

CON EDISON

OUTAGE MAP

HELP & FAQ



conEd.com/OutageMap

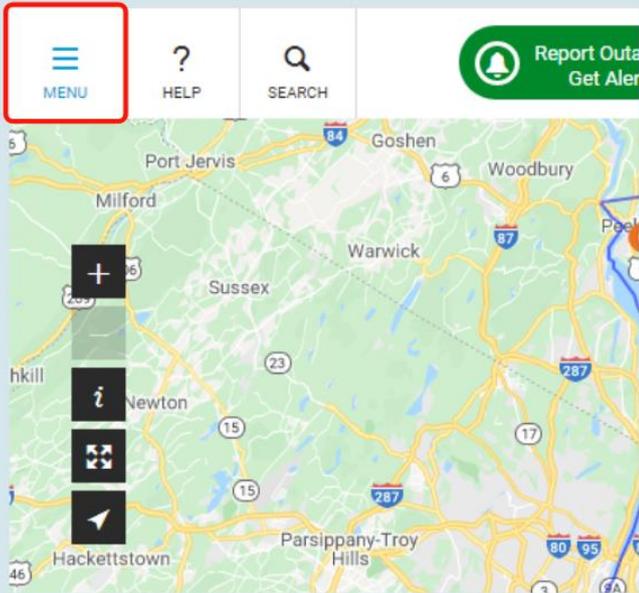


Download the App



Click above to watch a quick tutorial on the Outage Map

Map Menu	02
Outages Overview	02
Map Tools	03
Summary	04
Weather	04
Map Legend	05
Search for Your Address	06
Get Information about an Outage	07
Change Your View	07
Understand Shapes over Outages	08
Frequent Asked Questions	09-12

