

EnergyCentral



Central Hudson crews worked day and night to restore service to the 117,000 homes and businesses affected by Tropical Storm Isaias.

Service restored following Tropical Storm Isaias

Fourth most damaging storm in region's history

Tropical Storm Isaias brought severe winds and heavy rains to the region, bringing trees and limbs down onto power lines throughout Central Hudson's service area on Tuesday, August 4th. The storm

raced through the Hudson Valley in just a few hours, but left nearly 117,000 homes and businesses without power, making it in the fourth most damaging storm in the region's history.

With more than one-third of customers impacted, Central Hudson assembled a field force of more than 700 line and tree workers, including mutual aid from several states, with hundreds of Central Hudson employees working in support roles. This response team, one of the largest ever assembled by Central Hudson, worked day and night, restoring electricity to 50 percent of impacted customers within 24 hours, 75 percent of

customers within 48 hours, and 98 percent of customers within 72 hours.

"Electrical service is essential to our homes and businesses, especially while still navigating the COVID-19 pandemic," said Charles A. Freni, President and CEO of Central Hudson. "There were many challenges for our workforce and our customers, and despite the historic nature of the storm, our crews were able to restore power to our customers safely, and more swiftly than we ever have with a weather event of this magnitude."

In the wake of the storm, Central

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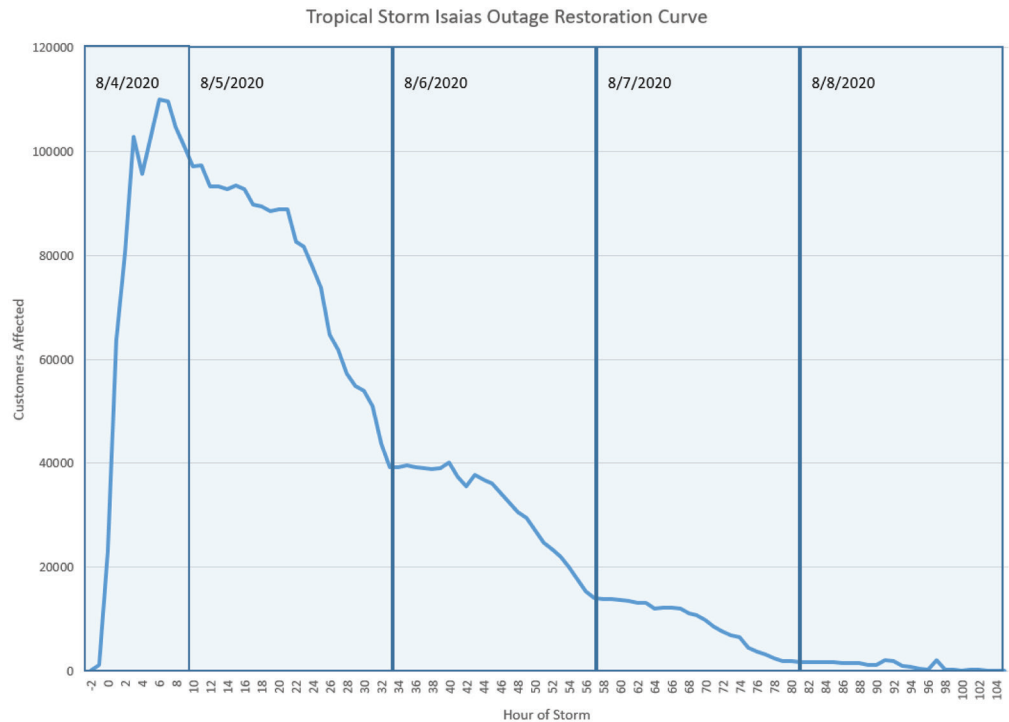
Isaias: Company focused on improving reliability, resiliency

Hudson communicated each day with federal, state, county and municipal leaders regarding crew locations and estimated times of restoration on once daily video conference calls. Other communication channels for officials and customers included multiple press releases each day, updating the Central Hudson phone voice message system and website, mobile app, text messages, daily emails to customers, updates to the Storm Central outage map, and through interaction on social media.

The storm was also the first major event in which the Municipal Portal was available, providing two-way communications to report and address blocked roads, downed wires, outage reporting and other storm-related information. In addition to this, Central Hudson made daily contact with affected critical facilities and our most vulnerable customers to ensure their welfare throughout their service interruption.

Despite an efficient response to the damage caused by Tropical Storm Isaias, Central Hudson remains committed to finding ways to harden the grid against major weather events and increase overall reliability. Potential reliability improvements include:

- Expanding tree trimming efforts with enhanced line clearance to address the tallest trees, and including placing a greater emphasis on danger tree removal efforts from outside rights of way;



- Expanding our training capability to develop a larger Central Hudson line workforce with broader skills in a shorter period of time than currently forecasted;
- Pursuing the use of drones to facilitate damage assessment efforts;
- Developing greater system redundancy through the implementation of a new distribution management system.

The weather impacts last month continued with another storm system on August 27, bringing strong winds to

the region and a confirmed tornado in the Montgomery area of Orange County, causing severe localized damage. Power was restored to all customers by the following day.

“We strive to continuously improve our storm planning, operational response and communications during major storm events,” concluded Freni. “I am extraordinarily proud of the dedication and commitment demonstrated by our employees, and we owe a debt of gratitude to our local emergency responders in working with us to clear roads and restore electric service.” ✨

TROPICAL STORM ISAIAS: BY THE NUMBERS

Total outages: 116,818

Number of outage cases (damage reports): 1,961

Wire down reports: 2,528

Broken utility poles: 145

Total number of line, tree and service workers in the field (includes employees, contractors and mutual aid): 728

- Total number of mutual aid electric line workers: 273

Total customer contacts: 86,871

- Calls handled by automated system: 46,736
- Calls Received by Customer Service Representatives: 24,564
- Chats Received by Customer Service Representatives: 2,269
- Emails Received by Customer Service Representatives: 732

Cases of water distributed to customers: 19,296

Regular ice distributed (lbs): 17,010

Dry ice distributed (lbs): 2,325

Meals delivered to field crews: 2,850

Service restoration:

- Service restored to 51% by 6 p.m. on August 5 (1 day)
- Service restored to 66% by 8 a.m. on August 6
- Service restored to 75% by 4:40 p.m. August 6 (2 days)
- Service restored to 98% by 6 p.m. August 7 (3 days)