

# Be Safe and Prepared for Emergencies

JULY 25, 2019



**PSEG**

*We make things work for you.*

# Poll Question

How many people are watching this Webinar at your location (include yourself)?

# Presenter



Nancy Harris

# Agenda

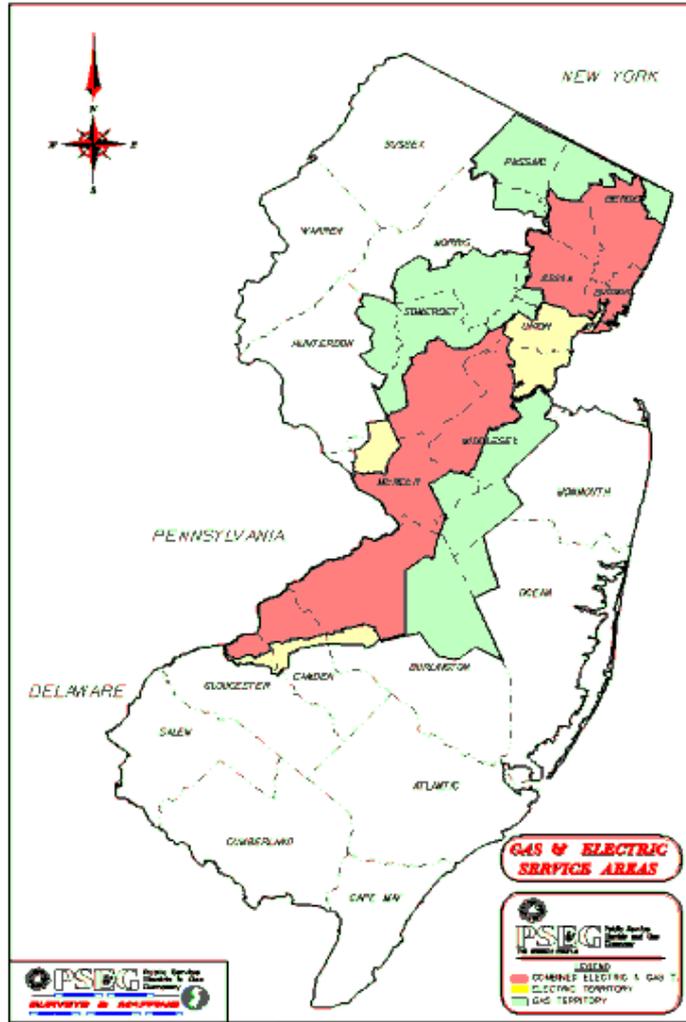
1. Introduction
2. Storm Preparation
3. Restoration
4. Working with PSE&G During Outages
5. Staying Safe
6. Know What's Below

# Introduction



**PSEG**  
*We make things work for you.*

# Overview – Electric and Gas



- Service Territory

- 70% of New Jersey’s population
- 2.4 million Electric meters
- 1.8 million Gas meters
- 323 Municipalities
- 11 County OEM Offices
- 2,600 Square Miles
- 22,223 Distribution Circuit Miles
- 1,735 Transmission Circuit Miles
- 18,000 Miles of Main