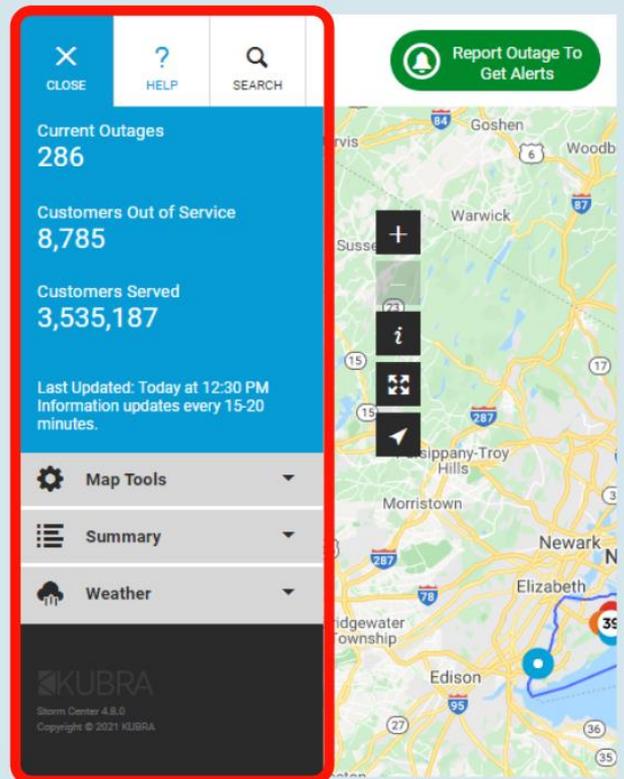


Menu

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

Outages Overview

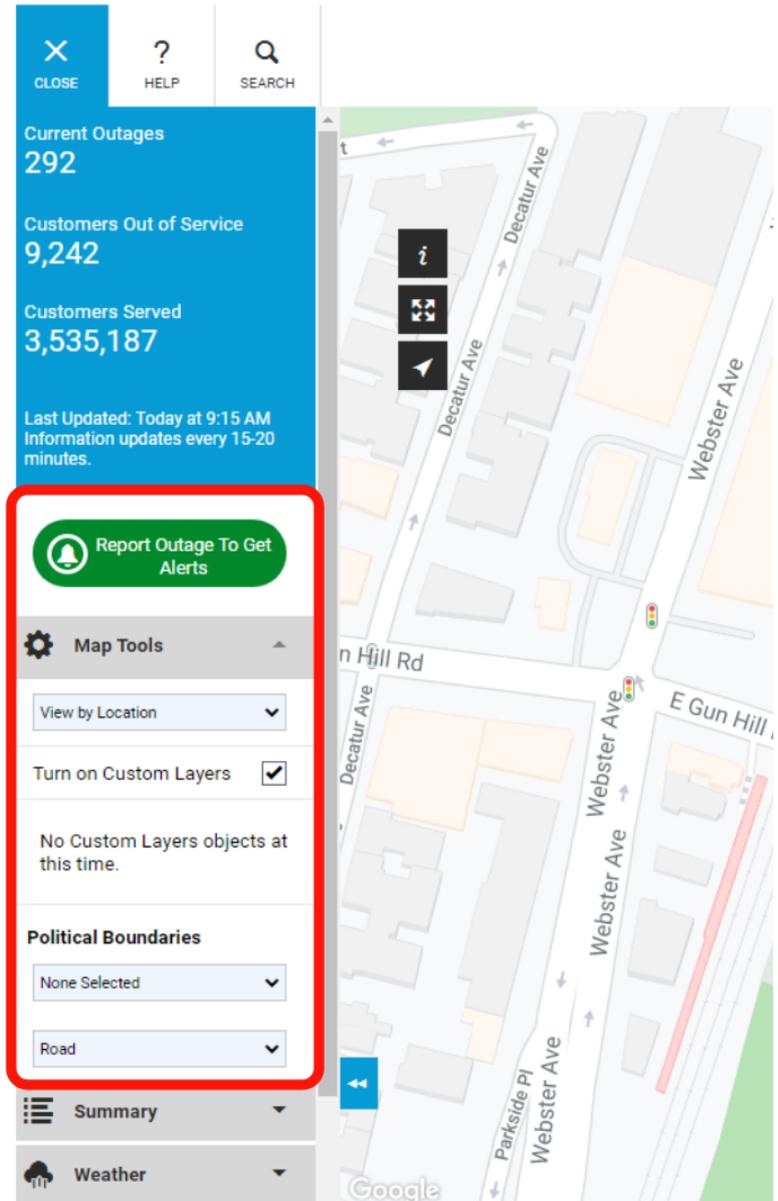
The section at the top of the tool panel shows an overview of all power outages within Con Edison's service area as well as information about the time the map was last updated. If you use a smartphone to access the map, this section may also include links for reporting an outage or contacting the energy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

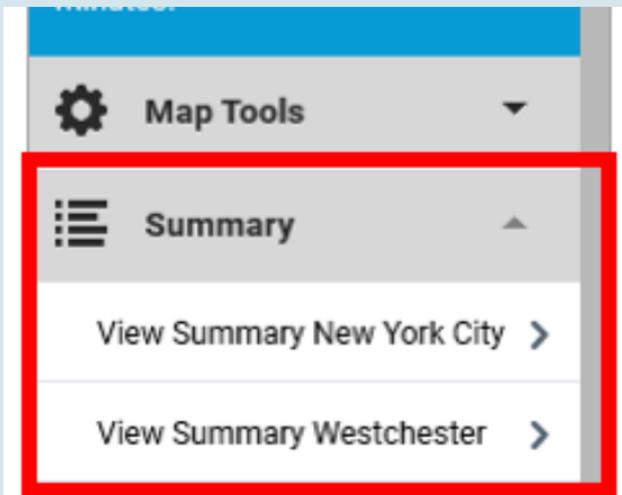


Map Tools

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 Borough / County** Displays color-coded shading based on the number of outages in each borough or 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).





