

Environmental Outages – Video Transcript

Hello, My name is Brian Ambrosini, I'm a senior manager in our customer emergency planning and operations team supporting the EPSS program. We know it's difficult whenever there is a power outage.

Environmental outages occur as a result of weather driven causes. So, the primary concern we see as far as EPSS is lightning strikes. That's the most common and represents the majority of the environmental outages we experience.

We know that it's difficult anytime that someone loses power and we are looking everyday diligently to what the cause of the outage was, how many customers were impacted, what the duration was, so that we can find ways to be more surgical and minimize that impact on our customers. Because it's important for us to not only be able to protect our customers, but improve our customer experience year over year.