

Consolidated Edison Company of New York, Inc.
Report on Preparation and System Restoration Performance

Hurricane Irene
August 27 through September 3, 2011

November 14, 2011

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Hurricane Irene: August 27-28, 2011

This report reviews Consolidated Edison Company of New York's ("Con Edison" or "the Company") electric system preparation and restoration efforts as a result of the prolonged wind and rain storm – Hurricane Irene - that struck Con Edison's service territory on August 27 and 28, 2011 and is being filed with the Public Service Commission in compliance with 16 NYCRR, Part 105.4 (c).

I. Overview of Storm Events, Damage and Customer Outages

August 23 - 28, 2011 – Hurricane Tracking / Storm Impact

The Company closely monitored forecasts for Hurricane Irene made by the National Hurricane Center, as well as forecasts of expected impacts in the local area made by the National Weather Service and weather service providers engaged by the Company (Attachments A and B – Weather Forecasts).

Hurricane Irene affected the New York metropolitan area from the evening of August 27 through the evening of August 28, approximately 24 hours. It was classified a Category 1 hurricane as it moved northward through coastal New Jersey, and was downgraded to a tropical storm just as the eye crossed over New York City. Because Irene was travelling more slowly than usual for a hurricane tracking up the east coast, it affected the area longer than similar storms in the past. The period of heavy rain lasted from approximately 8 p.m. on August 27 to 9 a.m. on August 28. Tropical storm force wind gusts were first recorded at JFK International Airport at 10:31p.m.on August 27 and continued into the evening on August 28, on the back side of the storm.

The National Hurricane Center accurately forecasted the track of the hurricane. The 5-day forecast from Tuesday, August 23, show the storm would first make landfall on the Outer Banks of North Carolina and then move up the New Jersey coastline to New York City. This was the track ultimately taken by the hurricane. Fortunately, the hurricane was not as strong from a wind perspective as originally anticipated.

The storm's wind speed, rainfall and tidal surge produced significant impacts in Con Edison's service area. Although the strength of the hurricane had diminished to tropical storm conditions, our service territory experienced sustained winds of 40 mph, with gusts of 67 mph; rainfall from 4.5 inches to 6.7 inches; and a storm surge of 4.5 feet,

resulting in a storm tide of 9.5 feet (Attachment C – Weather Service Observations). In addition, a confirmed EF0 tornado with an estimated wind speed of up to 85 mph briefly touched down in Queens, near Cunningham Park.

System Preparation

As part of its “Emergency Response Plan” (“ERP”) and “Corporate Coastal Storm Plan” (“CCSP”), the Company uses a timeline and decision matrix to assist in preparing for major coastal storms and hurricanes. The general actions taken in preparation for Hurricane Irene are outlined in the following paragraphs.

Tuesday, August 23 – 120 Hours from Landfall, Storm Monitoring Phase

Con Edison’s Emergency Management organization (“Emergency Management”) notified operating and support organizations of the approach of the coastal storm. Each organization identified and began to implement pre-storm activities designed to prepare their facilities for the event, maintain essential operations during the storm, and respond to storm damage and service outages during the recovery period. These organizations use the “Coastal Storm Decision Matrix” to guide their preparation for the coastal storm. One of the more critical actions taken at this time was the establishment of the Logistics Operations Control Center (LOCC). The LOCC established communications with key vendors and began to coordinate efforts to identify and secure evacuation site locations.

Wednesday, August 24 – 96 Hours, 4 Days from Landfall

Emergency Management began to coordinate storm preparation and information sharing among all of Company operating and support organizations. Emergency Management conducted daily interdepartmental conference calls from Wednesday, August 24 through Friday, August 26 to discuss the current weather forecast and to review and coordinate planning activities for the upcoming storm. The participants on these calls included a large cross-section of departments within the Company’s electric, gas and steam operating organizations, as well as representatives from support organizations such as Purchasing, Central Field services, Human Resources, Public Affairs, and Customer Operations.

The Company mobilized its Corporate Emergency Response Center (CERC) on the morning of Saturday, August 27 (Attachment D – CERC Organization Chart). Once the CERC was mobilized, the Incident Commander convened conference calls with operating and support departments every four hours to discuss the Company’s preparatory activities in advance of the storm, as well as the current weather forecast and weather observations.

Thursday, August 25 to Saturday, August 27 – 72 Hours through 12 hours from Landfall

This period of time represents the Planning and Staging portions of the CCSP. Once it was determined that the probability was greater than 10 (ten) percent, that the center of the storm would pass within 75 statute miles of New York City, the Company mobilized to prepare for the storm by implementing the actions for each organization outlined in the “Coastal Storm Decision Matrix”. Additional actions for the overhead electric system are outlined in the “Alert Preparations Checklist for Overhead System”. At this time, the LOCC shifted to around the clock staffing and actively engaged in identifying material needs, staging areas and evacuation sites. On Thursday at approximately 07:00 hours, the Company committed to obtain mutual assistance crews and made arrangements with utility contractors to begin travel to the service territory. The Company also began to secure hotel rooms, pumps, and other equipment needed for the response to storm damage and service outages. In addition, the Company started to contact its dry ice vendors.

During this time period, those substations previously identified as being at risk for flooding (per CCSP), were sandbagged to deter water infiltration.

12 Hours from Landfall - Storm Pre-arrival Phase

During this phase, the planning for storm arrival, maintenance of essential services, and damage repair and service restoration continued. Electric, gas and steam control centers addressed emergencies through remote monitoring and control systems and continued to dispatch personnel to respond to field emergencies while weather conditions permitted without compromising the workers’ safety.

The LOCC executed the evacuation plan, relocating Company assets to locations that would not be compromised by coastal flooding.

The Company’s preparation and mobilization efforts extended to the New York City Office of Emergency Management (“NYC OEM”) and Westchester County Department of Emergency Services (“WCDES”). Representatives from Emergency Management staffed positions at NYC OEM’s Emergency Operations Center (EOC), Westchester County’s Emergency Operations Center (EOC), as well as 60 Control (Westchester County Fire Dispatch Center) during the pre-storm, response and restoration periods.

3 Hours from Landfall - Storm Arrival Phase

Each organization operated as set forth in their respective operating philosophy as outlined in the CCSP during the coastal storm event. Operating organizations monitored

the impact to each commodity, prepared to implement damage assessment plans, and reviewed “Cold Start” procedures.

System Impact

Electric Distribution System Damage

Con Edison’s overhead electric system sustained substantial damage due mainly to fallen trees and tree limbs, as a result of the heavy rain and high winds. Damage to the overhead electric distribution system was as follows:

HURRICANE IRENE	Bklyn. / Queens	Bronx / West.	Man.	Staten Island	System
NUMBER OF FEEDER LOCK-OUTS	11	26	9	7	53
NUMBER OF BROKEN POLES REPLACED	15	46	0	30	91
NUMBER OF TRANSFORMERS DAMAGED / REPLACED	14	133	1	15	163
MILES OR SPANS OF PRIMARY CONDUCTOR REPLACED	2.08 MILES	2.6 MILES	0	.48 MILES	5.16 MILES
MILES OR SPANS OF SECONDARY DOWN	14.95 MILES	9.7 MILES	0	1.3 MILES	25.95 MILES

Seventy-six (76) transformer fluid spill incidents were reported during the event. Appropriate regulatory notifications were made and spill clean-up was addressed according to regulations and procedures.

Transmission Circuit Damage

On August 28th at 05:03 hours, common terminal 345kV feeders W89 and W73 had incurred a sustained outage when off-right of way tree fell onto feeder W89 near Ridge Rd in the Town of Greenburgh. At 10:14 hours feeder W73 was returned to service after feeder W89 was isolated. Feeder W89 was returned to service at 08:28 hours after contractor tree crews removed the tree from the conductor.