Summary

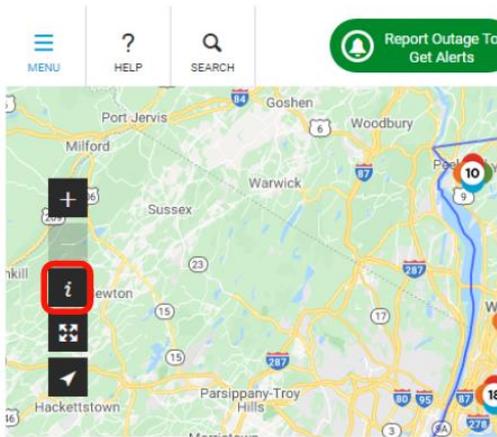
View summary tables of all customers affected by outages, by borough (New York City), or by municipality (Westchester). From the summary table, you can select a borough or municipality to open a view of the outage map centered on that location.

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.

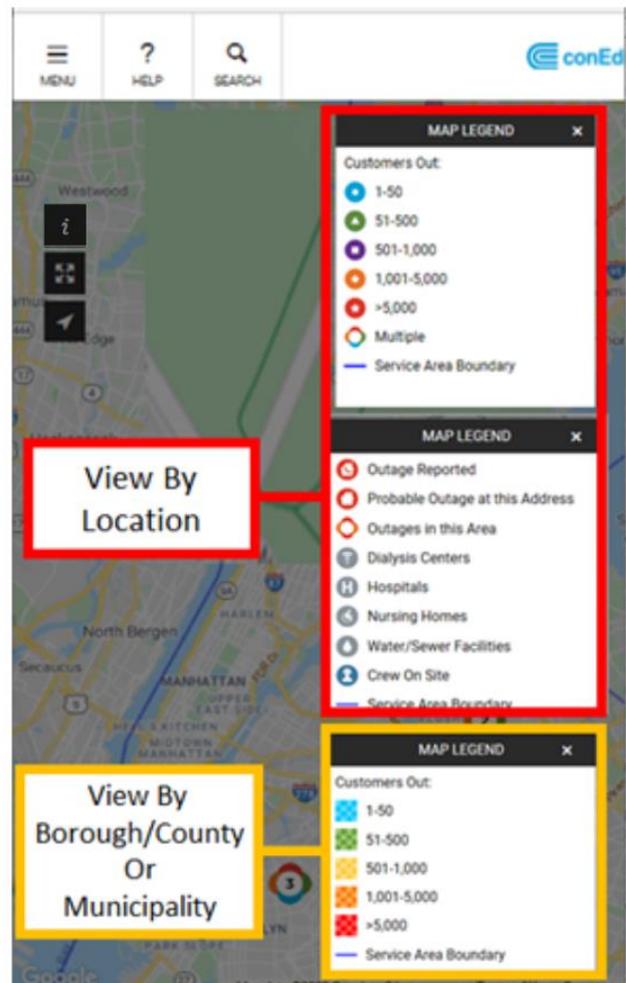
Map Legend

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 Borough/County, or View by Municipality.)

