



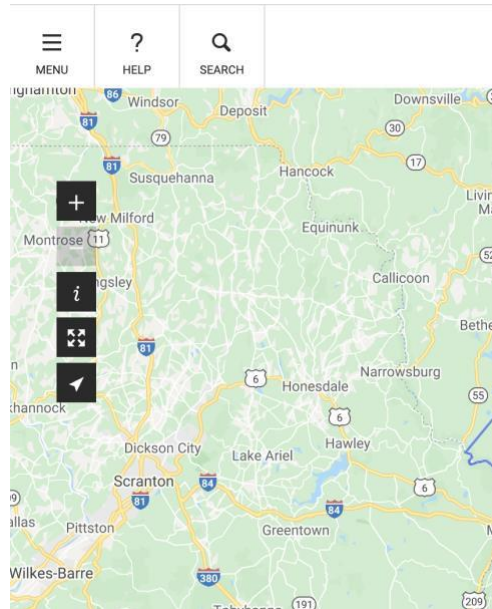
Outage Map **Help**

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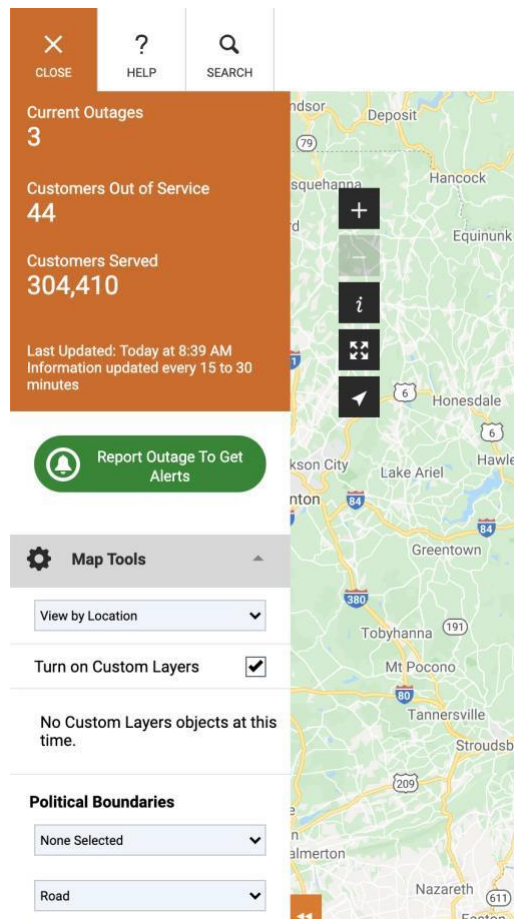
Menu

Select the menu icon to view information about the outages reported, map updates, and to customize your settings.



Outages Overview

The section at the top of the tool panel shows an overview of all power outages within Orange & Rockland's service area as well as information about the time the map was last updated. If you use a smartphone to access the map, this section may also include links for reporting an outage or contacting the energy company.



The screenshot displays a web application interface for managing outages. On the left, an orange sidebar contains the following information:

- Current Outages:** 3
- Customers Out of Service:** 44
- Customers Served:** 304,410
- Last Updated:** Today at 8:39 AM. Information updated every 15 to 30 minutes.
- A green button labeled "Report Outage To Get Alerts" with a bell icon.

Below the sidebar is a "Map Tools" panel with a red border, containing:

- A gear icon and the title "Map Tools".
- A dropdown menu set to "View by Location".
- A checkbox for "Turn on Custom Layers" which is checked.
- A message: "No Custom Layers objects at this time."
- A section titled "Political Boundaries" with two dropdown menus:
 - The first dropdown is set to "None Selected".
 - The second dropdown is set to "Road".

The background is a map of the Orange and Rockland region, showing various towns and roads. A vertical toolbar on the map includes icons for zooming in (+), zooming out (-), information (i), full screen, and navigation (arrow).

Map Tools

View outage details by location or area, such as the county, ZIP code, or city.

- **View by Location:** Displays icons for individual outage locations or clusters of multiple outages.
- **View by County:** Displays color-coded shading based on the number of outages in each county.
- **View by Municipality:** Displays color-coded shading based on the number of outages in each municipality.
- **Custom Layers:** Switches between road, satellite, and hybrid (satellite with road labels) views.
- **Political Boundaries:** Displays Outages by political districts (e.g. NY Senate, NY Assembly).

Understanding Estimated Time of Restoration (ETR) Types

COUNTY-MUNICIPALITY ^	CUSTOMERS OUT	CUSTOMERS SERVED	% Out	ETR Type	ESTIMATED TIME OF RESTORATION
ORANGE	2,174	102,174	2.12%	Global	Jun 25, 2020, 2:50 PM

Global ETR - When the vast majority of all O&R/RECO customers experiencing an outage will be restored*.