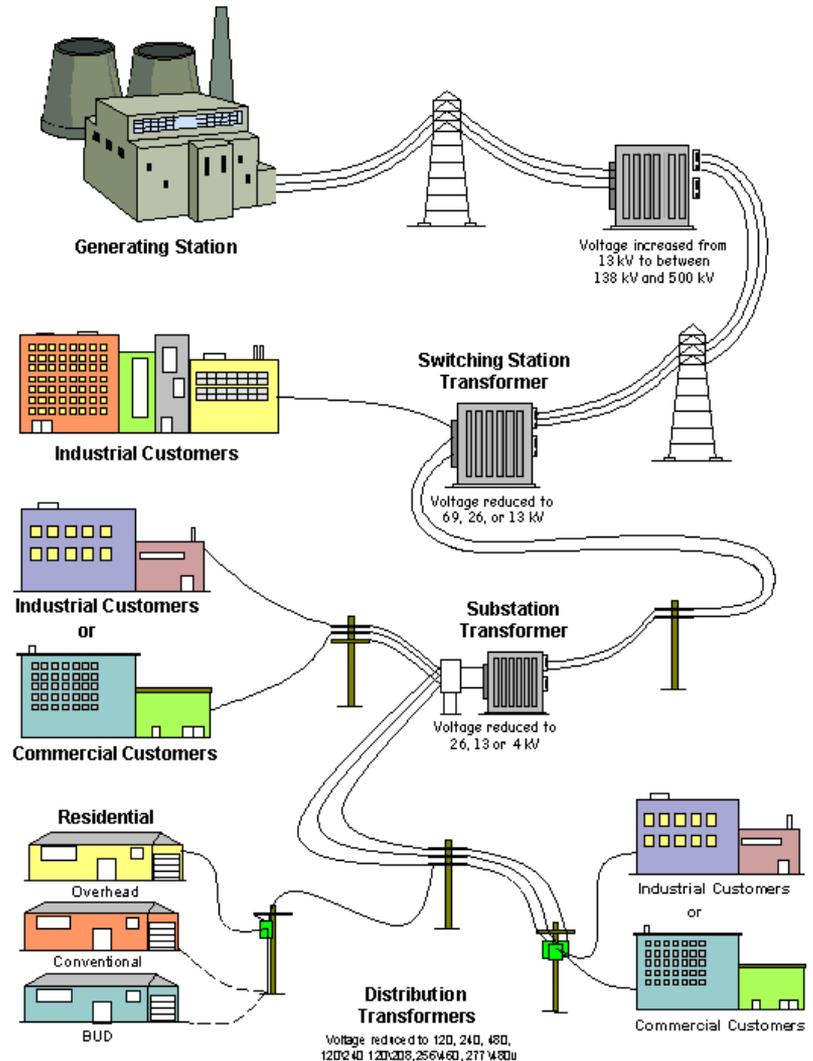
# Poll Question

Approximately how many facilities does your company operate within PSE&G electric service area?

- A. One
- B. Two
- C. Less than 10
- D. Over 10

# Electric System Overview

- Electricity is generated (multiple fuel types)
- Transformed to high voltage for transmission over long distances.
- Voltage reduced to lower voltages at **switching station**
- Voltage reduced further at **substation**
- Finally reduced at the pole transformer to serve customers



# Types of Distribution

## Overhead

- Built on poles varying from 35' to 60'
- Less costly and easy to build and maintain
- Susceptible to weather, environment, and wildlife contact
  - Storms, trees, and squirrels all frequently cause outages

## Underground

- Built in either duct banks or directly buried underground
- More costly and complicated to build and maintain
- Protected from most external threats but more restoration challenges
  - Less susceptible to storms, trees and squirrels.

# Storm Preparation



**PSEG**  
*We make things work for you.*

# Storm Preparation – PSE&G

## Assess Staffing

- Determine overall availability
- Schedule additional crews to be on property
- Activate all Utility personnel for damage assessment, staging and other tasks as needed
- Request Mutual Assistance, if deemed necessary

## Assess Resources

- Determine material needs and secure any needed items
- Ensure fuel is available

## Utility-Wide Conference Calls

- Weather updates provided by Weather Service
- Ongoing review of staffing
- Ongoing review of impacts/potential impacts
- Ongoing communication with municipalities, counties and state, critical and commercial customers, and customers who rely on life-saving medical equipment
- Ongoing communication with media

# Storm Preparation - Business

## Plan

- Develop a Business Continuity Plan
- Create a Staff communication plan
- Identify an alternate work site(s) if practicable
- Identify System backups
- Consult FEMA resources:  
<https://www.ready.gov/business>

## Prepare

- Train your staff
- Conduct exercises and drills
- Test your alternate work site(s)
- Create “Go-Kits” with items needed to work elsewhere for an extended time

## Act

- Monitor weather and news
- Contact PSE&G if your power goes out
- Notify your staff, customers and clients



