

A Message from Mitch Livingston – 9/3

Preparedness: Heart of the Hurricane Season

This message is to remind everyone that the most active part of the hurricane season extends from now through the end of October, and that we need to remain prepared to respond to whatever nature throws our way.

This hurricane season has already been record breaking, with 13 named storms to date, and a full two months of the season still to come. Our policyholders have already felt the wrath of the 2020 season, with Tropical Storm Isaias becoming the third largest claim event in NJM's 107-year history. We have now received over 10,000 claims, and have incurred losses of approximately \$41 million.

Staff's response to Isaias has been outstanding, and the ongoing resolution of claims continues to be a good news story. We have now resolved over 66% of reported claims, and anticipate having the vast majority resolved in the next couple of weeks. While we would certainly appreciate better weather, responding to our policyholders' needs after events such as Isaias is why we are in business, and everyone certainly met that mission.

At the same time, Isaias reminded us that major weather events often result in major power outages across our region. While all three of NJM's offices have back-up generators to keep us operating, many of our home offices do not. For this reason, General Claims and Contact Center staff that lost power as a result of Isaias were required to come into the office to respond to policyholders until their power was restored. As expected, staff responded to the call and we were able to provide the necessary service, while we ensured proper social distancing and cleaning protocols in our offices to keep everyone safe.

Because power outages are likely in the event of another storm this hurricane season, we ask each of you to plan ahead and to be prepared to report to the office in the event we experience a major weather event over the next several months. Again, while we would prefer better weather, our obligation and core mission is to be here for policyholders when the storms arrive.