

# Con Edison Summer Preparedness

May 26, 2020

# Key Points: What's Different This Year?

- Summer demand patterns will likely be lower, but shifted, due to pandemic and customer pattern changes;
- We have invested \$1.3 billion in our electric grid to provide even higher levels of reliability and resiliency – particular focus on NYCHA;
- Closer coordination with Mayor's Office, Emergency Management, and commitment to improved communication;
- Con Edison will continue to work with its customers through the summer to ease issues of financial hardship;
- Climate change adaptation requires a balance between investment and energy efficiency.

# COVID-19 Customer Assistance

- Suspended termination of service for non-payment and waiving late fees.
- Providing flexible payment agreements for those that need help.
- Supporting the City of NY's heat mitigation plan.
- Providing energy saving tips while people are at home more; best way to save is to conserve.

# Summer Energy Forecast

- Revised summer peak forecast: 12,000 MW, down from 13,270 MW last year.
- Currently overall load has decreased because of the pandemic.
  - Weekday overall load is down ~15.6%
  - Weekend overall load is down ~8.5%
- Vast majority of areas will experience similar or lower than that typical peak load.
- Few areas may experience higher than typical peak load.

# Grid Investments: Overview

- 2020 summer prep work will be completed as planned.
- We have invested \$1.3B in our electric grid;
  - Multiple significant projects across all five boroughs.
  - Southeast Brooklyn (Flatbush grid) improvements & equipment upgrades
  - Providing service capacity upgrades at numerous NYCHA sites.
- Continue to deploy smart technologies across the grid:
  - Smart meter installations resuming;
  - Two-way communication underground switches;
  - Manhole sensors to better anticipate manhole fires;
- Proactive generator positioning.

# Heat or Storm Event: Operational Readiness

- Emergency response plans
- Training and exercises
- Coordination and embedding with NYC EM
- Preemptive measures before incident



# Operational Readiness: Heat Event

- Load Reduction Measures:
  - General Customer Appeal
  - Focused Network Appeal
  - Distribution Load Relief Program
  - Voluntary Load Reductions
  - Voltage Reduction
  - Load Shedding (last option)