Also on August 28th, at 07:17 hours, common terminal 345kV feeders W80 and F30 had a momentary outage related to brief contact by a fallen off-right of way tree with feeder W80 in Westchester County Park’s “North County Trailway” recreational area in New Castle, off West Orchard Road. The feeders automatically reclosed and held with no actions required to return them to service. Additional storm damaged trees with the potential to impact the transmission line were removed from the Trailway property with the permission of the Director of Westchester County Parks.

Customer Outages

The damage to the electric system, totaling approximately 2,851 “lead” tickets resulted in outages to 203,821 customers, approximately one half of which were located in New York City and the other half in Westchester County.

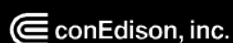
Hurricane Irene	Number of Customer Outages
Bronx	9,573
Brooklyn	16,466
Manhattan	0
Queens	36,415
Staten Island	35,842
NYC Total	98,296
Westchester	105,525
Con Edison System Total	203,821

The outages incurred during this event represent the highest customer outage total in at least the past twenty-six years (since 1985). Customer outages exceeded the prior outage record of 174,800 customers which was established during the March 2010 Nor’easter.

The following table provides a historical perspective of customer outage counts in previous storms as compared with Hurricane Irene:

Historical Storm Comparison

Date	Type of Storm	Customers Interrupted
August 28, 2011	Hurricane Irene	203,821
March 13, 2010	Nor'easter	174,800
September 9, 1985	Hurricane Gloria	110,515
September 2, 2006	Tropical Storm Ernesto Remnants	78,300
February 25, 2010	Snow	65,200
January 18, 2006	Wind / Rain	61,486
March 31, 1997	Nor'easter	45,180
October 19, 1996	Nor'easter	41,830
September 15, 1999	Tropical Storm Floyd	39,800



Storm Response Costs

As a result of this storm, the Company incurred significant costs (\$49.4 million) to repair and replace equipment and to restore electric customer service interruptions. Expenditures in Steam and Gas Operations were \$1.2 million and \$.7 million, respectively. The remaining \$47.5 million was incurred within Electric Operations; \$15 million was associated with capital and removal costs. The balance of \$32.5 million included \$6.2 million of Company straight time labor and \$26.3 million in incremental costs (overtime, mutual aid and other outside support).

II. Event Classification and Resource Mobilizations

Classification

The Storm Emergency Classification Matrix is an important tool used by the Company in establishing the storm recovery plan to be followed by all Overhead Emergency

Response participants. Based on the projected storm severity and other natural conditions, e.g. foliage condition and ground saturation, the matrix provides an initial forecast of damage, anticipated restoration jobs, and restoration period that is used in identifying the resources required for damage repair and service restoration.

STORM EMERGENCY CLASSIFICATION MATRIX					
Storm Category & Plan	PSC Category	Typical Storm Characteristics	Typical System Conditions	Estimated # of Overhead Jobs	TARGET Estimated Time of Restoration*
1 – Upgraded	1	Gusty winds, heat, rain, freezing rain, snow, lightning	Moderate, localized damage to electric system	<50	24 Hours
2 – Serious (Other Con Edison Resources)	2	High winds over a prolonged period, heavy rain, freezing rain, sleet, wet snow, ice, lightning	Heavy damage to the electric system scattered over a large geographic area	<400	48 Hours
3 – Serious/ Full Scale (Mutual Assistance and/or Contractor Resources)	3	Severe storms: prolonged periods of high winds, heavy icing, heavy wet snow, severe lightning, flooding	Extensive, widespread damage to electric system	<1000	96 Hours*
		Severe storms such as hurricanes, tornadoes, tropical storms, nor'easters, ice storms	Catastrophic damage to the electric system	>1000	Disaster classification: > 4 days
*Estimated Time of Restoration is measured from the end of the storm and reflects restoration of at least 90% of total customers affected					

Resource Mobilization

Having closely tracked the progress of the hurricane, the Company declared a 3 – Full Scale event with over 1000 expected restoration jobs and service outages exceeding four days. The Company’s Electric Operations Overhead Emergency Response Plan details the minimum staffing levels required to address each escalating level of anticipated damage associated with storm severity (Attachment E – Minimum Staffing Requirements).

The Company met the minimum staffing levels as defined in the Electric Operations Overhead Emergency Plan. On Monday, August 29th crews were dispersed as follows:

Bronx / Westchester	- 261 Crews
Brooklyn / Queens	- 229 Crews
Staten Island	- 87 Crews

As restoration work finished within New York City and road clearing efforts were concluded in Westchester County, the Company was able to shift additional resources to Westchester County. On August 31st, crew assignment in Bronx / Westchester increased to 308 crews, peaking the following day at a total of 323 restoration crews.

Given anticipated weather conditions consistent with a Category 1 hurricane, the Company mobilized “Storm Riders”, so as to have critical resources in place during the storm and available immediately afterward. Overall, more than eighteen hundred employees participated as “Storm Riders”, the majority of whom were assigned to response functions in the following organizations:

Electric Operations	- 740
Substation Operations	- 240
Steam Operations	- 180
Call Center	- 180
CERC	- 90

Mutual Aid / Contractor Assistance

Restoration Crews

On the 11:00 hours NYMAG call on Thursday, August 25th, Con Edison requested 300 mutual assistance crews (600 FTEs). Con Edison subsequently obtained commitments for 36 crews – 131 FTEs as follows:

<u>Releasing Utility</u>	<u>Contractor</u>	<u>Crews - FTEs</u>
Vectren, Indiana	Henkels & McCoy	9 crews – 43 FTEs
	Bowlin	6 crews – 31 FTEs
DTE, Detroit, MI	Energy Group	12 crews – 39 FTEs
	Quality Lines	9 crews – 18 FTEs

Con Edison continued to request additional mutual assistance crews through NYMAG, MAMA, and RMAG calls until Tuesday, August 30th. Due to the widespread and extensive nature of the damage caused by Hurricane Irene, no additional mutual assistance resources were available to Con Edison during this time. In addition to the 131 FTEs obtained through the mutual assistance process, Con Edison obtained an additional 375 FTE line workers from several contractors (Attachment F – Mutual Assistance / Damage Assessment Resources). All of these line-workers were staged in or near our service territory prior to the arrival of the storm and deployed for restoration activities (Attachment G – Event Crewing).

On Wednesday, August 31st, Con Edison released 10 contractor crews to Orange and Rockland Utilities (“O&R”). On Thursday, September 1st, Con Edison released 15 contractor crews and 11 internal Con Edison crews to O&R. On Friday, September 2nd, Con Edison began releasing contractor crews and notified the other NYMAG utilities of these contractors’ availability. All remaining external contractors were released on Saturday, September 3rd.

On Friday, September 2nd, Con Edison released 24 Company ladder-line crews (service crews) to LIPA. On Saturday, September 3rd, Con Edison released 25 overhead crews to LIPA. All Con Edison crews were released by LIPA on Sunday, September 4th.

Damage Assessors

In addition to the aforementioned restoration crews, the Company also secured contractors to assist in performing damage assessment activities. Construction Management secured the services of several vendors, who in turn supplied 246 two-person damage assessment crews (492 FTEs). The contractor damage assessment crews were assigned as detailed in Attachment “F”.