# Restoration

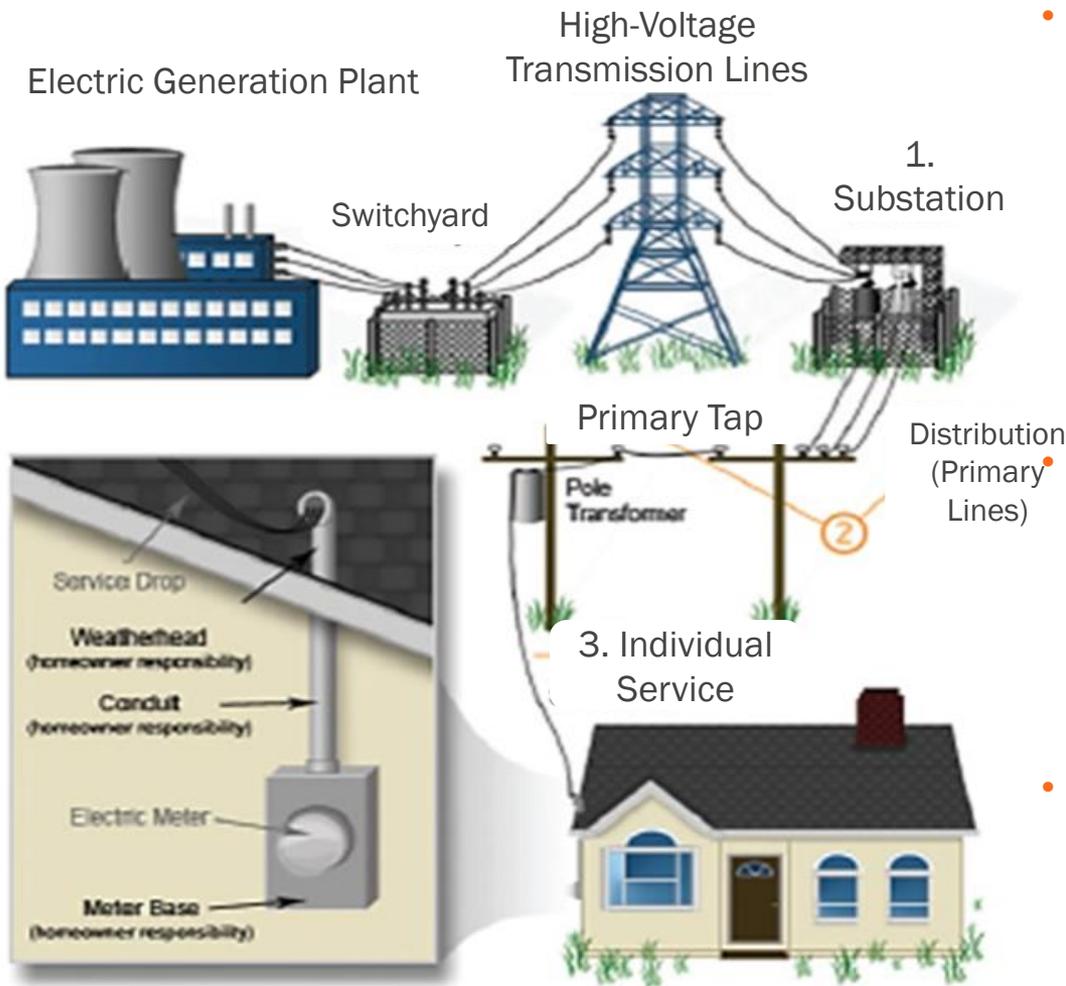


**PSEG**  
*We make things work for you.*

# Restoration Priorities

- Life Safety
- Public Safety Hazards
  - Blocked Roads / Downed Live Wires
- Critical Facility Restoration
- Transmission Lines
- Primary Distribution
- Large Industrial and Commercial Customers
- Transformers and Secondary
- Individual House Services

# Power Restoration Process



- **Step 1: Substations**

Repair any damage to the main distribution lines that leave the substations. The initial step restores power to the largest number of customers.

- **Step 2 – Neighborhoods**

Repair damage on the tap lines that branch off the main line into power groups of homes or neighborhoods.

- **Step 3 – Individual Service**

After the larger main lines and neighborhood lines are repaired, work begins to restore power to individual residences

# Working with PSE&G During Outages



**PSE&G**  
*We make things work for you.*

# MyAlerts

PSEG CORPORATE

**PSE&G**

PSEG LONG ISLAND

PSEG POWER



ESPAÑOL

CONTACT US ▾

LOGIN or REGISTER



PAY MY BILL

REPORT OUTAGE

MOVING

EMERGENCIES ▾

My Account

Outages & Leaks

WorryFree

Save Energy & Money

Safety & Reliability

Business & Contractors

In The Community

Just "ask Alexa"

Pay your bill, get energy tips, and more!

