

STEERING CLEAR

Customer Meter Operations (CMO) is putting extra care into simulating real-life scenarios that help train drivers for the unexpected.

Destination: Zero Harm



When it comes to proving to ourselves that zero harm is achievable, we've come a long way. We closed 2018 with the best Total Combined Incident Rate (TCIR) in company history (1.09) and continued our longest streak of accident-free days from November 22, 2018 into March 25, 2019 – a total 124 days without a single recordable injury or illness.

“The challenge now is to apply to our driving that same focus which led us to significantly reduce our injury rate,” explained Safety Section Manager **Tom O'Connell**. According to Tom, the work of department-level Internal Safety Teams, supported by the Corporate Safety Team and EHS&Q, already appears to be having an impact on organizations like Customer Meter Operations (CMO).

CMO is leading accident-reduction trends across O&R with numbers that reflect an 84% decline in preventable recordable Motor Vehicle Collisions (MVCs). “So far this year, we've had one preventable recordable MVC compared to six over

the same period last year,” said CMO Supervisor **Lauren Warren**, who is part of the team that developed a half-day, hands-on training course that won an EH&S Excellence Award this past January.

In its third year, CMO's revised driver program was held again last month at the Orange County Fire Training Center in New Hampton. “Our goal is to take into account all the close-calls, all the real-life situations our meter readers and meter technicians encounter every day,” Lauren explained. This year, CMO's **Tracy Lombardo** helped the team recreate an environment that included children playing and riding their bikes in the area. Meter Reader **Nick Leslie's** service dog **Juliet** even pitched in with providing the added distraction of dog encounters on customer property.

Electric Operations (EO) is also looking to build on the success of its driver-training programs. In addition to sessions focused on navigating SUVs and smaller vehicles in tight quarters, EO will also offer special towing training to apprentices and ses-

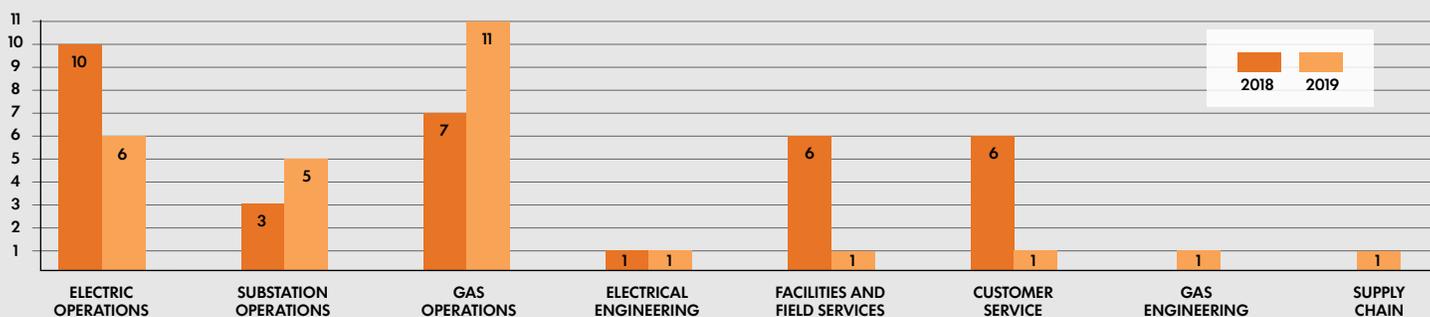
sions focused on backing, maneuvering and spotting behind the wheel of its fleet's largest vehicles.

On the gas side of operations, train-the-trainer sessions facilitated by Drive Team U.S.A. are scheduled for July 17 and 18. Our own trainers will then work with their teams in Gas Service, Gas Construction and CAG to customize training using house vehicles in conditions typical of each group's normal work environment. Hands-on driver training is also underway for Damage Prevention employees.

“We've all heard the phrase, ‘think globally, act locally,’ and it works for driving, too. Each team in the company faces unique challenges related to the group's specific job functions. We're finding that, while there are a lot of lessons we can learn from each other on a global scale, the real improvements happen through customized, local training,” added Tom.

DID YOU KNOW?

To help support department-level training, EHS&Q also provides driver simulator training and distributes monthly recordable MVC reports that highlight lessons learned. Radar warning signs and speed cameras have been installed to keep speeding in check on company property. To address one of our leading weaknesses, which has been backing and striking stationary objects, there are trials underway for enhancements using back-up sensors.



Caps Off to Our Grads



Let's hear it for our colleagues who've recently completed certificate and degree programs ranging from NCCER Electrical Engineering Certification to Master's in Organizational Leadership. Seen here at a celebratory luncheon are, seated, from left, **Melissa Ortiz, Yakisha Pitt, Sarah Busby, Sandra Diaz, Albert Sorbello, Angel Maysonet**

and **Courtney Tramaglino**. Standing, from left, are **Stephanie Ullah-Mazucca, Glenn Meyers, Joanna Wolff, Dan FitzPatrick, Diana Sefcik, Richard Monaghan, Yvonne Doxey, Shakira Williams, Steve Rinaldi, Bob Sanchez** and **Christina Ho**. Not pictured: **Ken Houseman, Jennifer O'Keefe, Maria Pollard** and **Dwight Tolliver**.