Site Safety

Staffing determinations were made prior to the event in accordance with the Company’s Overhead Emergency Response Plan. The Overhead Storm Procedure references estimated minimum staffing requirements (considering weather / system conditions) for Site Safety Personnel. The “Storm Category” designation for this event is defined at “3:

Full Scale”, calling for a minimum staffing level of 270 Site Safety Personnel. The Company utilized additional staffing resources to manage down wires, obtained from site safety vendors:

Hurricane Irene -- Vendor Support for Site Safety							
Vendor	27-Aug	28-Aug	29-Aug	30-Aug	31-Aug	1-Sep	2-Sep
San Mateo	31	49	40	54	45	40	15
No Parking	0	13	59	42	46	36	16
Steadman	0	0	18	33	12	0	0
Daily Total	31	62	117	129	103	76	31

The actual number of personnel deployed for Site Safety, both contractor and Company, peaked at 336 persons on the August 30th day shift as detailed in Attachment “F”.

III. Service Restoration

Crew Assignment

Control Center /Trouble Analysis Staff

The regional Control Centers and the associated Trouble Analysis staff assess system conditions based upon information gathered from trouble tickets, Supervisory Control and Data Acquisition (SCADA) systems, damage assessment reports and other relevant systems. Regional Trouble Analysis / Engineering sections and Field Operations Planners prioritized the field assessment of feeder damage followed by the field assessment damage locations. Once individual feeders were patrolled and assessed and work dispatched to crews, individual assessments of damage locations were performed based on the assessment priorities established in the Electric ERP and information recorded using the Web Trouble System of STAR (“Web Trouble”). .

Line Clearing / Public Safety Crews

Con Edison typically utilizes Control Center emergency operations personnel (Troubleshooters) to perform the vital public safety function of clearing downed wires. Due to the severity and quantity of tree-related damages to the electric distribution

system and blockage of vital public thoroughfares, all Company crews, including overhead and line clearance crews, were initially assigned to clear downed wires and to coordinate rapid restoration opportunities (switching) prior to effecting full reconstruction and restoration work.

With the assistance of various municipal departments, nearly all Con Edison overhead line and troubleshooter crews initially cleared hazardous wire-down conditions, made areas safe, cleared wires from trees, and performed switching operations as directed by the Control Center. In the judgment of the Control Center Operating Authority, if quick restoration of customers is possible via switching after wires down have been cleared, the crew will be assigned to restore outages prior to receiving the next wires down job. Some customers were restored through switching operations as the distribution system was cleared of tree and limb contact faults.

Damage Assessment

Damage Assessors either patrol a damaged feeder or respond to a customer outage location, at the request of Trouble Analysis, to assess damage conditions at the location and then report the conditions via a trouble ticket update. Assessors are assigned “storm kits” which contain all material and equipment necessary to survey damages and secure locations for safe and efficient restoration.

Damage Assessment Coordinators maintain communications with field damage assessment personnel. They direct Assessors to potential damage locations, receive and record field-verified information, and capture this information in Web Trouble / STAR so it can be integrated with damage information from other sources in order to facilitate appropriate deployment of crews and the development of an estimated time to restoration.

On the day after the storm, CECONY conducted an aerial patrol of its overhead transmission system. No damage was identified. The tree that had fallen on feeder W89 in the Town of Greenburgh, as discussed previously, had been removed prior to the aerial patrol.

An aerial patrol of the overhead distribution system was not conducted. Sufficient data was available through SCADA and local emergency services reports to quickly ascertain the breadth and scope of the damage to the system. In addition, damage assessment survey personnel did not report any significant issues regarding access to damage locations which might necessitate alternative means of surveying distribution system damage.

Site Safety Personnel

Generally, wires down calls are handled by overhead troubleshooters who are dispatched by the regional control centers. However, during storms both

troubleshooters and overhead construction crews are dispatched on a priority basis to address public safety and roadway clearing concerns involving energized conductors. Until a crew is available, Con Edison uses Site Safety Personnel to respond to reports of “wires down”. The role of the site safety representative is to ensure public safety, relieve any municipal authority (police / fire department) that may have responded, and maintain a safe perimeter until such time as a troubleshooter or construction crew arrives to address the problem.

Restoration Crews

- Restoration crews consist of the following crew types:
- Troubleshooters
- Overhead Line Construction
- Ladder Line

As discussed above these crews were initially assigned to clear downed wires and to coordinate rapid restoration opportunities (switching).

As clearance and switching work was completed in a region, the Line Clearing / Public Safety crews were assigned to restoration work. In the cases where installation of new wire, poles or transformers was required, the job was referred to the Operations Section to restore the outage.

Restoration Priorities

Feeder assessment priorities were established by Electric Operations through their regional Trouble Analysis/Engineering sections and Field Operations Planners. Once individual feeders were patrolled and assessed and feeder restoration work dispatched to crews, individual assessments of damage locations were performed and information recorded using the Web Trouble / STAR based on the assessment priorities established in the Electric ERP.

The following represents the general sequence for the restoration of the distribution system and hence, damage assessment surveys:

- Area substations
- Networks/load area
- Unit substations
- Sensitive customers: These customers include hospitals, water supply and sewage treatment facilities, nursing homes, police and fire stations, telephone Company facilities, radio and TV stations, public transportation, life-sustaining equipment customers, etc and will be coordinated through NYC OEM and WCDES.

- All other affected customers with the priority of jobs generally determined by the number of customers affected by a particular repair.

Customer Restoration

The storm interrupted service to 203,821 customers (New York City – 98,296 customer outages / Westchester County – 105,525 customer outages) representing approximately 2,851 lead tickets that included one or more individual restoration jobs.

On August 30th at 20:00 hours (49 hours from the end of storm), more than 95% of the customer outages in New York City had been restored (Attachment H – Outage Restoration Chart). All New York City customers were restored to service by 23:00 hours on September 1st. Later that same day (September 1st) at 16:00 hours (93 hours from the end of storm), 95% of the customer outages in Westchester County had been restored. All Westchester customers were restored to service by 18:00 hours on September 3rd.

Estimated Times of Restoration (ETRs)

During this storm event, the global ETR was set by the Incident Commander at the CERC in consultation with the CERC Planning Section Chief, the CERC Operating Section Chief, and the regional Incident Commanders. Mr. John Miksad, Senior Vice President – Electric Operations and Mr. Claude Trahan, Senior Vice President – Gas Operations, served as the Incident Commander and Deputy Incident Commander, respectively. The factors that were used to develop the global ETR included the amount and type of damage sustained by the electric system, the number of circuit lock-outs, the number of Company, mutual assistance and contractor crews, the number of customers out of service, the regional storm classification matrices and the Company's previous experience with storms of this magnitude (most notably the March 13, 2010 nor'easter).

The county/regional ETRs were set by the regional Incident Commanders in conjunction with the regional Planning Section Chiefs and the regional Operating Section Chiefs. The factors used to develop the county/regional ETRs were similar to the factors used for the global ETR, except on a regional level. For example, during this storm, each regional Incident Commander used the region's specific storm classification matrix and regional staffing levels to assist in determining the regional ETR.

Additional factors used at the regional level include the number of jobs with large numbers of customers out of service and the type of damage on these jobs. As customers call in to report service outages, the Company's Outage Management System (OMS) processes this information and predicts Probable Device Outages (PDOs). As damage assessors and emergency responders report damages, this information is entered into the OMS and specific restoration jobs are identified. The

regional Trouble Analysis Units utilize this information, together with the crewing information, to determine the ETRs for specific restoration jobs. Once the TAU has determined the ETRs for a majority of the customers on the remaining restoration jobs, they calculate the regional ETR based on the predicted date and time when approximately 90% of the original customers interrupted will be restored.

Job specific ETRs were calculated for each job upon dispatch of restoration crews. The primary factor used to develop job specific ETRs is the type of damage. Job specific ETRs are updated, if necessary, once the field crew arrives at the work location.