Regional ETR - When the vast majority of the customers experiencing an outage in a specific county will be restored*.

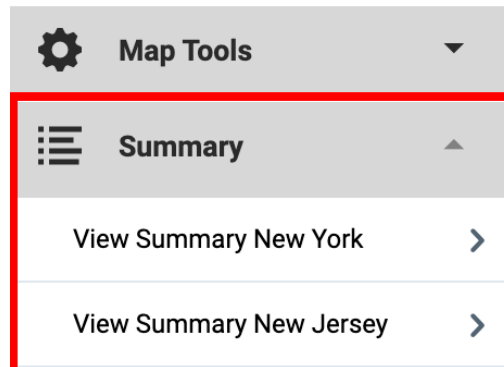
Local ETR - When the vast majority of customers experiencing an outage in a specific town or municipality will be restored*.

Incident Level ETR - Identifies individual ETR at the customer level.

**The Global, Regional and Local ETRs represent the estimated time that the last customer in that area will be restored. It is not necessarily when the specific outage at the customer level will be restored.*

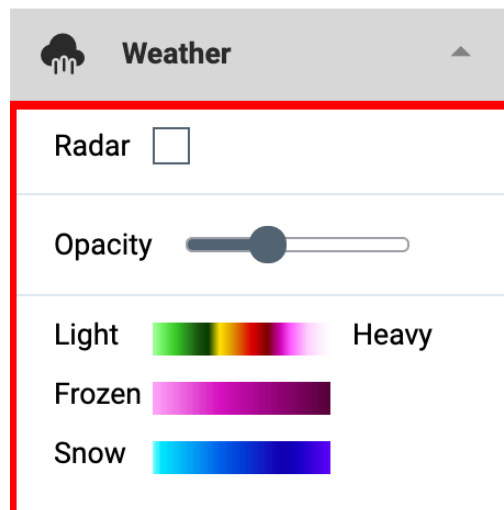
Summary

View summary tables of all customers affected by outages, by county (Rockland) or by municipality (Spring Valley). From the summary table, you can select a borough or municipality to open a view of the outage map centered on that location.



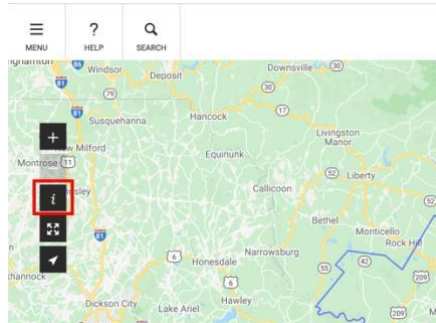
Weather

Open settings for turning on or off a static weather radar image or an animated weather radar image. You can also adjust the brightness of the weather radar image using the opacity slider.



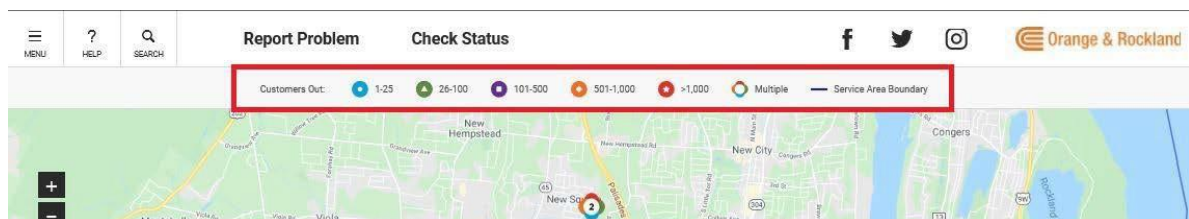
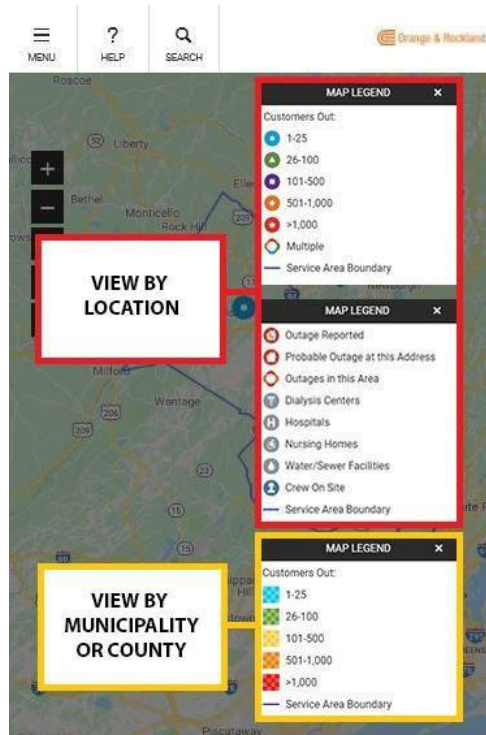
Map Legend

On mobile devices, tapping the information icon will display a map legend with details on what the icons mean.