GO NOW

## Login to My Account

Username

Password

Remember Me

[Forgot Username/Password >](#)

LOGIN

REGISTER

Welcome! Start Here.

[View Or Pay Your Bill](#)

[Outage Center](#)

[Contact Us](#)

[WorryFree@Service](#)



### MyAlerts

Be in the know now—and keep us in the



### My Account

View or pay your bill, schedule service



# Poll Question

Have you ever logged in to PSE&G.com through MyAccount to report a power outage?

A. Yes

B. No

# How Do You Know About Outages?



PAY MY BILL

REPORT OUTAGE

MOVING

EMERGENCIES

My Account

Outages & Leaks

WorryFree

Save Energy & Money

Safety & Reliability

Business & Contractors

In The Community

## Outage Center

### Online Outage Map

Use this map to gain 24/7 access to real-time outage and restoration information.

[VIEW OUTAGES](#)

### Report a Power Outage

Text OUT to 4PSEG (47734), report it below, or call us 1-800-436-PSEG (7734).

[REPORT OUTAGE](#)

### Check the Status of an Outage

Text STAT to 4PSEG (47734), check the status online through My Account, or call 1-800-436-PSEG (7734).

[CHECK OUTAGE STATUS ONLINE](#)

### Stay Connected With MyAlerts

Report outages, check the status of power restoration, and more.

[SIGN UP NOW](#)

