

NYC Rapid Repairs is a program to make your home safe for return. The City is working with contractors to assess damage to your home from Hurricane Sandy and make the necessary repairs so that you and your family can have safe power and heat in your home. NYC Rapid Repairs is a program for property owners in the five boroughs. If you rent your home and there are unsafe conditions, call 311.

To be eligible for this program, your home must be deemed structurally safe by the NYC Department of Buildings as denoted by a Yellow or Green placard on your door, or no placard at all. You can still sign up for NYC Rapid Repairs if there is a Red placard on your door, but additional repairs will be necessary before your home is deemed structurally safe. If you have any questions about what you need to do to transition your home from a Red to a Yellow or Green placard, call 311.

## **How does NYC Rapid Repairs work?**

### **Individual Home Assessment**

The first step to sign up for NYC Rapid Repairs is an assessment of the damage in your home. Assessments are free and do not require any commitment to participate in NYC Rapid Repairs. An assessment will not affect any other FEMA benefits you may receive.

1. Sign up for an NYC Rapid Repairs assessment by visiting NYC.gov, calling 311, or visiting one of seven Restoration Centers. These are the **ONLY** ways to sign up – do not sign up with anyone who comes to your home and do not pay a fee for this service. If you are a homeowner and applying to cover damages to your primary residence, you will need a FEMA number to register for NYC Rapid Repairs.
2. After you sign up for an assessment, a representative of Tishman Construction will contact you within 48 hours to schedule an appointment at your home.
3. An Assessment Team, including an electrician and a plumber, will arrive at the scheduled time to inspect your home. They will be wearing official orange NYC Rapid Repairs badges.
4. The Assessment Team will inspect your home to identify the necessary repairs.

## **What happens after my home assessment?**

The NYC Rapid Repairs Assessment Team will develop a list of necessary repairs to ensure that you have safe power and heat in your home. The Assessment Team will email a copy of your assessment form to the email address you provided when you registered for the assessment. If you did not provide an email address, call 311 to obtain a copy of your assessment.

## **How do I sign up for the City's contractors to repair my home?**

If you would like the NYC Rapid Repairs contractors to make repairs to your home, call 311 to register. The NYC Rapid Repairs contractors will contact you to schedule the repairs to your home. These allowable repairs will be made at absolutely no cost to the homeowner.

Visit NYC.gov, call 311, or visit a Restoration Center for more information.

# **NYC<sup>®</sup> Restore**

## **NYC Restoration Centers**

### **Bronx**

#### **Locust Point**

St Francis de Chantal  
190 Hollywood Avenue  
Between Harding Avenue and Silver Beach Place  
(opens Monday, November 19<sup>th</sup>)

### **Brooklyn**

#### **Gravesend**

SSA Building  
10 Bouck Court

#### **Red Hook**

Coffey Park  
85 Richards Street

### **Queens**

#### **Arverne**

Shorefront B and C  
68-20 Rockaway Beach Blvd  
(opens Monday, November 19<sup>th</sup>)

#### **Breezy Point**

Fort Tilden Building  
321 Rockaway Point Blvd at Hero Road

#### **Far Rockaway**

10-01 Beach 20<sup>th</sup> Street

### **Staten Island**

#### **Dongan Hills**

Manfredi Auto Dealership  
1976 Hylan Boulevard

Visit [NYC.gov](http://NYC.gov), call 311, or visit a Restoration Center for more information.



## Simplified Certification Process Helps Restore Service Faster

A simplified process for turn-on requests will speed service restoration to buildings damaged by Hurricane Sandy. Because flood waters and winds can damage privately-owned electric and gas equipment, New York City Building Code requires a licensed electrician or plumber to certify that systems can be energized. This process is coordinated through the NYC Department of Buildings. While we recover from the hurricane, building owners can file a Self Certification Form directly with utilities to restore service faster.

### Here are three steps to self-certify:

1. Get your energy equipment inspected, cleaned, and repaired by a licensed contractor.
2. Have your contractor download and complete a Self Certification Form (See links below).

[Plumber Inspector Form](#)

[Plumber Repair Form](#)

[Electrician Inspector Form](#)

[Electrician Repair Form](#)

### 3. E-mail your Self Certification Form to:

Brooklyn	dl-HurricaneSandyBrooklynQueens@conEd.com
Manhattan	dl-HurricaneSandyManhattan@conEd.com
Queens	dl-HurricaneSandyBrooklynQueens@conEd.com
Staten Island	dl-HurricaneSandyStatenIsland@conEd.com

You may fax your Self Certification Form to:

Brooklyn	718-923-7018
Manhattan	212-228-6719
Queens	718-923-7039
Staten Island	718-923-7031

Self Certification forms are also available in Customer Outreach vans in communities most affected by flooding. Staff will also accept completed forms.

A service turn-on will be scheduled once the certification form is received.

*Questions?* Contact Con Edison Energy Services, seven days a week, 8 a.m. to 10 p.m.

Brooklyn	718-802-6349
Manhattan	212-780-3136
Queens	718-802-6322
Staten Island	718-390-6373 or 718-390-6387

All other service restoration requests will require standard NYC Department of Buildings certification filings.

For issues related to your gas service, call National Grid at 718-643-4050.



## **An Important Message about Hurricane Sandy Restoration Efforts**

If your electric equipment was damaged by Hurricane Sandy, here are the steps to get your energy turned on.

- Have a licensed electrician certify that your systems are safe.
- Your electrician files certification with an electric inspection company authorized by your municipality, *and* Con Edison.
- Con Edison confirms that the equipment is ready for to be energized.
- Con Edison schedules a turn-on.

*Questions?* Call Con Edison Energy Services at 914-925-6445.



## Process for Restoring Service in Flood-Damaged Communities

Con Edison inspectors are going door to door to homes in your area to determine if privately-owned electrical equipment was under water.

- If we confirm your equipment was not damaged by water, your service will be restored when we re-energize systems in your area.
- If our inspectors cannot gain access to your home, and we cannot confirm if your equipment suffered water damage, your service will be disconnected, and you will not have power when your area is energized. Our inspectors will leave a note if you are not home.
- If you need an inspector to visit your home, call our Energy Services department at 718-802-6349 in Brooklyn, 718-802-6322 in Queens, or 718-390-6373 or 718-390-6387 in Staten Island.
- If an inspector determines your equipment has water damage, or if you know that your equipment is damaged, you need to have a private electrician or plumber certify that your equipment can be safely energized.
- We will schedule a service turn-on once we receive certification that your equipment is inspected and ready to be reconnected.

*Please note:* Reporting your power loss will not help us restore your power in the fastest way. Call the numbers above so that we can work with you to verify your equipment is safe to energize.

Con Edison will be at the following locations to work with you through all the steps in this process:

### **Howard Beach**

Cross Bay Blvd. and 165th Ave.

### **Broad Channel**

Cross Bay Blvd. and E 9th Rd.

### **Seagate**

Highland Ave. and Lyme Ave.

### **Brighton Beach**

Voorhies Ave. and Ocean Ave.

### **Manhattan Beach**

Shore Blvd. and MacKenzie St.

### **Gerritsen Beach**

Gerritsen Ave. and Lois Ave.

### **Red Hook**

Richards St. and Wolcott St.

### **Staten Island**

Fr. Capodanno Blvd. and Hunter Ave.