# Customer Communications

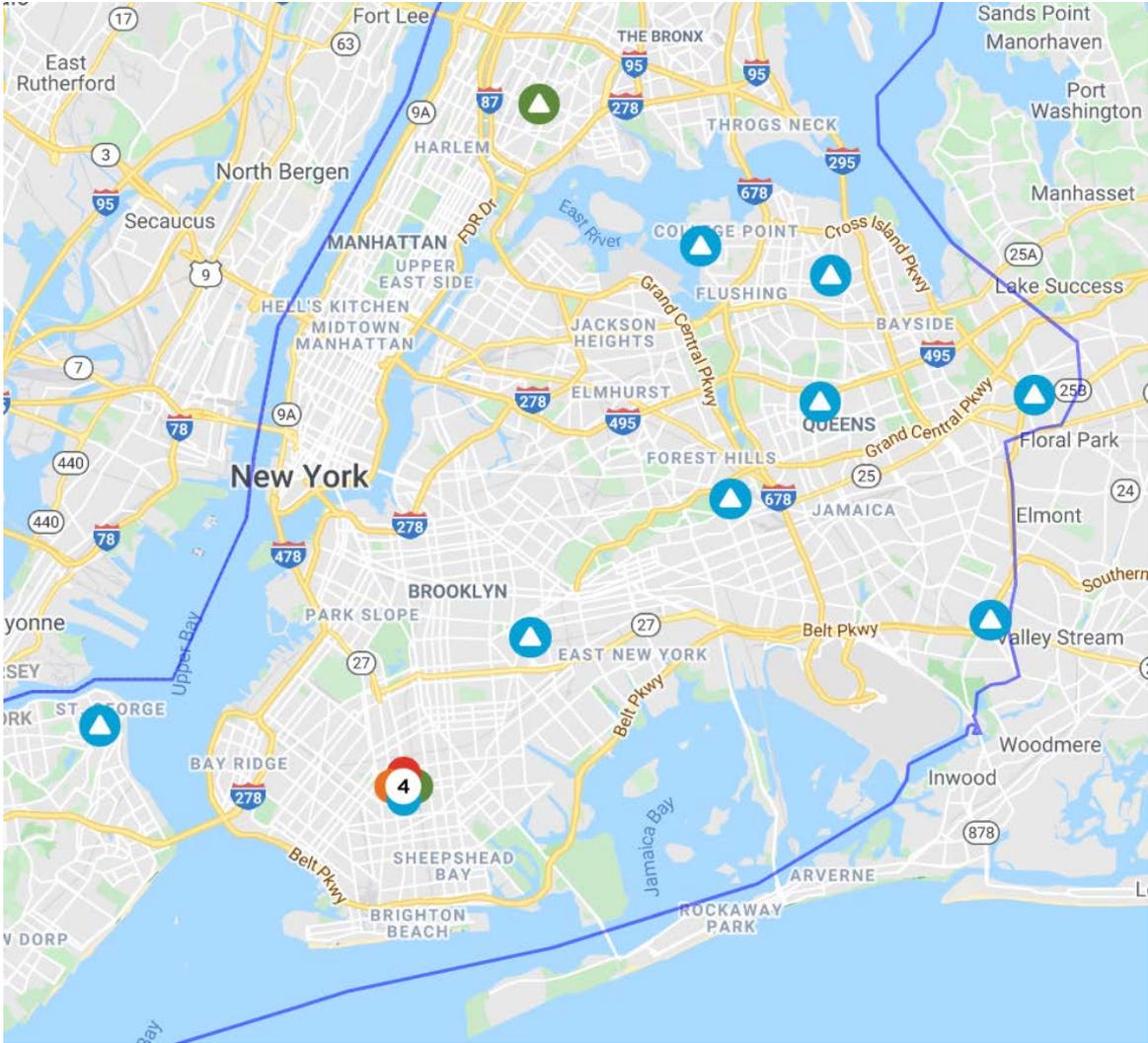
## Proactive

- Targeted outbound energy conservation messages
- Press releases, email blasts, web postings, social media
- New: Regular update calls with electeds before storms and potential outage events

## Outage-related

- Customer reports outage (land line, smart phone, text, or internet)
  - Once established, Estimated Time of Restoration provided to customer
  - Service restoration confirmation outbound calls made to customer

# Customer Communications: Online Outage Map



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# APPENDIX

# COVID-19 Operational Changes

- Crews have been part of the essential workforce and have continued to work throughout the pandemic.
- To increase social distancing, start times staggered, satellite work out locations created, additional vehicles were provided, and PPE was issued.
- Crews practice social distancing, use face coverings when not possible, and follow CDC guidelines.
- Non-operational employees have been working remotely to the greatest extent possible to minimize spread of COVID-19.
- Reduced workstreams to limit exposure to public. This included new service work, smart meter deployment and meter reading.

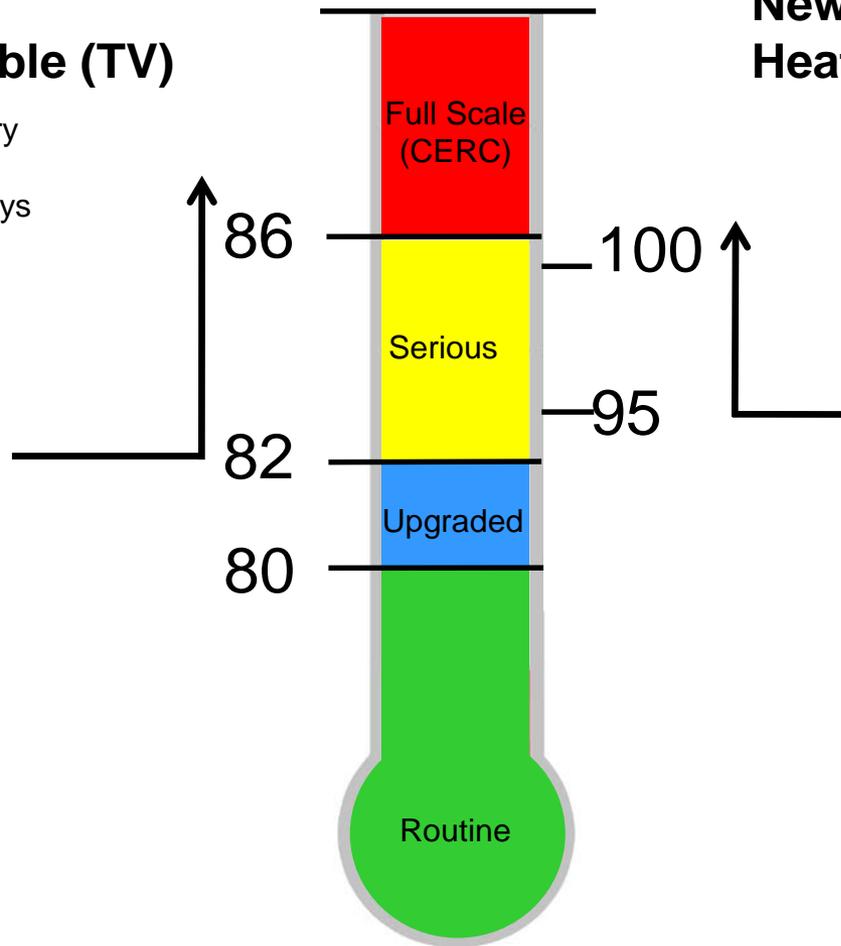
# Operational Readiness: Heat Event

## Con Edison

### Temperature Variable (TV)

A weighted average dry bulb and wet bulb temperature over 3 days

- ✓ No scheduled feeder work
- ✓ Mobilization
- ✓ Increased staffing



## New York City Heat Index

Based on the peak temperature and humidity for that day

- ✓ Agency Heat Call
- ✓ Cooling Centers Open
- ✓ Homeless outreach
- ✓ Excavation Safety alerts
- ✓ Police & fire patrol for open hydrants