# Outage Map



Legend **Summary**

Outages by County-Municipality

**Active Outages: 22**  
**Affected Customers: 91**

Entire PSEG Territory

**Go To Favorites**

Go To Overview Map

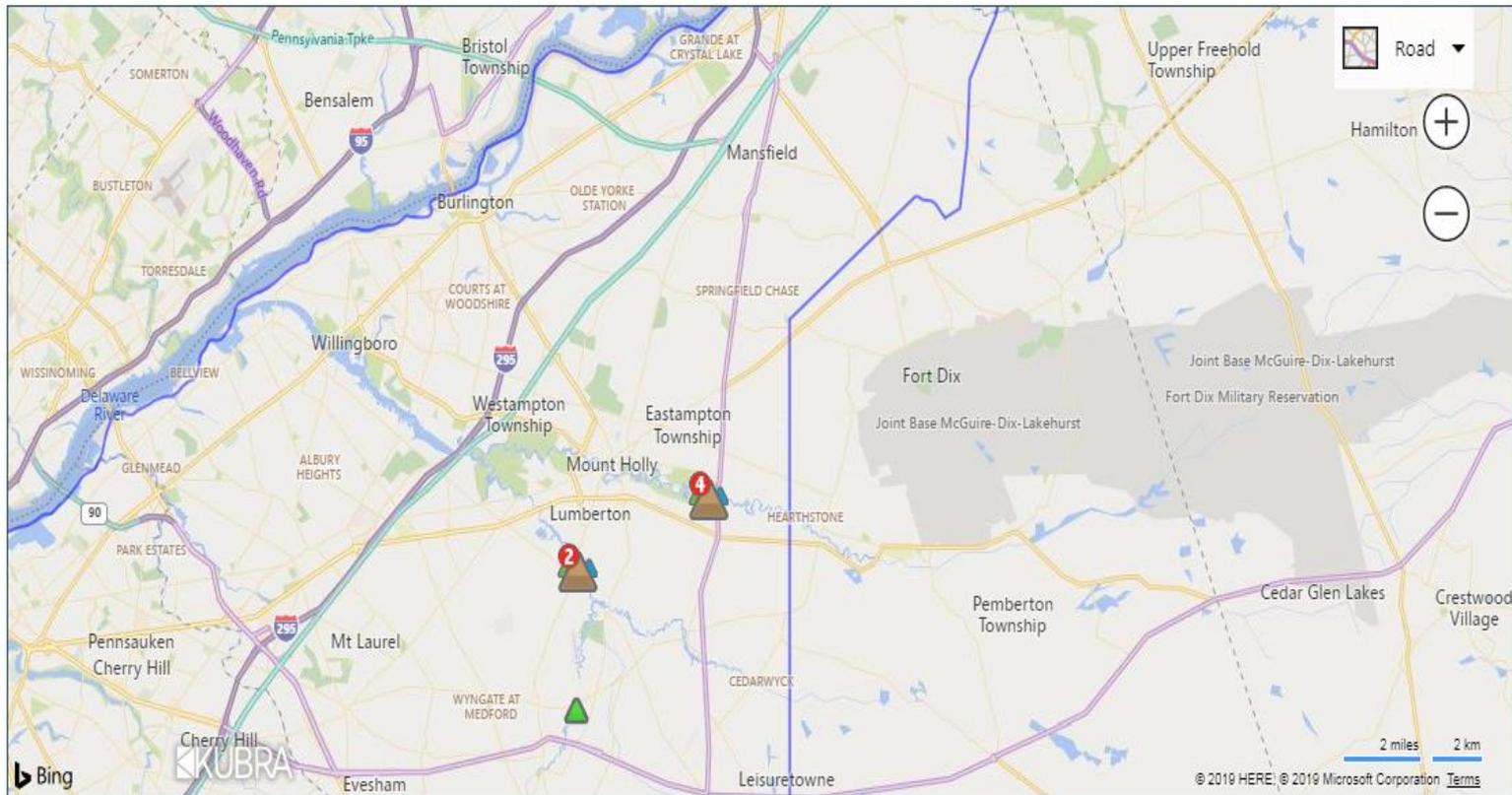
Go To Your Location

Go to an Address (enter ZIP code or street, city, and state):

Go to County

Last Updated: Jun 21, 2:00 PM

Information is updated every 15 minutes.



