

Information on outages and restoration times is available on the Con Edison [outage map](#).

Con Edison invested \$1.5 billion to prepare for the summer of 2021. That money went into cable, transformers, network protectors, substation equipment and other components that make the electric-delivery system reliable.

## How to Report an Outage

To make it more convenient to report an outage, Con Edison sent texts to 1.7 million customers informing them that the company is mobilized for the heat and providing them with guidance on outage reporting.

Customers can sign up for text alerts at [coned.com/text](https://coned.com/text). Customers can also report outages and check service restoration status at [conEd.com/reportoutage](https://conEd.com/reportoutage) or with Con Edison's mobile app for [iOS](#) or [Android](#) devices, or by calling 1-800-75-CONED (1-800-752-6633).

Customers who report outages will receive updates from Con Edison with their estimated restoration times as they become available.

## Cooling Centers

New York City offers cooling centers to give people places to take a break from the heat: <https://maps.nyc.gov/cooling-center/> Westchester County offers tips for [staying safe in the heat](#).

The company also encourages customers to consider solar energy, energy efficiency programs, demand response and other products and services that limit the amount of power drawn from the grid at peak times.

## Energy Efficiency Programs

Con Edison encourages customers to consider its [energy efficiency programs](#) to save energy and money.

## Conservation Tips

New Yorkers can stay cool and save all summer by following these money-saving conservation tips:

- Set your air conditioner to the highest comfortable temperature. Every degree you lower the thermostat increases costs;
- To reduce heat and moisture in your home, run appliances such as ovens, washing machines, dryers and dishwashers in the early morning or late at night when it's cooler outside;
- When the AC is running, close doors to keep cool air in and hot air out;
- Keep shades, blinds and curtains closed. About 40 percent of unwanted heat comes through windows;