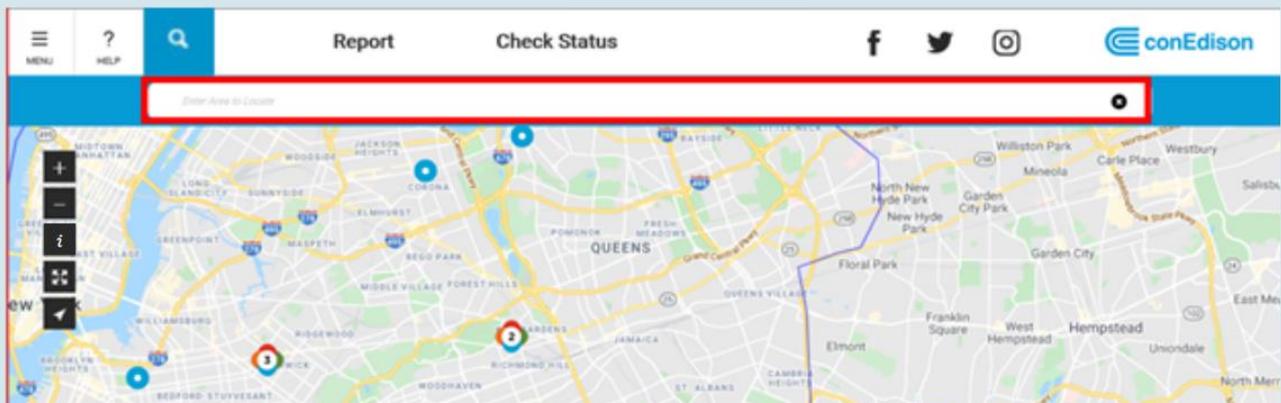
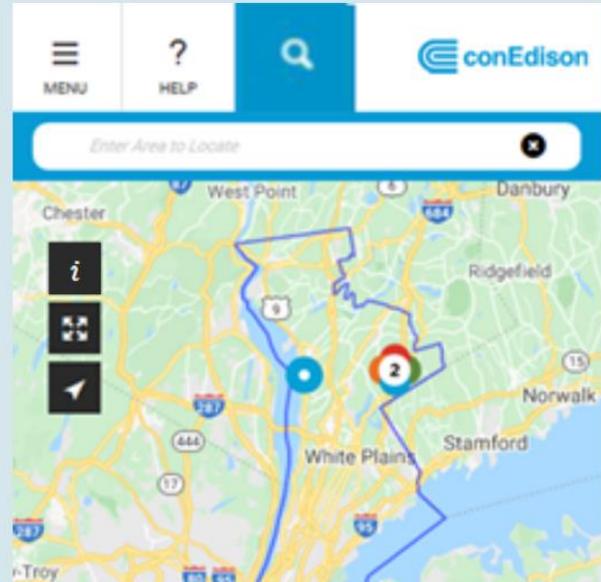
The color-coding indicates the number of customers out in the displayed area.



Search for Your Address

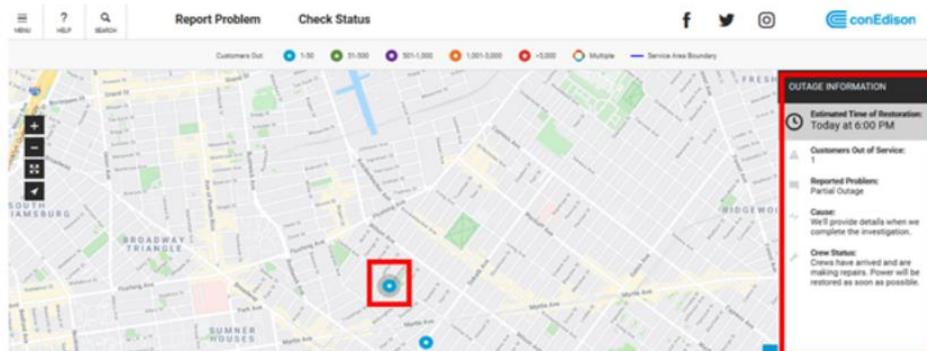
Select the magnifying glass at the top of the map and enter the address into the search bar.

You can also use the location icon  to share your current location and zoom into your address.



Get Information About an Outage

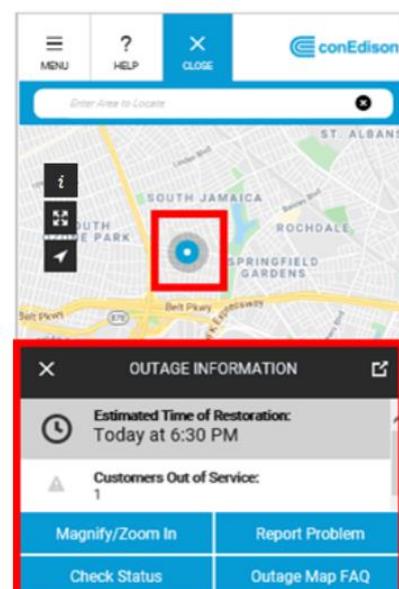
Select an outage icon (single color circle) or a cluster of outages (icon with multiple colors) to view details, such as the crew status, customers affected, and the estimated time of restoration.