On Sunday, August 28th at 18:35 hours the Company issued a global ETR of 23:59 hours, on Thursday, September 1st. At that same time, the Company issued regional ETRs of 23:59 hours on Tuesday, August 30th for the five boroughs of New York City and a regional ETR of 23:59 hours on Thursday, September 1st for Westchester County. At the time these ETRs were issued, the Company had received initial damage reports including reports from damage assessors, field crews, supervisors, emergency responders and municipal officials. The Company had also received information on feeder lock-outs and vacuum re-closer operations via its SCADA systems.

Overall, 95% of the service outages throughout the entire service area (about 193,600 customers) had been restored by August 31st at 20:00 hours (73 hours from the end of storm). The Company's global estimated time of restoration of 23:59 hours on September 1st for the restoration of service to the majority of customers impacted by the storm was accurate in that 98.9% of the service outages (201,630 customers) were restored within that period.

Initial local/municipal ETRs were established on August 31st at 07:00 hours for those local areas/municipalities where 90% restoration had not yet been achieved. At the time the local/municipal ETRs were issued, the Company had more detailed damage information, and its OMS system had calculated Probable Device Outages (PDOs) and the number of customers interrupted for the majority of the remaining jobs in each local area/municipality. These local/municipal ETRs were reviewed, and updated where necessary, during each shift by the Trouble Analysis Unit in each region.

IV. Support Services

Logistics

The Logistics Section played a critical role in preparing for the storm. The LOCC was mobilized in the 120-72 hour window prior to the storm's arrival. The LOCC monitored the progress of the storm, established communications with key vendors, identified site locations, determined hotel availability and supported the establishment of multiple staging areas.

The LOCC secured the following equipment / facilities:

- Procured 24 additional emergency generators to supplement existing inventory.
- Purchased and delivered dry ice to distribution sites throughout NYC and Westchester.
- Secured 1,100 hotel rooms.
- Provided transportation for Mutual Aid / Contractor crews.
- Mobilized and demobilized four staging areas and four evacuation sites.
- Delivered material and equipment:
 - Poles - 202
 - Transformers – 404
 - Cable – 250,000 ft.

Dry Ice Distribution

Representatives from Customer Operations and Public Affairs collaborated when choosing the sites where dry ice would be distributed. The sites that were chosen were intended to be easily accessible and centrally located in areas where there were high concentrations of customers without service. Where appropriate, local municipalities were consulted and partnerships with organizations such as the Metro North Railroad were leveraged to provide for the best possible locations.

The Company issued four press releases regarding dry ice locations. In addition, the locations were provided during media interviews and posted on the Con Edison homepage as well as on the Outage Location Map site. The message below was provided to customers that called our call center and representatives provided information on where to obtain dry ice.

"Please remain on the line to receive information about the locations of Customer Care Representatives and where to obtain dry ice. You may also visit www.coned.com to receive information about the locations of customer care representatives and where to obtain dry ice."

Dry ice was available at the following locations:

Armonk – IBM Complex/Town Park@Business Park Dr, 200 Business Park Drive
Chappaqua – Chappaqua Metro North Railroad Station, 108 Allen Place
Town of Cortlandt – Muriel H Morabito Community Center, 29 Westbrook Drive
Mamaroneck – West Boston Post Road and Delancey Ave
Mount Kisco – Mount Kisco Metro North Train Station - 1 Kirby Plaza
Queens – 13440 Springfield Blvd
Staten Island – Tottenville High School, 100 Luten Avenue

Approximately 5,500 customers took advantage of the dry ice. Approximately 84,000 pounds of ice were distributed. During the course of the event, Con Edison's contracted suppliers experienced high demands from their customer base along the Eastern coast of the U.S. As a result, Con Edison experienced substantial delays in receiving deliveries of dry ice from our vendors. During the first two days of this event, Sunday, August 28th and Monday, August 29th, customer demand for dry ice was extremely heavy and supplies were not adequate to meet the demand. At times customers had to wait several hours for the arrival of dry ice at the distribution centers. On Tuesday, August 30th, no ice was distributed because of the difficulty in obtaining a supply. When dry ice was available on Wednesday, August 31st, and Thursday, September 1st, customer demand had tapered off.

V. External Communications

Communications between the Company and all of its stakeholders is among the most important elements of effective storm response. Con Edison places the highest value on these efforts.

Media Contacts

Media Relations issued 17 press releases from August 25th to September 1st (Attachment I – Press Releases). Press releases were issued before, during and after the storm. The releases included safety information, especially about avoiding downed wires, Company contact information and updated outage and restoration information.

Con Edison Chairman and CEO Kevin Burke participated in two press conferences with Mayor Bloomberg and New York City officials on Saturday, August 27th and Sunday, August 28th when preparations and the response to the storm were discussed.

Additionally, two media advisories publicized teleconferences with John Miksad, Con Edison's senior vice president of Electric Operations, on Saturday, August 27th and Sunday, August 28th, as the storm approached and hit the New York City area.

Media staff at Con Edison's 4 Irving Place headquarters responded on an ongoing 24-hour basis to hundreds of print, radio, television, and wire service inquiries, conducting live and taped interviews with news outlets. Media outlets were updated throughout the event.

Government Outreach

The Company press releases also were distributed to elected officials and community boards. Government Relations also conducted twice daily conference calls for New York City elected officials after an initial call beginning Saturday, August 27th. Nine

conference calls were conducted, and summaries were provided for elected officials who could not participate.

From August 26th through September 1st, Con Edison's Public Affairs staff from the Bronx-Westchester region invited representatives of the 42 Westchester municipalities to 11 municipal conference calls regarding the road clearing and restoration effort in Westchester County. After the initial call August 26th, these municipal conference calls were conducted twice a day. County, state and federal government representatives, Public Service Commission Staff and the Governor's office participated.

Further support of the Westchester municipalities included the establishment of the Muni-Liaison Desk, and the deployment of twenty-two Company employees to requesting municipalities. These individuals coordinated Company road clearing efforts in conjunction with Department of Public Works employees.

In addition to the ongoing coordination between Con Edison personnel and the City and Westchester governments, the Company's Public Affairs team had approximately 440 interactions with elected officials, community boards and government officials seeking information or assistance for specific areas and customers.

Email, Web and Social Media

On Friday, August 25th, in anticipation of the storm, Con Edison sent an email to approximately 900,000 customers (Attachment J – Blast E-Mail). The email blast provided links to the "Power Out, We're On It" video, with tips about preparing for storms and reporting outages. It also included links to website outage maps and Storm Central pages.

During the period of August 26th – September 2nd, Con Edison's website use rose dramatically. The Company had approximately 300,000 unique visits to www.conEd.com during this one-week period. More than 50 percent were from new visitors. A substantial number of visits – about 8 percent -- came from people using mobile devices (such as iPad, Android, iPhone, Blackberry, and iPod devices).

Typically, Con Edison has 1,000 to 1,500 visits to its online outage map each day. During the above period, more than 281,000 visited (35,125/day). Once established, the dry ice and Customer Outreach van locations (also publicized in press releases) were posted on the outage map.

Con Edison's mobile website experiences 1,000 to 1,500 visits on a typical day. During the storm and its aftermath, more than 55,000 visited the mobile site (6,875/day). More than 22,000 of those visits were on Sunday, August 28th, alone.

The videos on www.conEd.com had 22,500 views, supplemented by an additional 2,400 views on YouTube.

Con Edison's website provides customers with the ability to report electric outages online, and to check the status of a previously reported outage and obtain an estimated time of restoration, and to view the outage location map. These permanent features are available during storm and non-storm conditions. Links to the report outage/check status functions appear in a dedicated spot on the company home page, and on pages throughout the Customer Central and My Account sections of the website. A link to the outage map is always available from the Storm Central section of the website. The map is automatically updated every 15 minutes. An additional direct link to the outage map was temporarily added to the website homepage during the Hurricane Irene event. The home page of the Company Web site (www.conEd.com) was switched from a "blue sky" to a "storm" display (Attachment K – Web Site Storm Display). This included additional home page links for:

- Online outage map
- NYC and Westchester OEM
- Storm damage/restoration videos and photos
- Power problem information for customers

All news releases were posted to the home page message box and on the website's newsroom section.