Congrats to Our Young Scholars



Congratulations to our 2019 Con Edison Scholarship winners and their proud parents! Ten children of company employees will receive \$20,000 over four years in support of their exceptional academic achievement and community service. Among this year's scholarship winners is **Irisa Dong**, daughter of O&R Senior System Analyst **Gavin Dong**.

A Clarkstown High School South graduate, Irisa is a member of both the National Honor Society and the Math Honor Society, and is a National Merit Scholarship Finalist winner. She will be attending Cornell University in the fall where she'll be studying biology.

Visit **Conor** to read more about Irisa and her fellow 2019 scholarship winners.

Your Top 5 Tuition Aid Questions Answered



Look no further than our Tuition Aid Program for evidence that our company wants you to succeed. Our most recent graduates will tell you that programs like ours are hard to find, which is what made their decision to head back to school a no brainer.

HERE ARE THE ANSWERS TO YOUR TOP FIVE TUITION AID QUESTIONS.

1. What school can I attend?

You can attend any accredited college or university.

2. What percentage of my allowable expenses will be reimbursed?

Approved degree programs are eligible for 100% reimbursement (85% upon completion of each semester, and the final 15% upon completion of the degree). Approved non-degree courses or certificate programs are eligible for 50% reimbursement.

3. Can I take classes online?

You can go to any accredited college or university online or in person.

4. What courses/programs are eligible for reimbursement?

Eligible programs are course, certificate, undergraduate and graduate degrees that are of benefit to the company.

5. Where can I find more information?

Search **Tuition Aid** on **Conor** for the forms and info you need to get started.

Save a Copy of Our Most Up-to-Date Electric Emergency Response Plan

On July 5, 2019, O&R refiled its Electric Emergency Response Plan ('ERP' or the 'Plan') with the NYS Public Service Commission ('PSC' or the 'Commission'). The ERP is effective immediately and supersedes the May 20, 2019 version.

Please discard prior versions and/or update saved links/favorites. The revised version of the ERP can be found on **Conor** under **Policies & Procedures**, as well as on **Storm Central**.

This refiled reflects the continued dialogue the company has had with PSC Staff since the May filing with regard to the Commission's 2018 Winter and Spring Storms Investigation Report.

Contact **Michelle Gionta** or **Ted Sikora** with any questions about the ERP or

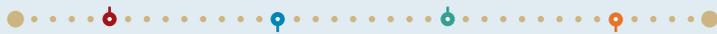


Tee Up with IBEW to Support Local Veterans

IBEW Local 503's 20th Annual Golf Outing will be held on **Friday, September 6** at the Stony Ford Golf Course in Montgomery. Proceeds of this annual event support the Orange County Veterans Food Pantry.

Check **Announcements/Events** on **Conor** for the registration form. You can also contact the Union Hall at 845-294-1337.

Milestones



Congratulations to our colleagues on their recent service anniversaries:

40 Years

Suzanne Lutz

30 Years

Duane Cagney
Christopher Gamb
John Haggarty
Wesley Pinedo
Michael Turanchik
Edward Verbraak
Jeffrey Wilbur

20 Years

Thomas Neglia
Jonathan Shuler

15 Years

Tanya Brooks
Lilliana Frias
Regina McKeon
David Turiano

10 Years

Jennifer Coyle
Joseph Kelly
Anthony Licamara
Sophia Salis
Deena Thengone

5 Years

Luis Corniel
Bruce Cummings
Daniel Gilmore
Denise Pagano
Calvin Perez
Theodore Petrides
Jeremy Scott
Clinton Walker

We also wish a happy, healthy retirement to:

Michael Foltin – 36 Years
IT Planning System Specialist

Michael See – 31 Years
High Voltage Line Chief

John Bender – 29 Years
Substation Electrician

Welcome aboard:

Telecommunications Systems Specialist **Michael Crespo**; Customer Service Representatives **Karlee Foster, Angel Gines, Dwight Herrmann, Jeanne Maher, Jadin Rodriguez** and **Kimberly Ward**; Corporate Communications Specialist **Kimberly Smith**

For the months of April and May.

Mission Possible: Part II

The Multicultural Advisory Committee (MAC) invites you to apply generational differences and similarities to complete a new team mission. Will you succeed? Sign up and find out.

When: Thursday, July 18 / 12 p.m.
Doors open at 11:45 a.m.

Where: Spring Valley Auditorium

RSVP to MAC@oru.com. Bring your lunch. Dessert, beverages and prizes will be provided.

Rowing for the Environment

Regional and Community Affairs' **Tom Brizzolara** (far right), **Matt Mariconi** and Matt's son **Brayden** are seen here enjoying SUEZ's fifth annual Lake DeForest Day.

Sponsored in part by O&R, this annual event helps raise funds to support Hackensack Riverkeeper and Keep Rockland Beautiful, two of our region's leading environmental protection groups.