# Outage Map



Legend **Summary**

Outages by County-Municipality

Active Outages: 22  
Affected Customers: 91

Entire PSEG Territory

Go To Favorites

Go To Overview Map

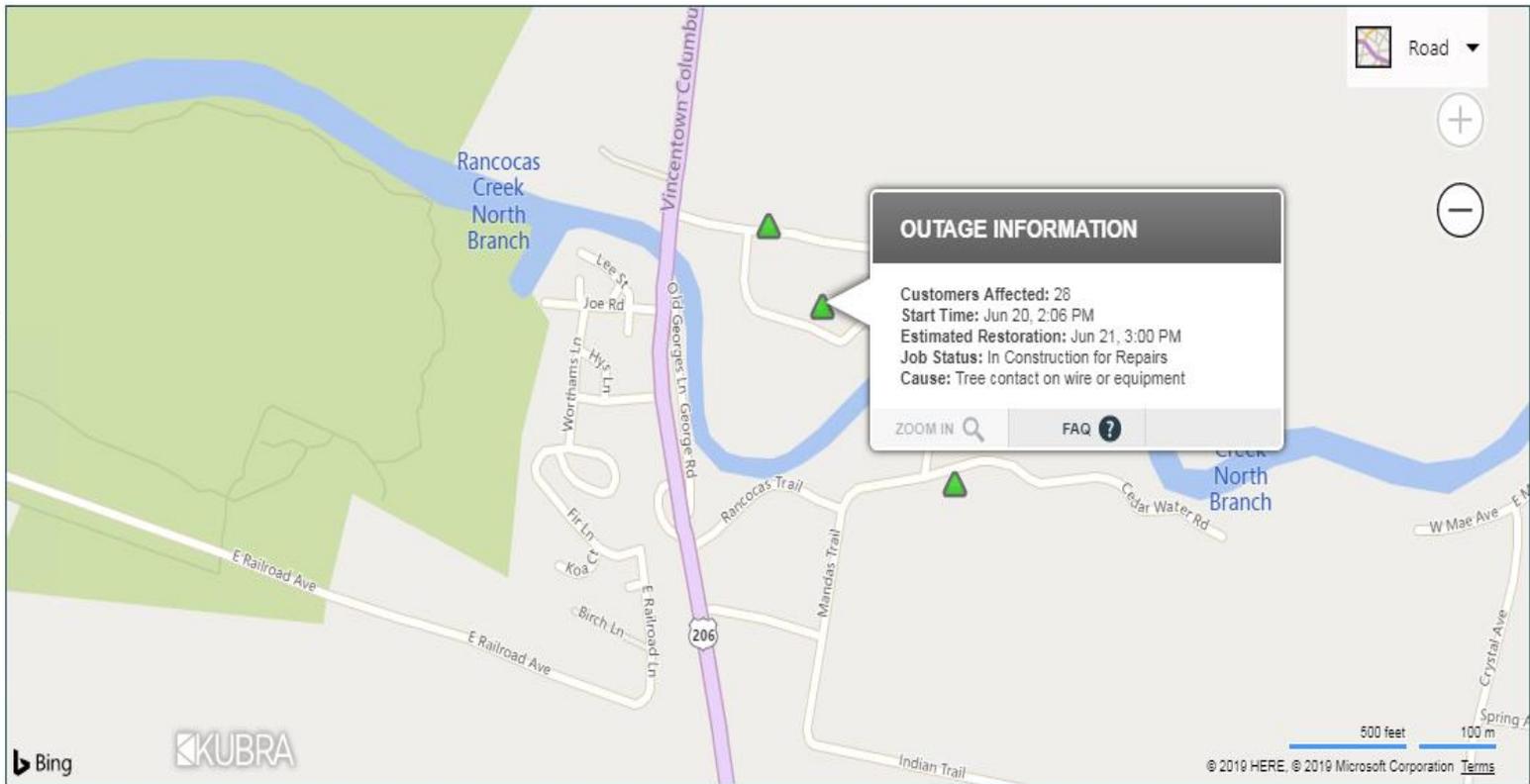
Go To Your Location

Go to an Address (enter ZIP code or street, city, and state):

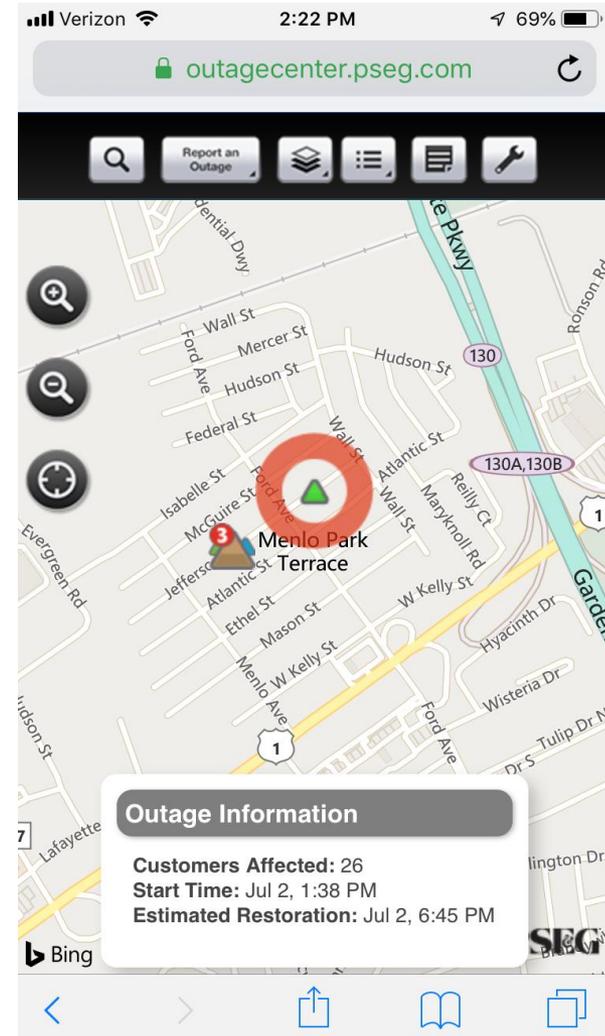
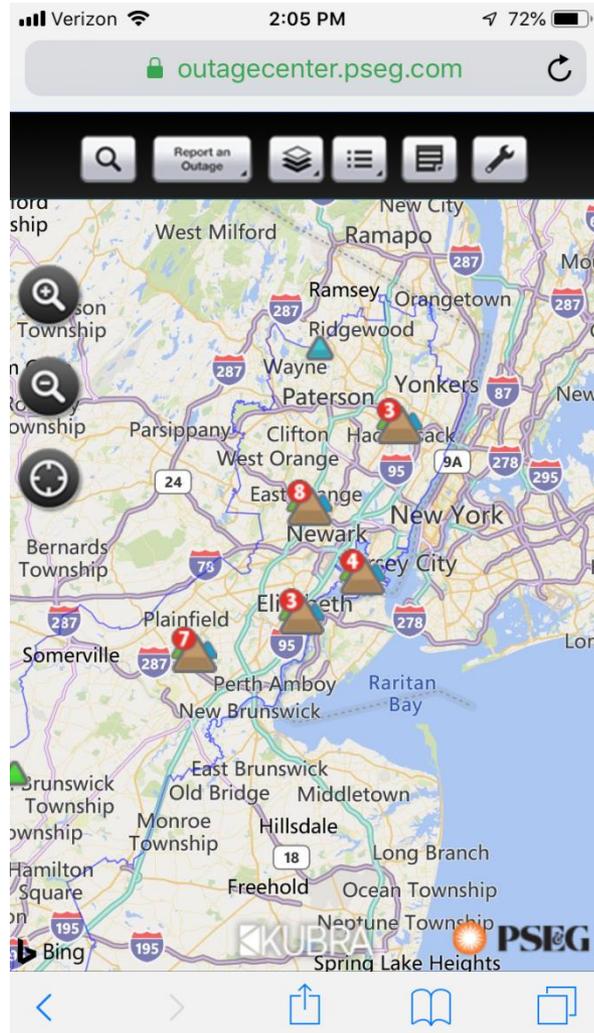
Go to County

