

O&R'S PROVIDING FOOD, MEDICINE SPOILAGE REIMBURSEMENTS FOR STORM ISAIAS CUSTOMERS WHO LOST POWER FOR 2 DAYS OR MORE

PEARL RIVER, NY August 8, 2020, 7:00 p.m. – O&R announced today that the company will reimburse customers for food and prescription medicine spoilage if they lost power for 48 consecutive hours or longer during Tropical Storm Isaias, which slammed the region Tuesday.

O&R Vice President – Customer Service Christina Ho said, “Being without power, even during normal times, is a real hardship. It’s even more difficult now because of COVID-19.

She added, “To help our customers impacted by the destructive forces of Tropical Storm Isaias, we have expanded our claims process for customers who lost power in the storm.”

If you lost power for more than 48 consecutive hours as a result of the storm, please fill out a claims form at: <https://www.oru.com/en/services-and-outages/claim-form> to cover your costs for spoiled food, medication or perishable commercial merchandise.

Residential customers may receive reimbursements for up to \$235 with an itemized list, or up to \$540 with an itemized list and proof of loss (with receipts, photos etc.).

Commercial customers are eligible for up to \$10,700 for losses of perishable merchandise spoiled due to lack of refrigeration (with receipts, photos, invoices, etc.).

Requests for reimbursement must be filed on or before September 8, 2020.

Remember, Tropical Storm Isaias claims forms are available at: <https://www.oru.com/en/services-and-outages/claim-form> or, if customers do not have computer access but wish to file a reimbursement form, they can obtain a form by calling O&R Customer Service at 1-877-434-4100 and they will send one to the customer