



Customer Energy Services' Kelly Rolo joins a team of O&R volunteers who gather each year to help lay wreaths at West Point Cemetery.

Giving Back for the Holidays

From laying wreaths at the graves of fallen soldiers to bell ringing for the Salvation Army, O&R employees, retirees, family members and friends generously gave their time to preserve the meaning of the season. Here's a look at just some of the ways we helped spread good will and good cheer to our neighbors this holiday season.

RINGING BELLS

O&R bell ringers and benefactors raised a total of \$1,756 for the Salvation Army, with support of a 100% CEI shareholder match.

LAYING WREATHS

A team of employees helped lay wreaths in remembrance of and respect for the thousands of U.S. heroes buried at West Point Cemetery. Check out the video on Conor to hear why this project is especially close to so many of our colleagues' hearts.

DONATING FOOD

I.B.E.W. Local 503 helped provide holiday food baskets to countless underserved veterans throughout Orange County, thanks to all the proceeds raised during their annual golf outing.

GIVING TOYS

Between O&R's Tree Angels for the Salvation Army and I.B.E.W. Local 503's Toys for Tots drive, hundreds of underprivileged children will enjoy the excitement of having a gift waiting for them to open.

COLLECTING COATS

With your help, O&R's Ethics Council and the O&R Chapter of Veterans of CEI collected over 200 coats for children and adults. This year's donations will be distributed to Inspire of Goshen, Easter Seals of Port Jervis, Safe Homes of Orange County and the Montrose VA Hospital.



Merry Coat Collectors



Donating Food



Dedicated Volunteers at West Point



Giving Toys



Ringling Bells

O&R Crew Rescues Sleeping Man From Burning Home

There's no place for assumptions when you're trying to stay safe. That mindset is part of our culture and exactly what led two of our employees to rescue a sleeping man from a burning building.

Gas Operations' Senior Analyst **Teddy Ryder** and Field Operation Planners **Jimmy Lynch** and **Ross Dailey** were driving down Old Nyack Turnpike in Monsey, NY, on Wednesday when they spotted smoke rising from a nearby home. They immediately pulled over and called 911.

A woman at the scene indicated that her grandfather was still inside while someone

else told them the house had already been vacated. Making no assumptions, Teddy, a 42-year veteran of the Nyack Volunteer Fire Department, entered the home. Jimmy followed him inside while Ross stood by for the responding fire department.

As they searched the premises, Teddy glanced into the empty kitchen and saw an out-of-place curtain covering a corner of the room. "It definitely looked off and when I pulled the curtain back, there was an elderly man sound asleep on a make-shift bed," explained Teddy. He quickly lifted the man from the bed and Jimmy safely led him outside while Teddy continued to sweep the home, confirming no one else was inside.

"These men are well trained, very experienced and accustomed to taking immediate



and careful action in emergencies to ensure their safety and the safety of our neighbors," said Vice President of Operations **Frank Peverly**. "They're dedicated professionals and they make us all proud."

Smart Territory in Sight



With smart meter deployment safely completed in Rockland and Bergen counties, O&R is quickly closing in on a thoroughly "smart" service territory. This new year ahead will bring our advanced metering infrastructure (AMI) to the balance of homes and businesses in Orange and Sullivan counties – giving all of our customers access to near-real time data and better control over their energy use.

"We hit a major project milestone this year and the team should be proud of all the work and oversight that went into safely completing deployment to approximately 85% of our customers in the most concentrated areas of territory," said Smart Meter Implementation General Manager **Keith Scerbo**.

While physical installations are a significant and very visible part of the project, Keith points out that it's the work happening quietly behind the scenes that enables the meter to work its magic. "There's been an enormous amount of effort and coordination put into ensuring all of our internal systems are synchronized and providing support to the folks who have been most impacted by this project – special shout out to **Siobain DeGroat** and **Kim McVey** on that one, providing direc-

tion and training within the team and among colleagues who support a wide range of customer touchpoints," Keith explained.

Integrating AMI technology into our existing systems enables new business functionalities that cover near-real time web-based data presentation, innovative pricing structures, hot socket notifications, gas methane sensor alarms, remote connect and disconnect, power status verification and proactive customer communications like high bill alerts and weekly energy reports.

WHAT'S NEXT?

In the first half of 2020, the Smart Meter Implementation team is expecting to wrap up smart meter installation to all residential and small commercial customers in Orange and Sullivan counties. The team will then turn its focus to our larger commercial and industrial customers in the second half of 2020. OMS integration is also scheduled for completion in June. This will enable "power on" and "power off" messages sent from the meter to be added as a new tool that our Control Center can use during larger-scale restoration efforts.

Changes to FR Clothing and Safety Shoe Program



O&R's FR Clothing and Safety Shoe Program will be combined under Tyndale beginning January 1, 2020. This means employees will now be able to combine their FR clothing and safety shoe allotments for more purchase flexibility.

Members of Local 503 will begin seeing a new combined logo that will generally be placed on the left sleeve. This new logo reduces production and order time and will result in a \$1 savings per logo-bearing garment. Management employees will continue to have the logo placed on the chest of their shirts.

Local 503 members who have an FR Clothing allowance starting August 1 (CAG, Electric, Substation, etc.), will have a prorated allowance for five months through December, which comes to 41.6%.

While Tyndale does not have Red Wing shoes in their catalog, employees will have the option to buy Red Wing products from an outside vendor and be reimbursed by Tyndale. Employees who wish to purchase their shoes outside of Tyndale will use a form available both on the Tyndale and EHS&Q Conor sites. The completed form, receipt and proof of boot construction will be provided by the employee to their supervisor. After receiving signed approval, the form must be faxed or emailed to Tyndale. A \$15 administrative fee will be charged.

Clothing or shoes contaminated or damaged at work can be replaced in the same manner as in the past, or the supervisor can request that the employee's allowance be increased to cover the replacement. Reach out to your supervisor or contact EHS&Q with any questions about these program changes.

Double Your Support with Matching Gifts and Grants



Put the power of our employee matching gifts and grants programs to work for the organizations closest to your heart. In recognition of your generosity and support, O&R will match your donations dollar-for-dollar up to \$5,000 a year, and will contribute up to \$699 to the not-for-profits you help serve. Here's how it works:

MATCHING GIFTS

O&R offers a dollar-for-dollar match of your charitable contributions to organizations focused on education, environment, public safety, culture and human services. Fraternal, social, union, political, religious, private, veteran and United Way organizations do not qualify. In 2015, O&R lowered its minimum match from \$50 to \$25 and raised its maximum match from \$499 to \$5,000.

EMPLOYEE GRANTS

O&R will donate up to \$699 in recognition of your volunteerism. Simply provide the W-9 of the organization you serve, along with a description of the program and your active participation.

To qualify, the organization must be located within O&R's service territory or provide services to a significant number of residents in our community.

Search **Strategic Partnerships** on **Conor** for forms and details.

Think Outside the Box!



Reenergize your team offsite. O&R's Conference Center in Forestburgh, NY, is open Tuesday through Friday, year-round, to all employees for department and team meetings. Book a ½ day, full-day or two-day conference with menu options to cover every budget and diet. Don't forget to leave a little room on the agenda for some fun!

Check out all the Conference Center has to offer. Just search Conference Center on Conor for details, or reach out to **Laura Pierce** at 845-856-2386 / piercel@oru.com.

Lean on EAP for Help 24/7

Free and confidential assistance for you and your eligible dependents is just a phone call away.

Orange County: 1-800-962-7487

Rockland County: 845-357-7005

Emergencies Dial: 911