Select...

Last Updated: Jun 21, 2:00 PM  
Information is updated every 15 minutes.



# Outage Map - Mobile



# Staying Safe



**PSEG**  
*We make things work for you.*

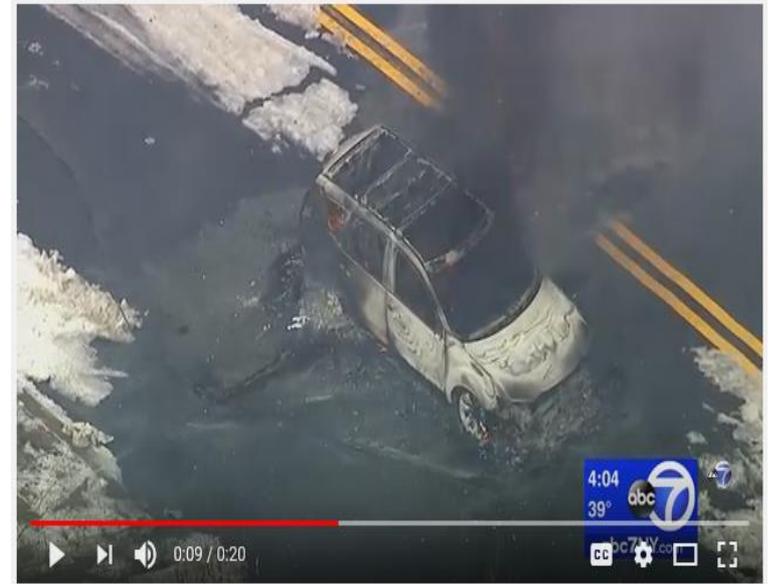
# Safety Tips: Downed Wires



- Do not touch downed wires
- Do not stare at downed wires
- Never assume that downed lines are de-energized.
- In most cases, they are live and can cause extensive damage and/or life threatening injuries

# Safety Tips: Downed Wires

- Always maintain a 30-foot circle of safety around downed wires
- Always stay 30-feet away from metal objects in contact with downed wires
- Live wires could be energizing fences and other conductive material out of your view
- Only trained field personnel with personal protective equipment may be less than 30-feet from downed wires



# Downed Wires – Wires on Vehicles

- Stay in vehicle with windows closed if it is safe
- Call 9-1-1



# Know What's Below



**PSEG**  
*We make things work for you.*

# Know What's Below



NJ State Law requires anyone planning to dig (excavation, demolition, blasting) small or large, construction project or homeowner to call 811.

If you see construction and no paint or flags request the excavator to stop. Then instruct the excavator to call 811 to obtain a routine locate request.



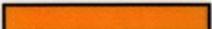
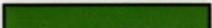
# Poll Question

Does your business location (s) have emergency generation on site?