Change Your View

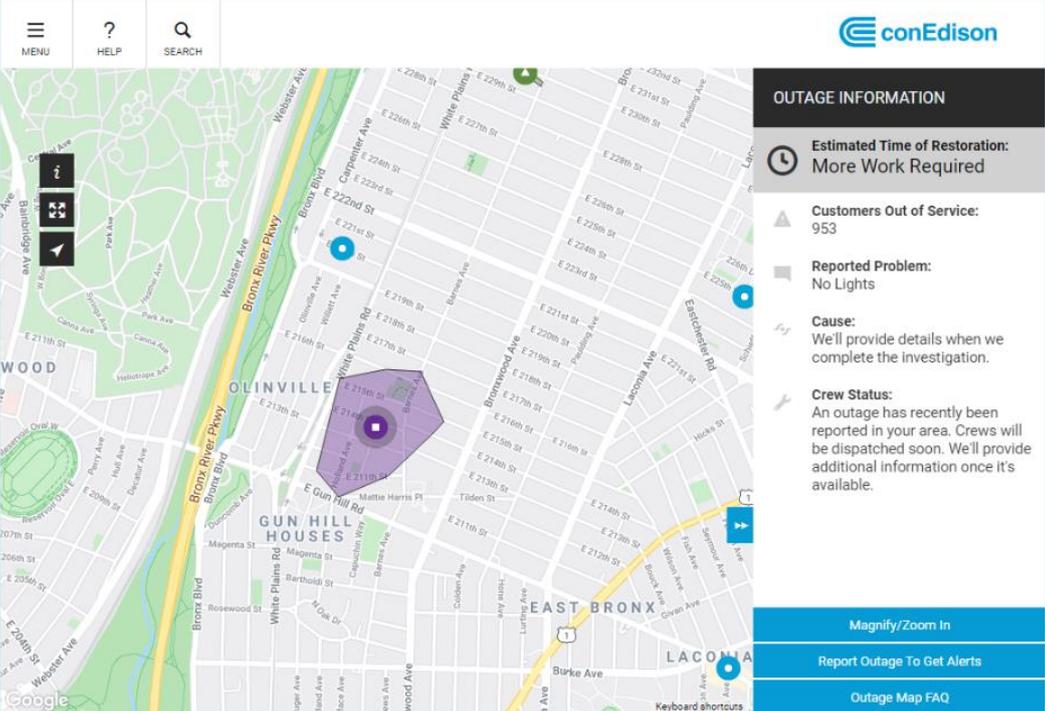
- **Zoom** Select the plus **+** or minus **-**, rotate the wheel on your mouse, or pinch in or out.
- **Pan** Either use the arrow keys, or tap or click the map and drag in any direction.
- Go back to the original map view by selecting the service area icon 

On mobile devices, you can tap the expand icon  in the Outage Information panel that pops up 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 screenshot displays the Con Edison outage map interface. The map shows a grid of streets in East Bronx, with a purple polygon-shaped area indicating an outage. The polygon is centered around the intersection of White Plains Rd and E 2115th St, covering several blocks. The map includes labels for neighborhoods like Wood, Olinville, Gun Hill Houses, East Bronx, and Laconia. A sidebar on the right provides outage information:

- OUTAGE INFORMATION**
- Estimated Time of Restoration:** More Work Required
- Customers Out of Service:** 953
- Reported Problem:** No Lights
- Cause:** We'll provide details when we complete the investigation.
- Crew Status:** An outage has recently been reported in your area. Crews will be dispatched soon. We'll provide additional information once it's available.

At the bottom of the sidebar, there are three buttons: [Magnify/Zoom In](#), [Report Outage To Get Alerts](#), and [Outage Map FAQ](#). The top of the interface includes a menu icon, a help icon, and a search icon.

Frequently Asked Questions

1) Why is the map not loading?

If the map is not displaying properly, use the refresh button to open the map in full-page view, or try opening from a different web browser.

2) How frequently is the outage information updated on the map?

Updates occur every 15 to 30 minutes, although it may take up to 30 minutes for you to see your outage in the map after you report it. If you reported an outage but don't see it on the map, wait a few minutes and then try again.

During and after major weather events, the outage map may take longer than normal to upload with current data.

3) What is the difference between the single color circular outage icons and the outage icons with multiple colors on the map?