Con Edison also responded to customers via social media, both responding to and issuing new Twitter messages. Con Edison's Twitter accounts garnered over 500 new followers as a result of the storm activities. Using social media to communicate is an important new aspect of Con Edison's commitment to reaching customers wherever they are, utilizing the communication channels they prefer.

VI. Customer Communications

Communicating to Customers about Emergencies

During the course of the year, Customer Operations strives to educate customers regarding storm preparedness and to make them aware of the need to report emergencies.

In communications with customers and the community, the Company advises customers that should their power go out or they see a hazardous condition, such as fallen electric wires, they should contact the Company at the toll free number. This information is featured in *Customer News*, the Con Edison newsletter that is mailed to customers six times a year, and *SPOTLIGHT*, a special publication for senior and disabled customers that is mailed twice each year. Special summer and winter mailings to more than 1,000 community-based and human services organizations also provide information on Con Edison's services and programs, safety tips, and storm and emergency preparedness.

Throughout the year, Customer Outreach advocates attend local community events, make presentations to community groups, and distribute written brochures. A staple of their discussions is how to prepare for and what to do in emergency situations, which include storms, power outages, and extreme hot and cold weather conditions. Advocates distribute Con Edison's *In Case of a Storm* brochure on a regular basis. This brochure provides storm emergency tips and outlines how to report a power outage.

Con Edison's website features *Customer Central* that provides customers with information and tips on several safety-related areas and includes a section called Storm Central that has in-depth information on storm preparedness. Customers can also download copies of the *In Case of a Storm* brochure from the Con Edison website.

Con Edison invites customers who use electric life sustaining equipment (LSE) to enroll in a program in which the Company contacts them with important information in case of power outages. All residential customers receive an invitation and application to enroll twice a year via the *Customer News* and via the rights and responsibilities publication that customers receive annually. Applicants for service are informed about the program, and customers can enroll anytime by calling Con Edison's toll-free number or completing an application on line. Each year, Con Edison mails program information to LSE manufacturers and emergency agencies and encourages them to alert those who purchase this equipment to register with Con Edison. All LSE customers on record with Con Edison receive a letter each spring reminding them that they are registered and outlining the LSE program.

Customers who have a medical hardship have an opportunity to enroll as a medical hardship customer each year when they receive an application for enrollment with the annual rights and responsibilities notice. Customers can also enroll at any time by calling the Company's toll-free number or visiting the Con Edison website.

Upon receiving the application and documentation, as required, customer accounts are updated to indicate life-sustaining equipment/medical hardship status. Due to this, customer records reflect the most current information provided to the Company at the onset of any event.

Communications with At-Risk Customers

Well in advance of severe weather conditions, Con Edison commonly receives weather related alerts from national weather services and other agencies, including the Office of Emergency Management. On August 25 and 26, 2011, Customer Operations sent an automated outbound telephone message to proactively notify all LSE, Medical Hardship, and Critical Customers of the weather threat prior to the storm's impact on the Con Edison service territory. In addition, Customer Operations sent an automated outbound telephone message regarding the storm to all LSE, Medical Hardship, and Critical customers on August 27, 28th, 29 and 30, 2011.

Outage Management System indicated that 67 LSE customers were potentially impacted during this event. Customer Service Representatives (CSRs) made telephone calls to LSE customers suspected to be impacted by Hurricane Irene, and reached 32, to ascertain their welfare and issue trouble reports when necessary. An e-mail referral was sent to the New York City Police Department for any New York City customer we were unable to contact. Contacts for customers residing in Westchester County were referred to Westchester County Fire Control by telephone.

Critical Care Customers

Energy Services personnel assigned to CERC and to regional teams maintained communication with our critical care customers during Hurricane Irene. . Our regional teams contacted each of the sixteen critical care customers listed in Tables 1 and 2 that were identified as out of service during the storm event. Through these communications we established contact links, provided service status updates, monitored the status of their emergency generation facilities, and identified facility-specific needs.

Three critical care customers requested assistance:

- Sprain Brook Manor Nursing home, located at 28 Avon Road, Bronx, NY. The customer's generator did not have the capacity to supply their entire load. Con Edison facilitated the delivery and connection of a 400 kW 120/208 generator to supply the customers load.
- St Luke's Housing Nursing Home, located at 3911 Barnes Avenue, Bronx NY. This facility required Company assistance due to a defective overhead transformer. An emergency generator was delivered and connected by Con Edison personnel.
- Richmond University Hospital located on Bard Avenue, Staten Island NY. Due to the customer's concern of fallen trees on primary wires within the vicinity of the hospital, the customer requested assistance in advance of a potential outage. Con Edison delivered an emergency generator and maintained it in a standby mode until the tree condition was resolved.

Table 1 – Bronx/Westchester Critical Care Outage Report

Customer Name	Address	Description	Time of Outage	Restoration Time
KAPSON BRIARCLIFF	41 Colby Lane	Nursing Home	8/28/2011 5:13	8/30/2011 21:51
PHELPS MEMORIAL HOSP	149 Farrington Ave	Hospital	8/28/2011 5:39	8/31/2011 12:49
SPRAIN BROOK MANOR	28 Avon Rd	Nursing Homes	8/28/2011 8:50	8/29/2011 22:25
FRANSICAN SISTERS	2501 Palisade Ave	Nursing Homes	8/28/2011 4:26	8/30/2011 19:49
PLEASANTVILLE	1075 Broadway	Hospital	8/28/2011 17:37	8/31/2011 20:07
MSAF GROUP LLC	30 Beach Rd	Hospital	8/28/2011 7:16	8/29/2011 19:03
STONY LODGE HOSPITAL	338 Croton Dam Rd	Hospital	7/29/2011 21:52	8/29/2011 19:02
HEBREW HOSPITAL HOME	51 Grasslands Rd	Hospital	8/28/2011 10:37	9/1/2011 4:00
VICTORIA HOME	53a Van Courtland Av	Nursing Home	7/29/2011 20:41	8/29/2011 19:02
PROVIDENCE REST INC	3201 Parsifal Pl	Nursing Home	8/28/2011 3:42	8/28/2011 11:04
ST. LUKE HOUSING	3911 Barnes Ave	Nursing Home	8/28/2011 22:52	9/2/2011 23:17
ELANT AT BRANDYWINE	620 Sleepy Hollow Road Briarcliff	Nursing Home	8/28/2011 0:00	8/30/2011 8:19

Table 2 – Staten Island Critical Care Outage Report

Customer Name	Address	Description	Time of Outage	Restoration Time
CLOVE LAKES NURSING	25 FANNING ST	Nursing Home	8/28/2011 9:07	8/31/2011 03:15
EGER NURSING HOME INC	140 MEISNER AV	Nursing Home	8/28/2011 0:14	8/29/2011 15:20
RICHMOND KIDNEY CENTER	1366 VICTORY BLVD	Dialysis	8/28/2011 8:52	8/29/2011 04:04
B&C MED MGT LLC	2071B CLOVE RD	Dialysis	8/28/2011 9:24	8/29/2011 16:23

Energy Services promoted the restoration of service to each critical care facility in the shortage outage time as possible. They confirmed the receipt of their outage tickets for service restoration response, and maintained a dedicated spreadsheet that highlighted these customers as priority outages, and engaged construction personnel to prioritize the restoration of the critical care facilities.

