

# PSEG

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Subject: FW: PSE&G Alert: Preparing for Hurricane Sandy

Importance: High

Good morning:

Please widely disseminate as part of your overall preparation for the storm anticipated to affect New Jersey. We will forward information as it becomes available.

Thanks and be safe,

Stephanie

PSE&G Prepares for Hurricane Sandy

Additional crews and equipment on hand to restore service  
PSE&G is closely monitoring the track of Hurricane Sandy and is making emergency preparations should the storm bring heavy rain, strong winds and flooding to our service territory. At this time, the storm is expected to begin impacting New Jersey as early as late Sunday with the full brunt of the storm hitting the area on Monday and/or Tuesday.

In anticipation of Hurricane Sandy, PSE&G is taking the following steps to ensure that the utility is ready to respond to what may be widespread power outages:

- Ensuring that all available personnel are ready to respond beginning this weekend.

- Arranging for contractors, including tree crews, to assist the utility's own skilled workforce.

- Ensuring that additional supplies, such as poles, transformers and other pole-top equipment, are on hand.

- Ensuring that all vehicles are fueled and ready to go.

- Testing generators at utility locations.

- Checking locations for potential flooding and taking precautions, such as using sandbags to help divert water from substation equipment.

- Coordinating with county OEMs to keep them updated on outages and

restoration efforts.

Clearly, a storm like Hurricane Sandy has the potential to interrupt service. High winds might cause trees to brush up against power lines, and lightning could strike and damage trees or pole-top equipment. There also is the potential for trees to be uprooted.

Depending on the severity of the storm, response times for both electric and gas emergency services may be longer than usual. PSE&G asks for our customers' patience and cooperation as we work to safely restore service as quickly as possible. As the storm gets closer, the utility will provide information about estimated restoration times.

To report downed wires or power outages, customers should call PSE&G's Customer Service line at 1-800-436-PSEG. PSE&G uses an automated system to handle customer calls as efficiently as possible. Customers who get an automated response when calling PSE&G are encouraged to use it, as it is designed to route their calls to the right destination quickly. The system also provides the option to speak directly to a customer service representative. If you have specific information regarding damage to wires, transformers or poles, we ask that you speak with a representative to provide that information.

Customers with a handheld device, or who are at an alternate location with power, can also report power outages and view the status of their outage by logging in to My Account at [pseg.com](http://pseg.com). General outage activity throughout our service territory is available online at [www.pseg.com/outagecenter](http://www.pseg.com/outagecenter) and updates are posted on [pseg.com](http://pseg.com) during severe weather.

In addition, if outages are widespread, the utility will activate its Twitter page to keep the public informed about our restoration progress. Sign up as a follower at <http://twitter.com/psegdelivers> to monitor restoration progress.