

RECEIVED
PUBLIC SERVICE
COMMISSION
EXEC-FILES-ALBANY

06-m-1078

OGC

Corresp.

2006 OCT 13 PM 1:00

215 Rosedale Avenue
White Plains, New York 10605

October 11, 2006

Public Service Commission
Three Empire State Plaza
Albany, New York 12223-1350

Attention of Ms. Jaclyn A. Brilling

Re: Case 06-M-1078
Con Edison's outage of July 2006

Dear Ms. Brilling:

Attached please find copy of our letter and claim form to Con Ed with respect to the July 27, 2006 outage of 47 hours, together with a copy of our follow-up letter, dated September 6, 2006, copy of Con Ed's reply of September 2006, and our late communication to Con Ed, dated September 15, 2006, for your information, review and advice.

Thank you for your courtesy in this matter.

Very truly yours,


William Grant & Catherine Grant

Encls.

215 Rosedale Avenue
White Plains, New York 10605

September 15, 2006

Con Edison Law Department
4 Irving Place
New York, New York 10003-0987

Attention of Mr. Thomas Kojas
Claims Manager

Re: Claim #C-22199EE
Con Ed Account #55-588441800001-0
Residence: 215 Rosedale Avenue, White Plains, N.Y.

Dear Mr. Kojas:

I acknowledge receipt of your recent letter, dated September 2006 denying our claim for reimbursement of spoiled food with respect to the power outage commencing July 18th, 2006 in our area.

Although the initial storm was an act of nature, failure to restore power for forty-seven (47) hours was an act or the result of non-action of Con Edison. Reasonable time within which to restore power, I feel, should be twelve to twenty-four hours; anytime thereafter is unreasonable and results in undue, unnecessary hardship and loss to Con Edison's customers.

The denial of our submitted claim is not acceptable, and we hereby request a resubmission, review and reimbursement. Attached is a copy of our original letter, dated July 27, 2006 with attachments, including Con Edison claim form, together with our follow-up letter, dated September 6, 2006.

As you may be aware, the Journal News (our local newspaper) and Channel 12 News (our local cable channel) on July 20th, 2006 reported and informed Con Edison customers that claims should be submitted for reimbursement of spoiled food items due to extended power outage of July 18, 2006, as stated by a Con Edison representative.

Further on September 13, 2006 at 6:15 p.m. on Channel 4 (New York news channel), it was reported a Con Edison spokesperson said claims would be covered and there would be reimbursement by Con Edison for the July 2006 power outage and same was reiterated on September 14, 2006 at 7:20 p.m. on Channel 12 News.

Con Edison's claim form further implies coverage and reimbursement for spoiled items up to \$150.00.

We believe our claim in the sum of \$85.02 is a fair and reasonable value for our spoiled items and request resubmission, review and reimbursement of same at your earliest convenience.

Thank you.

Very truly yours,

WILLIAM GRANT & CATHERINE GRANT

Encls.



Law Department

Consolidated Edison Company
of New York Inc.
4 Irving Place
New York NY 10003-0987
www.conEd.com

September 2006

WILLIAM F GRANT
215 ROSEDALE AVE
WHITE PLAINS NY 10605

Re: Claim # C-22199EE

Dear Westchester Customer:

Kindly accept our apologies for the hardship caused by the recent interruption to your electric service.

Regrettably, we must deny your claim seeking reimbursement. Under the terms of our electric rate schedule, approved by the New York State Public Service Commission, Con Edison is not responsible for losses attributable to conditions beyond our control, such as the storm that affected your area.

We are sorry that our response cannot be more favorable and regret any hardship caused by this service interruption.

Please be assured that we are committed to providing safe and reliable electric service to all of our customers.

Very truly yours,

Thomas Kojas
Claims Manager

215 Rosedale Avenue
White Plains, New York 10605

September 6, 2006

CON EDISON
Claims Department
P. O. Box 801
New York, New York 10276

Re: Account #55-588441800001-0
Residence: 215 Rosedale Avenue, White Plains, N.Y.

Dear Madam/Sir:

To date, we have not yet received an acknowledgement of our claim, dated July 27, 2006, with respect to reimbursement of items lost during the July 18th, 2006 storm and power outage; nor has a credit been reflected and applied to our electric/gas statements.