- A. Yes
- B. No
- C. Not yet, planning to install

# What Do the Colors Mean?

**COLOR CODE  
FOR MARKING  
UNDERGROUND UTILITY LINES**

	<b>ELECTRIC</b>
	<b>GAS-OIL-STEAM</b>
	<b>COMMUNICATION CATV</b>
	<b>WATER</b>
	<b>SEWER</b>
	<b>PROPOSED EXCAVATION</b>

**811** Know what's below.  
Call before you dig.  
or  
1-800-272-1000

**NEW JERSEY ONE CALL  
CALL FOR FREE MARKOUTS  
3 FULL DAYS BEFORE YOU DIG**



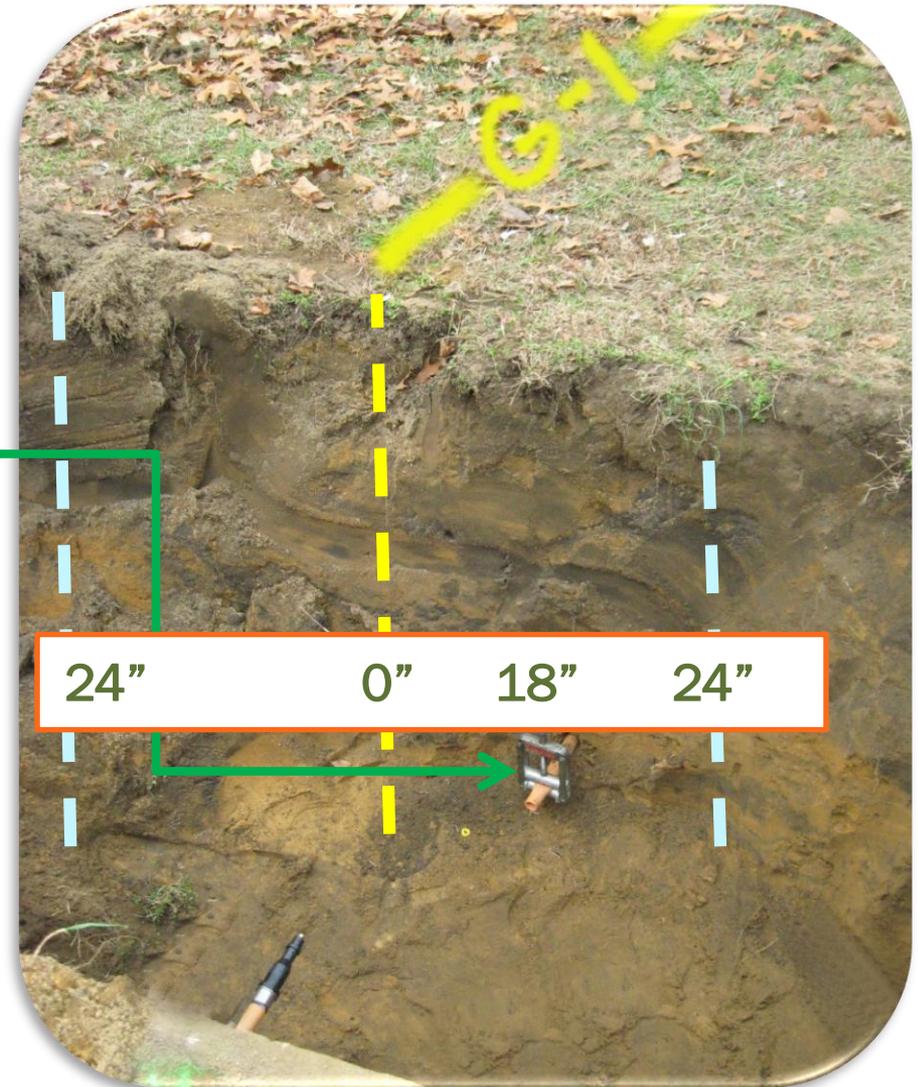
If you see someone digging and there is no evidence of markout.

**Call PSE&G Right Away!  
201-337-2527**

# Hand Digging

Gas line

- — Markout paint = 0"
- — Hand dig area = 24" each side of markout point



# Poll Question

How valuable has this Webinar been to you?

- A. Very valuable.
- B. Moderately valuable.
- C. Slightly valuable.
- D. Not valuable at all.

# Contact Information

- Always call 9-1-1 to report an emergency
- Public Emergency Line: 800-436-7734
- Presenter: Nancy J. Harris  
[Nancy.Harris@PSEG.com](mailto:Nancy.Harris@PSEG.com)  
862-214-3703