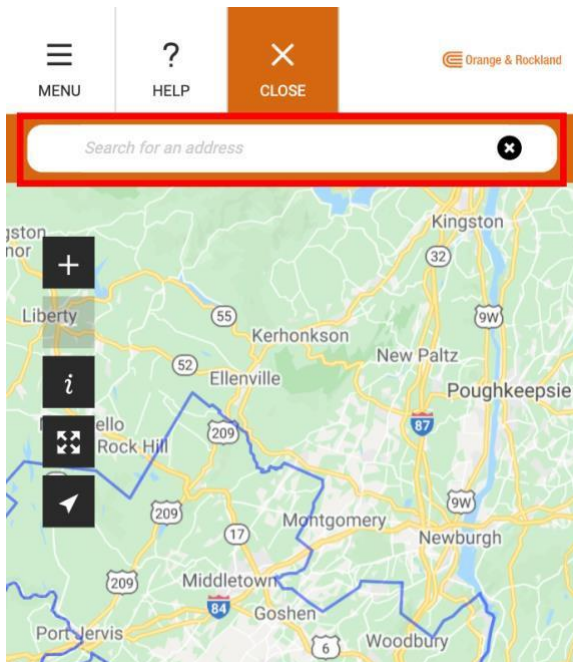


The legends will change depending on the zoom level or the view selected (i.e. View by Location (default), View by County, or View by Municipality).

The color-coding indicates the number of customers out in the displayed area.



On a desktop device, the legend appears below the header.



Search for Your Address


Select the magnifying glass at the top of the map and enter the address into the search bar. You can also use the location icon to locate your current location.

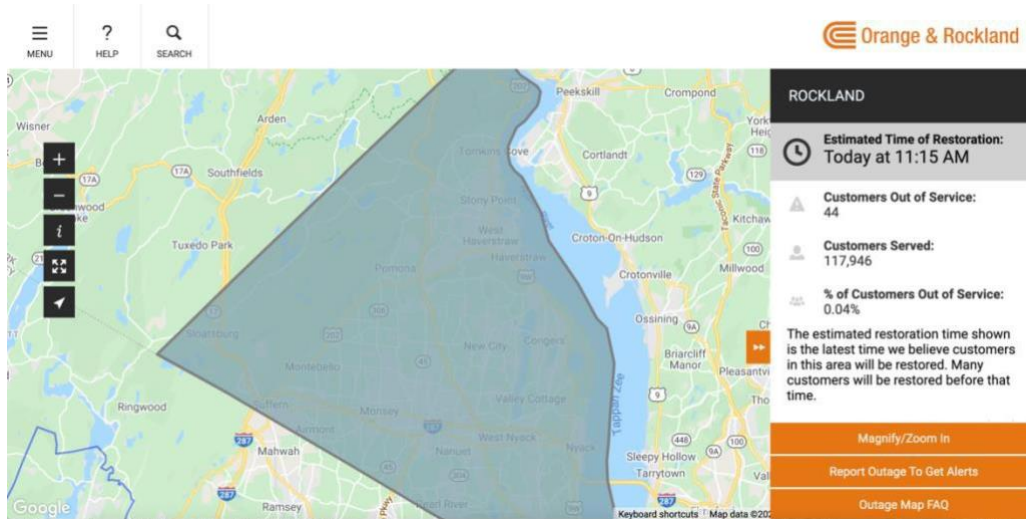


Get Information About an Outage

Select an outage icon (single color circle) or a cluster of outages (icon with multiple colors) to view outage details, such as crew status, customers affected, and the estimated time of restoration.

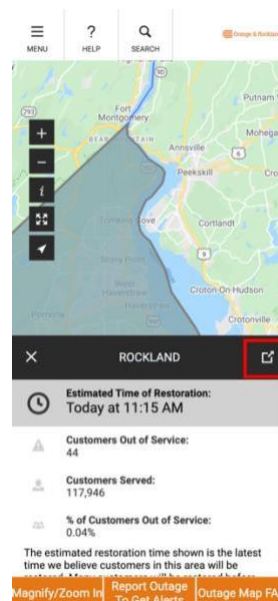
Change Your View

- **Zoom** - Select the plus **+** or minus **-** rotate the wheel on your mouse, or pinch in or out.
- **Pan** - Tap or click the map and drag in any direction.
- Go back to the original map view by selecting the service area icon .



Mobile View

On mobile devices, tap the expand icon to reveal the full outage details.



Understand Polygon Shapes Over an Outage

A polygon shape covering a shaded area is generated when a single outage affects three or more customers. The polygon appears when zoomed to 100- and 200-meter levels.