Attached is a copy of our letter, dated July 27, 2006, together with our claim form, for your attention.

Thank you for your anticipated prompt attention to this matter.

Very truly yours,

WILLIAM GRANT & CATHERINE GRANT

Encls.

SECOND REQUEST

215 Rosedale Avenue
White Plains, New York

July 27, 2006

CON EDISON
Claims Department
P.O. Box 801
New York, New York 10276

Re: Account #55-588441800001-0
Residence: 215 Rosedale Avenue, White Plains, N.Y.

Dear Madam/Sir:

On Tuesday evening, July 18, 2006 at approximately 10:30 p.m., there was a power outage in our area, probably due to a storm.

Assuming power would resume overnight, I waited to report the outage until early morning hours of Wednesday, July 19, 2006 at approximately 7 a.m. I called Con Ed and received a recording stating in substance that if this call was not emergency related but due to the storm, call back tomorrow. I did call Con Ed back on Wednesday, July 19, 2006 at 4 p.m. and spoke to a gentleman, who wasn't too sympathetic, and reported the outage. He had little knowledge of the status of repair and restoration. I requested a claim form in the event power wasn't restored prior to my refrigerated foods spoiling.

Con Edison crews commenced working Wednesday, July 19th in the late afternoon on wires etc. across from my next door neighbor's home at 207 Rosedale Avenue; they lifted and tightened the wires leading from 207, 215 (our home) and I believe 217 Rosedale Avenue onto a pole directly across from the 207 Rosedale Avenue driveway; they also worked at an adjacent pole directly across from the front yard of 207 Rosedale Avenue. Approximately 7 p.m. Wednesday, July 19th, a Con Ed crew returned to work at the pole directly across from the yard of 207 Rosedale Avenue (not the pole across from the driveway where our wires were lifted and tightened). Within a few hours all the neighbors behind our home had electricity, but not 207, 215 (our home) and 217 Rosedale Avenue. Assuming power would resume overnight, I waited to call Con Ed.

On Thursday morning, July 20th, 2006, at 5:45 a.m., I called Con Ed, and was told they could not give me any status. Absolutely no Con Ed trucks worked in our vicinity on Rosedale Avenue during the morning or early afternoon of Thursday, July 20th. At 3:15 p.m. on July 20th, I called Con Ed again. I spoke to an extremely courteous and

knowledgeable representative, although he could not tell me what I wanted to hear, and indicated power should be restored by Sunday. He listened to my story (as stated above), and I requested he at least tell a supervisor that I thought the crew working on Wednesday evening (7/19) worked on only one pole giving power to our neighbors, somehow overlooking our wire connection as they did not work on the pole where our wires were lifted and tightened.

Within one hour after that conversation there were four Con Ed trucks and two supervisor cars working on the poles across from our neighbors at 207 Rosedale and our home, 215 Rosedale Avenue. We all were restored power by 9:30 p.m. Thursday, July 20th, 2006. We were totally without power for 47 hours (23 hours from the time our neighbors were restored). Was this equipment failure (I don't think so) or maybe just human error?

We have power now and are grateful, and thank all who assisted.

WFAS radio announced distribution of dry ice on July 20th at 1:15 p.m. at Bloomingdales in White Plains, N.Y. However, when my husband arrived there after work at 3:40 p.m., there was no dry ice available. Maybe in the future the distribution of dry ice could be made available within a 24 hour period after an outage in order to save food and costs. Twenty-four hours seems reasonable time frame to expect restoration of power.

Another suggestion involving a preventive measure in the future: large, old trees hovering over wires, lines and poles should be addressed. An example, there remains numerous large, old trees and large branches across from 207 & 215 Rosedale Avenue, which may possibly fall during a storm. The removal issue should be addressed either by Con Ed, City of White Plains and/or property owners to prevent a reoccurrence.

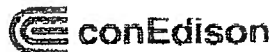
Attached is our claim and list of spoiled groceries from our refrigerator for your consideration. We realize the burden Con Ed bears with regard to reimbursement, but we would appreciate your consideration in this matter.

Thank you once again.

Truly yours,

CATHERINE GRANT

Enc.



