ventilation. Turn off the main electric breaker before using the generator to prevent electricity from traveling to otherwise de-energized electrical lines outside your house and possibly injuring repair crews.

- Call your local emergency response number for help, if needed. The number in many areas is 911. Look at the first page of your phone book for year's emergency number.
- Check on people with special needs.
- If you smell gas, call your local utility immediately.
- Keep your refrigerator and freezer doors shut to keep food from spoiling. If you use dry ice, handle it with gloves so it doesn't damage your skin.
- Turn off major appliances to prevent damage from a possible surge when the power comes back on.

### **Warming Stations**

If the cold persists and your heat is not restored, call family, neighbors or friends to see if you can stay with them. Or call your utility or the Red Cross at **518-454-8111** for the locations of warming shelters for those seeking respite from the cold weather. The shelters listed below are currently operational in the New York State counties, as indicated below:

#### **Albany County**

- Ravena Grange, Route 143 Coeymans Hollow (opening at 3:00 p.m.)

#### **Rensselaer County**

- Tsatsawassa Fire House, 9 Firehouse Lane, Brainard (open)
- HVCC Field House, 89 Vandenburg Avenue, Troy (opening at 3:00 p.m.)
- 1776 Sixth Avenue, Troy (opening at 5:00 p.m.)

#### **Saratoga County**

- Stillwater Community Center, 19 Palmer Street, Stillwater (open)
- Clifton Park Senior Center, 6 Clifton Common Court (open)

#### **Schenectady County**

- Scotia/Glenville High School, 1 Tartan Way, Scotia (open)

#### **Ulster County**

- Kerhonkson Fire Department, 333 Main Street, Kerhonkson (open)
- Athletic Wellness Center, SUNY New Paltz (open)