The multi-colored outage icon indicates clusters of multiple outages. The circular outage icons indicate a single outage. Multiple Outages will have limited outage information; you need to zoom in to the single outage level to see additional outage information. Single outage icons can have different colors and shapes depending on the number of customers out of service.

4) What is the difference between "Customers Out of Service" and "Customers Served"?

The impact of an outage can be determined by looking at the total number of customers out of service relative to the total number of customers served.

- **Customers Out of Service** is the quantity of customers' homes and businesses impacted by an identified outage.
- **Customers Served** are the customers we provide service to in a given area.

5) Under Outage Information, what does “cause” mean and what are common examples?

“Cause” provides the reason, if known, for the outage. Outage causes can be seen in the Information Panel when you click on a single outage.

Common causes include:

- Weather (such as storms, flooding, ice, and snow)
- Fallen trees, tree limbs, and animals (such as squirrels) coming into contact with lines and equipment
- Damage to poles caused by traffic accidents
- Customer Equipment Problem indicates there is an issue with the owner's equipment not maintained by Con Edison (such as internal wiring, the meter pan, and standpipe). The owner needs to have repairs made by a qualified electrician before power can be restored. [Learn more about what's ours and what's yours.](#)
- Damage by Non-Utility Personnel indicates non-Con Edison workers doing road work, construction, or digging have affected our equipment. We have turned off the power to your area briefly in order to make repairs. Whenever possible, Con Edison will contact you to let you know when the power will be shut off.
- Pending Investigation indicates Con Edison is aware of the outage, but we don't know the exact cause. Once we evaluate the situation, we will update the map with information about the cause and an estimated repair time.

6) Why don't I see my outage on the map?

There are a few reasons why you may not see your outage:

- We may not be aware of an outage in your area. If you haven't already, [report your outage now](#). We'll call or text you with updates automatically.
- We may be in the process of adding your outage to the map. Updates occur every 15 to 30 minutes. If you reported an outage but don't see it on the map, check back in a few minutes.
- If the map is not displaying properly, use the refresh button to open the map in full-page view.

7) I don't see an outage symbol near my neighborhood.

Where is my outage?

When looking at the map, you may not find an outage indicated directly over your home or business when you are without power. This is because one outage on the map may represent multiple homes and businesses.

For any given outage, the outage symbol is placed at a center point on the map in relation to all customers affected by that outage. The outage may cover several streets or, in case of major events, even miles. If you are using the "View by Location" option, continue zooming in to get to the single outage level, represented by a circular icon. Click the icon for more information.

8) When will I get my power back?

If you haven't already, [report your outage now](#). We'll call or text you with updates automatically.

The estimated restoration time shown on the map is the latest time we believe customers in this area will be restored on a given day. Many customers will be restored before that time.

9) What does Estimated Time of Restoration mean?

Estimated Time of Restoration is Con Edison's best estimate as to when your power will be restored. As more information becomes available, we may update the initial estimated restoration time provided, if needed.

Con Edison will inform customers via press release, website banners, and social media of the system-wide Estimated Time of Restoration, which is when we estimate the vast majority of customers affected by outages in all areas will have service restored.

On the Outage Map, you can view the Estimated Time of Restoration in a few ways:

Estimated Time of Restoration

When you are viewing the map by Location, which is the default view, you can search a specific address. If an outage was recorded for that location, you can click on the outage icon shown on the map, and the information panel will display the street address and the specific Estimated Time of Restoration for that one address if available. In addition, customers who report their outage will receive updates on their specific Estimated Time of Restoration via text message or automated phone call.

Borough/County Estimated Time of Restoration

When you are viewing by Borough/County, you'll see the entire borough or county highlighted in colors on the map. By selecting it, the information panel on the right side of the screen will show the latest time we believe customers will be restored in that borough/county.

Municipality Estimated Time of Restoration

Applicable to Westchester only. When you are viewing by Municipality, you'll see each municipality highlighted in colors on the map. By selecting them, the information panel on the right side of the screen will show
the latest time we believe customers will be restored in that municipality.

To receive information specific to your service, please be sure to [report your outage](#). We'll call or text you with updates automatically.