Claims

Information about claims by customers was available on the Company’s web site. Customers were advised that Company policy does not provide reimbursement for spoilage losses resulting from outages caused by conditions beyond Con Edison’s control, such as storms, however, should the restoration effort exceed 72 hours, the Company’s efforts are subject to review by the Public Service Commission (PSC) and after the review, the PSC may require Con Edison to provide reimbursement for spoilage losses.

Outbound Telephone Calls to Customers without Service

Throughout the service restoration period, Con Edison made 66,374 automated call attempts to customers affected by the storm to provide service restoration information including global and localized estimated time of restoration. Of the total automated call attempts, Con Edison reached approximately 53,849 customers.

Outbound telephone calls were made to follow up on restoration activities. Upon completion of a job generated by customers' reports of a service interruption, customers received an outbound call from an automated calling system to confirm that their service was restored. The automated system provided customers with two options to communicate the status of their service as follows:

If the problem was resolved satisfactorily, the customer was advised to press # 1. If the problem was not corrected, the customer was advised to press #2 and was connected with a CSR.

Information Provided To CSRs Handling Customer Calls

Call Center management provided information about the event by email to the CSRs handling customer calls (Attachment L – Customer Support System Messaging). This information included dry ice locations and distribution times, the location of Customer Outreach Staff, claims information, and information about area outages, so that CSRs could provide this information to callers. The information also included press releases and messages recorded on the telephone system to make the CSRs aware of information being communicated to customers via the media and phone system.

Prior to and during the incident, Call Center supervision emphasized to CSRs the need for empathy and concern toward customers who were speaking with the CSRs. Supervisors spoke with representatives individually and in groups explaining the importance of expressing empathy and concern for customers affected by the outage.

Communication with the Public in the Field

In post event review, it was determined that customer interactions of Con Edison personnel communicating with our customers in the field would benefit if personnel had more current information on the status of restoration efforts. A daily briefing providing current outage statistics, primary goals for the next operating period, available crewing (both Company and mutual assistance) and the restoration goals for work dispatched into the field would provide employees with valuable information and enhance communication.

VII. Lessons Learned

While this section points out opportunities for improvement, the overall response to the event was safe, timely, managed in an effective manner, and was consistent with the Electric ERP and Overhead Emergency Response Procedure. The Company's response to equipment damage and service outages was facilitated by its advance preparations consistent with the timelines and decision matrices of these plans. These preparations included hardening facilities, relocating equipment, securing contractors and staging human resources and materials. The placement of "Storm Riders" and

early mobilization of crews and equipment helped to mitigate what could have been a longer outage event and was instrumental in achieving customer restoration goals. This storm was unique in that although well forecasted, the storm's path cut a wide swath along the entire eastern seaboard, thereby, effecting in excess of 6 million electric customers across a multitude of utilities. As a result of the wide-spread damage, traditional mutual aid resources were not available to Con Edison, as well as to its neighboring utilities. For that reason, the Company found it necessary to reach out to contractors as far west as Colorado and as far south as Texas. Moving to contract with these resources early in the week, provided crews with ample opportunity to move into the northeast and arrive in the Company's service area prior to the storm.

The Company provided customers with timely information. In addition, the Company maintained open lines of communication with the PSC staff and was in constant contact with local and state government personnel, and emergency response agencies during the recovery period. The news media received effective and regular updates. The above notwithstanding, there are always opportunities for improvement, and in the spirit of continuous improvement, all emergency response organizations were solicited for observations and comments about the storm preparation and response. This feedback was compiled and presented at the CERC After-Action Review (AAR) meeting.

The following were identified as processes that worked well and should be sustained:

- Assigning the highest priority to public safety, employee safety, and environmental excellence.
- Providing municipal liaisons and focusing the initial response of Company crews to assist municipalities in clearing roads and addressing public safety and welfare issues.
- Sharing resources efficiently across regions and operating groups to increase response capability and reduce restoration times.
- Reaching out to non-traditional resources, i.e., private contractors, in the absence of mutual aid crews.
- Executing effectively the Incident Command System (ICS) structure at both the CERC and local regional levels.
- Conducting prompt after-action reviews with key external stakeholders such as NYC OEM, WCDES and numerous municipalities.

The Company has identified a number of opportunities for improvement:

- Review the policy of dry ice distribution with the NYS DPS. Evaluate the use of wet ice and alternate methods of ice distribution.
- Develop a formal procedure and checklists for the procurement of contractors to support storm restoration. Evaluate the use of pre-storm contracts to reduce costs and ensure better availability.

- Develop a process to provide a daily briefing package for employees that will provide accurate and timely information on the status of the restoration efforts.

VIII. Attachments

Attachment A – Fleet Weather Reports



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GENERAL WEATHER OUTLOOK FOR THE NEXT 7 DAYS

**CON-EDISON
– BRONX AND**

Tuesday 0600 1200
General:
Dew Point:
Liquid Precip:
Sustained Winds:
Frequent Gusts:
Peak Wind Gust & Confidence:
Tuesday 1200 1800
General: Sun mixed with a few clouds, high 77
Dew Point: 50, Comfortable
Liquid Precip: None expected
Sustained Winds: WNW 7-15 mph
Frequent Gusts:
Peak Wind Gust & Confidence:
Tuesday Night 1800 0600
General: Clear, low 58
Dew Point: 53, Comfortable
Liquid Precip: None expected
Sustained Winds: WSW 5-10 mph
Frequent Gusts:
Peak Wind Gust & Confidence:

WESTCHESTER

Wednesday 0600 1200
General: Mostly sunny, rise 75
Dew Point: 54, Comfortable
Liquid Precip: None expected
Sustained Winds: SW 10-15 mph
Frequent Gusts:
Peak Wind Gust & Confidence:
Wednesday 1200 1800
General: Partly sunny, high 80
Dew Point: 60, Mildly Uncomfortable
Liquid Precip: None expected
Sustained Winds: SW 10-18 mph
Frequent Gusts:
Peak Wind Gust & Confidence:
Wednesday Night 1800 0600
General: Increasing clouds, becoming more humid, low 66
Dew Point: 64, Mildly Uncomfortable 29
Liquid Precip: None expected
Sustained Winds: SSW 10-16 mph
Frequent Gusts:
Peak Wind Gust & Confidence:

**Date/Time:
Tuesday,
August 23,
2011 PM
Forecast**



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Extended Forecast:

Thursday: Mostly cloudy, afternoon showers and thunderstorms likely, more humid, High 82 **Friday:** Partly sunny, Low 66 / High 82 **Saturday:** Increasing clouds, Low 65 / High 80 **Sunday:** Rain possible, windy, Low 66 / High 78 **Monday:** Rain ending early, breezy, Low 66 / High 80

Synopsis: High pressure will dominate for the rest of today and tomorrow, with a good deal of sunshine and low humidity. A cold front will approach on Thursday with showers and thunderstorms likely. An eye will be kept on Hurricane Irene as it moves up the East Coast later this week into the weekend. Our area may see some rain and wind from the storm on Sunday, but the track is still uncertain.

Adverse weather over the next 5 days:

Widely scattered general thunderstorms are possible Thursday afternoon and night.