Residential Claim for Food Spoilage

If you experienced a power outage that caused food in your household to spoil, you may submit a request for reimbursement for the actual value of the lost food up to a maximum of \$350. Claims up to \$150 must include an itemized list of spoiled items. Claims over \$150 must include an itemized list and proof of loss*. The outage must have resulted from a failure in Con Edison's local distribution system and must have lasted for more than 12 hours within a 24-hour period. Con Edison's tariff liability is limited to actual food losses and excludes damage to motors, equipment, or appliances. Reimbursement is subject to reasonable verification and is governed by the rules stated in Con Edison's electric tariff.

Claims must be filed within 30 days of the date of the power outage.

INSTRUCTIONS: Please complete all statements on this form, sign, and return to Con Edison.
Print or type all entries. Keep a copy of the completed form for your records.
Allow 30 days for review and processing of your claim.

Name: William + Catherine Grant
Address: 215 ROSELAKE AVENUE, WHITE PLAINS, NEW YORK 10601
(INCLUDE COMPLETE MAILING ADDRESS AND APARTMENT NUMBER)

Daytime Phone: (914) 761-0518
(IF WE HAVE QUESTIONS ABOUT YOUR CLAIM OR NEED MORE INFORMATION, WE WILL CONTACT YOU AT THIS NUMBER.)

Con Edison Account Number: 55-5884-4180-0001-0
(15 DIGIT NUMBER LISTED ON YOUR BILL NOT APPLICABLE IF YOU DO NOT RECEIVE A CON EDISON BILL)

Date(s) of Outage: from 7/18/2006 Time: 10:30 to 7/20/2006 Time: 9:30
MONTH / DAY / YEAR AM / PM MONTH / DAY / YEAR AM / PM

Itemized list of food(s) spoiled:

(CONTINUE ON A SEPARATE SHEET IF NECESSARY)

	TYPE OF FOOD	QUANTITY (POUNDS, OUNCES, DOZEN)	COST
1	Hood 1% milk	1/2 gal.	2.31
2	BREASTONE Temptations cream cheese - whipped	1	2.59
3	ALEXANDER low fat cottage cheese - (whipped)	1	2.61
4	Land O LAKES butter	1 lb.	2.99
5	HEART Milk - whipping light	32 oz	3.99

Total Amount of Loss: \$ 85.03
(DOLLARS / CENTS)

Up to \$150 — include Itemized list
Over \$150 — include Itemized list and proof of loss*

* Examples of acceptable proof of loss include cash register tapes, store or credit card receipts, cancelled checks, clean identifying price labels or UPC bar codes from merchandise, and photographs of spoiled items

All of the information provided on this claim form is true and accurate to the best of my knowledge and represents my actual losses.

William Grant Catherine Grant
(SIGNATURE — UNSIGNED CLAIM FORMS WILL NOT BE PROCESSED)

7-26-06
(DATE)

SIGN AND RETURN
FORM TO:

CON EDISON
CLAIMS DEPARTMENT
PO BOX 801
NEW YORK, NY 10276

spoiled food list continued

6.	Yoplait Thick & creamy yogurt	2 x .89	1.78
7.	Stonyfield Farm smoothie	2 x 1.79	3.57
8.	Diapottius. Roasted chicken (coked)	1	7.99
9.	Muir Glen organic tomato Ketchup	1	3.67
10.	Gourmet Seafood Cocktail sauce	2 @ 2.29	4.48
11.	Loosie Apricot nectar juice	1 qt.	3.19
12.	Vlasic bread & butter pickles	24 oz.	3.59
13.	Just 2 Good Italian dressing	1	1.79
14.	1/2 watermelon		3.88
15.	1/2 cantaloupe		1.49
16.	tomatoes on vine	4 lbs approx	5.07
17.	Daisy light sour cream (opened)	1 lb 2 containers @ 2.39	4.78
18.	Smart Balance light (2 pk.)	@ 2.39	2.49
19.	Bons Head sweet Vidalia onions in jar		3.49
20.	Nature's Design organic eggs	1 doz	2.21
21.	lime pie	1	6.4
22.	Longo's Park deli coleslaw		1.31
23.	Longo's Park deli macaroni salad		1.4
24.	Longo's Park deli red potato salad		3.2
25.	Longo's Park deli string bean salad		2.5

\$ 85.02