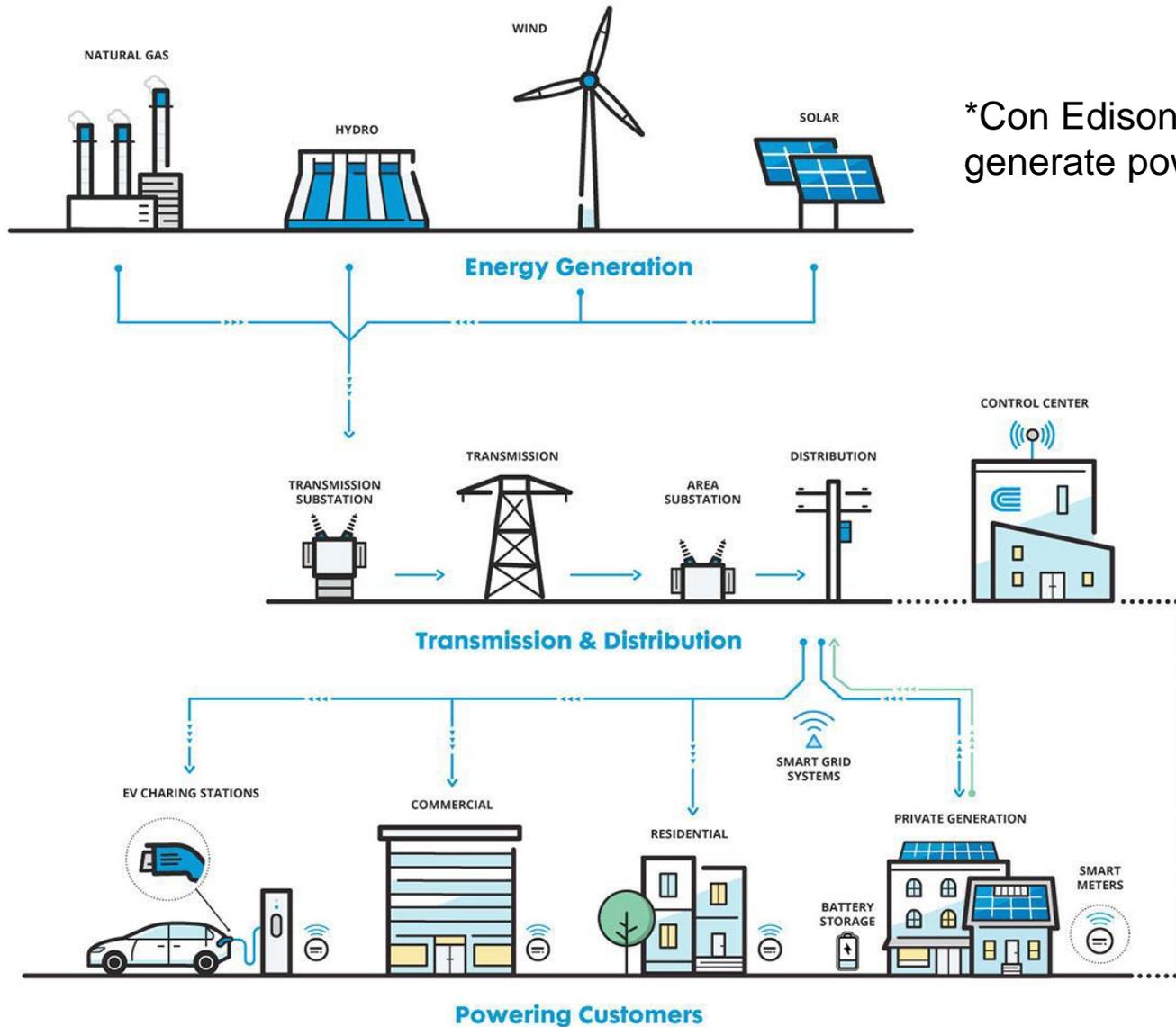
# COVID-19 Community Assistance

- Contributed more than \$300,000 to nonprofit organizations dedicated to feeding New Yorkers.
- Contributed \$50,000 to the NYC Healthcare Heroes Fund to provide food, household cleaning and personal care products to health-care professionals.
- Contributed \$40,000 to assist local police and fire departments and USO foundations.
- Employees have contributed more than \$100,000 to various groups since March 1, and those donations are matched dollar for dollar by Con Edison.
- Employees at a Con Edison machine shop in the Van Nest section of the Bronx manufactured more than 40,000 plastic face shields and donated it to health-care workers.
- Donated nearly 100,000 N95 masks for health-care workers.
- Our crews ran electricity lines to emergency hospitals in Central Park, at the Westchester County Center, and a drive-through testing center in Coney Island, Brooklyn. Continue to work on COVID-19 testing sites.

# Grid Investments: Battery Storage



# Electric Grid Overview



\*Con Edison does not generate power in NY