Yesterday's Verification from White Plains: General Weather: Partly cloudy and breezy
Sustained Winds: 0 to 17 mph **Peak Wind Gust:** 23 mph **Liquid Precip:** 0.01" **High/Low Temp:** 75/65



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GENERAL WEATHER OUTLOOK FOR THE NEXT 7 DAYS

CON-EDISON – BRONX AND WESTCHESTER

Date/Time: Wednesday, August 24, 2011 PM Forecast

Wednesday 0600 1200
General:
Dew Point:
Liquid Precip:
Sustained Winds:
Frequent Gusts:
Peak Wind Gust & Confidence:
Wednesday 1200 1800
General: A mix of sun and clouds, high 77
Dew Point: 61, Mildly Uncomfortable
Liquid Precip: None expected
Sustained Winds: SW 8-17 mph
Frequent Gusts:
Peak Wind Gust & Confidence:
Wednesday Night 1800 0600
General: Increasing clouds, becoming more humid, low 66
Dew Point: 65, Mildly Uncomfortable
Liquid Precip: None expected
Sustained Winds: SSW 12-20 mph
Frequent Gusts:
Peak Wind Gust & Confidence:

Thursday 0600 1200
General: Mostly cloudy and muggy, rise 77
Dew Point: 70, Uncomfortable
Liquid Precip: None expected
Sustained Winds: S 14-20 mph
Frequent Gusts:
Peak Wind Gust & Confidence:
Thursday 1200 1800
General: Muggy with showers and widely scattered thunderstorms, high 82
Dew Point: 71, Uncomfortable
Liquid Precip: 0.05-0.35"
Sustained Winds: S 10-18 mph
Frequent Gusts:
Peak Wind Gust & Confidence: 40 mph/ Low
Thursday Night 1800 0600
General: Showers and widely scattered thunderstorms, ending late, low 68
Dew Point: 64, Mildly Uncomfortable
Liquid Precip: 0.05-0.30"
Sustained Winds: S-SW 5-15 mph
Frequent Gusts:
Peak Wind Gust & Confidence: 40 mph /Low thru 11 pm



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Extended Forecast:

Friday: Partly sunny, High 82 **Saturday:** Mostly cloudy, showers developing in the afternoon, Low 65 / High 80 **Sunday:** Occasional rain possible, windy, Low 66 / High 78 **Monday:** Mostly sunny, Low 66 / High 80 **Tuesday:** Increasing clouds, Low 62 / High 81

Synopsis: A cold front will move through the area tomorrow, bringing showers and thunderstorms from the afternoon into the evening. The front will move out overnight and will stall just east of the area on Friday. As Hurricane Irene approaches on Saturday, showers will be possible during the afternoon. At this point in time, it looks like the track of the hurricane will remain to the east of our area, with the center likely crossing over eastern New England. Conditions may be windy with some gusts on Sunday but the winds will likely not be overly strong. We will likely be close to the cutoff off steady rain from the system. We will continue to closely monitor Irene as she moves up the coast.

Adverse weather over the next 5 days:

Widely scattered general thunderstorms are possible Thursday afternoon and night with low confidence 40 mph peak winds.

Yesterday's Verification from White Plains: General Weather: Mix of clouds and sun
Sustained Winds: 0 to 13 mph **Peak Wind Gust:** 17 mph **Liquid Precip:** 0.00" **High/Low Temp:** 76/57



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GENERAL WEATHER OUTLOOK FOR THE NEXT 7 DAYS

CON-EDISON – BRONX AND WESTCHESTER

Date/Time: Thursday, August 25, 2011 PM Forecast

Thursday 0600 1200
General:
Dew Point:
Liquid Precip:
Sustained Winds:
Frequent Gusts:
Peak Wind Gust & Confidence:
Thursday 1200 1800
General: Muggy with showers and scattered thunderstorms, high 79
Dew Point: 71, Very Uncomfortable
Liquid Precip: 0.05-0.35"
Sustained Winds: SW 14-22 mph
Frequent Gusts:
Peak Wind Gust & Confidence: 45 mph/ Low
Thursday Night 1800 0600
General: Showers and scattered thunderstorms ending around midnight, low 69
Dew Point: 66, Uncomfortable
Liquid Precip: 0.05-0.20"
Sustained Winds: SW-NW 6-12 mph
Frequent Gusts:
Peak Wind Gust & Confidence: 45 mph / Low thru midnight

Friday 0600 1200
General: Partly sunny, rise 79
Dew Point: 67, Uncomfortable
Liquid Precip: None expected
Sustained Winds: NW becoming SW 5-10 mph
Frequent Gusts:
Peak Wind Gust & Confidence:
Friday 1200 1800
General: Intervals of clouds and sun, high 82
Dew Point: 67, Uncomfortable
Liquid Precip: None expected
Sustained Winds: SW-SE 5-10 mph
Frequent Gusts:
Peak Wind Gust & Confidence:
Friday Night 1800 0600
General: Becoming cloudy, low 67
Dew Point: 66, Uncomfortable
Liquid Precip: None expected
Sustained Winds: Mainly SE-S under 5 mph
Frequent Gusts:
Peak Wind Gust & Confidence:



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Extended Forecast:

Saturday: Mostly cloudy with showers developing, High 80 (Rain develops overnight)

Sunday: Rainy and windy, Low 68 / High 75 **Monday:** Mostly sunny, Low 65 / High 79

Tuesday: Partly sunny, Low 61 / High 82 **Wednesday:** Sunny, Low 61 / High 81

Synopsis: Scattered showers and thunderstorms will continue to move through the region this afternoon and evening. The threat for thunderstorms will end around midnight tonight with some clearing overnight. Quiet weather expected on Friday as the cold front moves south of the region. Showers develop around daybreak on Saturday with the heaviest rain beginning around midnight Saturday night. Heavy rain will continue through much of Sunday with 4-8 inches expected. The rain ends by Sunday evening. Winds will also become gusty on Saturday night and Sunday with gusts up to 45-55 mph. Winds will slowly ease on Sunday night. High pressure brings dry and quiet weather for early next week.

Adverse weather over the next 5 days:

Widely scattered thunderstorms through midnight tonight with a low confidence 45 mph peak wind gust. Medium confidence gradient wind gusts of 45-55 mph Saturday night and Sunday with Hurricane Irene.

Yesterday's Verification from White Plains: General Weather: Partly cloudy **Sustained Winds:** 0 to 15 mph **Peak Wind Gust:** 23 mph **Liquid Precip:** 0.00" **High/Low Temp:** 78/57



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GENERAL WEATHER OUTLOOK FOR THE NEXT 7 DAYS

CON-EDISON – BRONX AND WESTCHESTER

Date/Time: Friday, August 26, 2011 PM Forecast

Friday 0600 1200
General:
Dew Point:
Liquid Precip:
Sustained Winds:
Frequent Gusts:
Peak Wind Gust & Confidence:
Friday 1200 1800
General: Intervals of clouds and sun, high 84
Dew Point: 67, Uncomfortable
Liquid Precip: None expected
Sustained Winds: S-SE 5-12 mph
Frequent Gusts:
Peak Wind Gust & Confidence:
Friday Night 1800 0600
General: Increasing clouds, low 68
Dew Point: 67, Uncomfortable
Liquid Precip: None expected
Sustained Winds: SE under 10 mph
Frequent Gusts:
Peak Wind Gust & Confidence:

Saturday 0600 1200
General: Mostly cloudy with passing showers, rise 75
Dew Point: 70, Uncomfortable
Liquid Precip: 0.01-0.05"
Sustained Winds: SE 5-12 mph
Frequent Gusts:
Peak Wind Gust & Confidence:
Saturday 1200 1800
General: Cloudy with scattered showers, high 78
Dew Point: 70, Uncomfortable
Liquid Precip: 0.01-0.20"
Sustained Winds: SE 7-14 mph
Frequent Gusts:
Peak Wind Gust & Confidence:
Saturday Night 1800 0600
General: Heavy rain developing, becoming windy, low 68
Dew Point: 68, Uncomfortable
Liquid Precip: 2.00-3.00"
Sustained Winds: SE-NE 15-25 mph
Frequent Gusts: 35 after 0400
Peak Wind Gust & Confidence: 40 mph (Medium) / 45 mph (Low) after 0400



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Extended Forecast:

Sunday: Windy with heavy rain, ending in the afternoon, High 79 **Monday:** Sunny, Low 59 / High 79 **Tuesday:** Sunny, Low 59 / High 80 **Wednesday:** Sunny, Low 61 / High 81
Thursday: More sunshine, Low 63 / High 80

Synopsis: Quiet weather is expected through the rest of the day and tonight. Clouds increase late tonight as Hurricane Irene approaches. Irene is expected to make landfall over the Outer Banks of North Carolina around daybreak on Saturday, then race north as it hugs the coastline. The storm will weaken as it moves north along the coastline. Scattered showers will develop Saturday morning and fall intermittently throughout the rest of the day ahead of the main precipitation associated with Irene. Heavy rain will move in Saturday evening and continue into Sunday afternoon. Hurricane Irene is expected to make landfall over Central Long Island Sunday morning as a category 1 storm. All showers will end by Sunday evening as the storm races north of the region. Rainfall totals of 4-7 inches are expected with up to 10 inches in some areas, which will result in flooding. Winds will become gusty on Saturday night with gusts up to 60 mph on Sunday. Winds ease on Sunday night as the storm moves north of the region. High pressure brings a return to quiet weather on Monday through the middle of next week.

Adverse weather over the next 5 days:

Hurricane Irene will produce a low confidence peak wind gusts of 60 mph on Sunday.

Yesterday's Verification from White Plains: General Weather: Mostly cloudy with a few afternoon showers **Sustained Winds:** 0 to 6 mph **Peak Wind Gust:** 6 mph **Liquid Precip:** 0.10" **High/Low Temp:** 76/70



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GENERAL WEATHER OUTLOOK FOR THE NEXT 7 DAYS

CON-EDISON – BRONX AND WESTCHESTER

Date/Time: Saturday, August 27, 2011 7:30 AM Forecast Update

Saturday 0600 1200
General: Mostly cloudy with a few scattered showers possible, rise 74
Dew Point: 69, Uncomfortable
Liquid Precip: 0.00-0.05"
Sustained Winds: ESE 6-13 mph
Frequent Gusts:
Peak Wind Gust & Confidence:
Saturday 1200 1800
General: Showers gradually developing, high 78
Dew Point: 69, Uncomfortable
Liquid Precip: 0.01-0.25"
Sustained Winds: ESE 9-17 mph
Frequent Gusts:
Peak Wind Gust & Confidence:
Saturday Night 1800 0600
General: Rain developing, heavy at times, becoming windy, low 68
Dew Point: 68, Uncomfortable
Liquid Precip: 3.00-4.00"
Sustained Winds: SE-NE 15-25 mph
Frequent Gusts:
Peak Wind Gust & Confidence: 40 mph (Low) after 0000

Sunday 0600 1200
General: Heavy rain, very windy, rise 69
Dew Point: 69, Uncomfortable
Liquid Precip: 3.00-4.00"
Sustained Winds: NE 20-35 mph
Frequent Gusts: 30-35 mph thru 1000, then 35-40 mph
Peak Wind Gust & Confidence: 40 mph (Medium)/ 45 mph (Low) thru 1000 then 50 mph (High) / 55 mph (Medium) / 60 mph (Low)
Sunday 1200 1800
General: Rain ending, high 72
Dew Point: 68, Uncomfortable
Liquid Precip: 1.00-2.00"
Sustained Winds: NE-NW 25-35 mph
Frequent Gusts: 35-40 mph
Peak Wind Gust & Confidence: 50 mph (High) / 55 mph (Medium) / 60 mph (Low)
Sunday Night 1800 0600
General: Gradual clearing, diminishing winds, low 59
Dew Point: 53, Comfortable
Liquid Precip:
Sustained Winds: NW 15-25 mph
Frequent Gusts: 30 mph
Peak Wind Gust & Confidence: 40 mph (Medium) / 45 mph (Low) thru 0000



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Extended Forecast:

Monday: Sunny, Low 59 / High 79 **Tuesday:** Sunny, Low 59 / High 80 **Wednesday:** Sunny, Low 61 / High 81 **Thursday:** Sun mixing with afternoon clouds, Low 63 / High 80 **Friday:** A mix of sun and clouds, Low 62 / High 78

Synopsis: All eyes are on Hurricane Irene as it heads up the eastern coastline. Deteriorating conditions will begin to occur later on this evening and especially into the overnight and Sunday morning. Heavy rains and strong winds will be the main story with Irene. The heaviest part of the storm will occur from 6am-3pm Sunday. The rain and strong winds come to an end Sunday evening, with clearing overnight. There will be plenty of sunshine following the storm for the start of the workweek.

Adverse weather over the next 5 days:

Hurricane Irene will produce a low confidence peak wind gusts of 60 mph on Sunday.

Yesterday's Verification from White Plains: General Weather: A shower just after midnight, early fog, then a mix of sun and clouds **Sustained Winds:** 0 to 7 mph **Peak Wind Gust:** 7 mph **Liquid Precip:** Trace **High/Low Temp:** 82/68



FleetWeather Forecasting Services, Inc.

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FROM: FleetWeather Forecasting Services, Inc. For instant updates and consultation with our meteorologists, 24/7, CALL 800-836-7246 / 845-226-8200

GENERAL WEATHER OUTLOOK FOR THE NEXT 7 DAYS

CON-EDISON – BRONX AND WESTCHESTER

Date/Time: Sunday, August 28, 2011 PM Forecast

Sunday 0600 1200
General:
Dew Point:
Liquid Precip:
Sustained Winds:
Frequent Gusts:
Peak Wind Gust & Confidence:
Sunday 1200 1800
General: Late day clearing, a few showers possible, still windy, high 75
Dew Point: 68, Uncomfortable
Liquid Precip: 0.00-0.05"
Sustained Winds: NE-NW 15-25 mph
Frequent Gusts:
Peak Wind Gust & Confidence: 40 mph (Medium) / 45 mph Low
Sunday Night 1800 0600
General: Becoming mostly clear, low 57
Dew Point: 53, Comfortable
Liquid Precip:
Sustained Winds: NW 12-20 mph diminishing 6-12 mph after midnight
Frequent Gusts:
Peak Wind Gust & Confidence:

Monday 0600 1200
General: Mostly sunny and less humid, rise 73
Dew Point: 52, Comfortable
Liquid Precip: None expected
Sustained Winds: NW 7-14 mph
Frequent Gusts:
Peak Wind Gust & Confidence:
Monday 1200 1800
General: Partly cloudy, high 77
Dew Point: 53, Comfortable
Liquid Precip: None expected
Sustained Winds: NW 7-14 mph
Frequent Gusts:
Peak Wind Gust & Confidence:
Monday Night 1800 0600
General: Mainly clear, low 57
Dew Point: 54, Comfortable
Liquid Precip: None expected
Sustained Winds: NW 5-12 mph
Frequent Gusts:
Peak Wind Gust & Confidence:



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Extended Forecast:

Tuesday: Sunny, High 80 **Wednesday:** Mostly sunny, Low 59 / High 80 **Thursday:** Partly cloudy, chance of an afternoon shower, Low 61 / High 75 **Friday:** A mix of sun and clouds, Low 61 / High 77 **Saturday:** Partly cloudy, Low 61 / High 79

Synopsis: Tropical Storm Irene is now exiting the area. Steady rain has ended although a few showers may be possible during the afternoon. Winds will continue to be fairly strong and gusty during the afternoon although they will be gradually diminishing. Skies will brighten and some clearing may occur by late day. High pressure will move in tomorrow and remain in place for the first half of the week.

Adverse weather over the next 5 days:

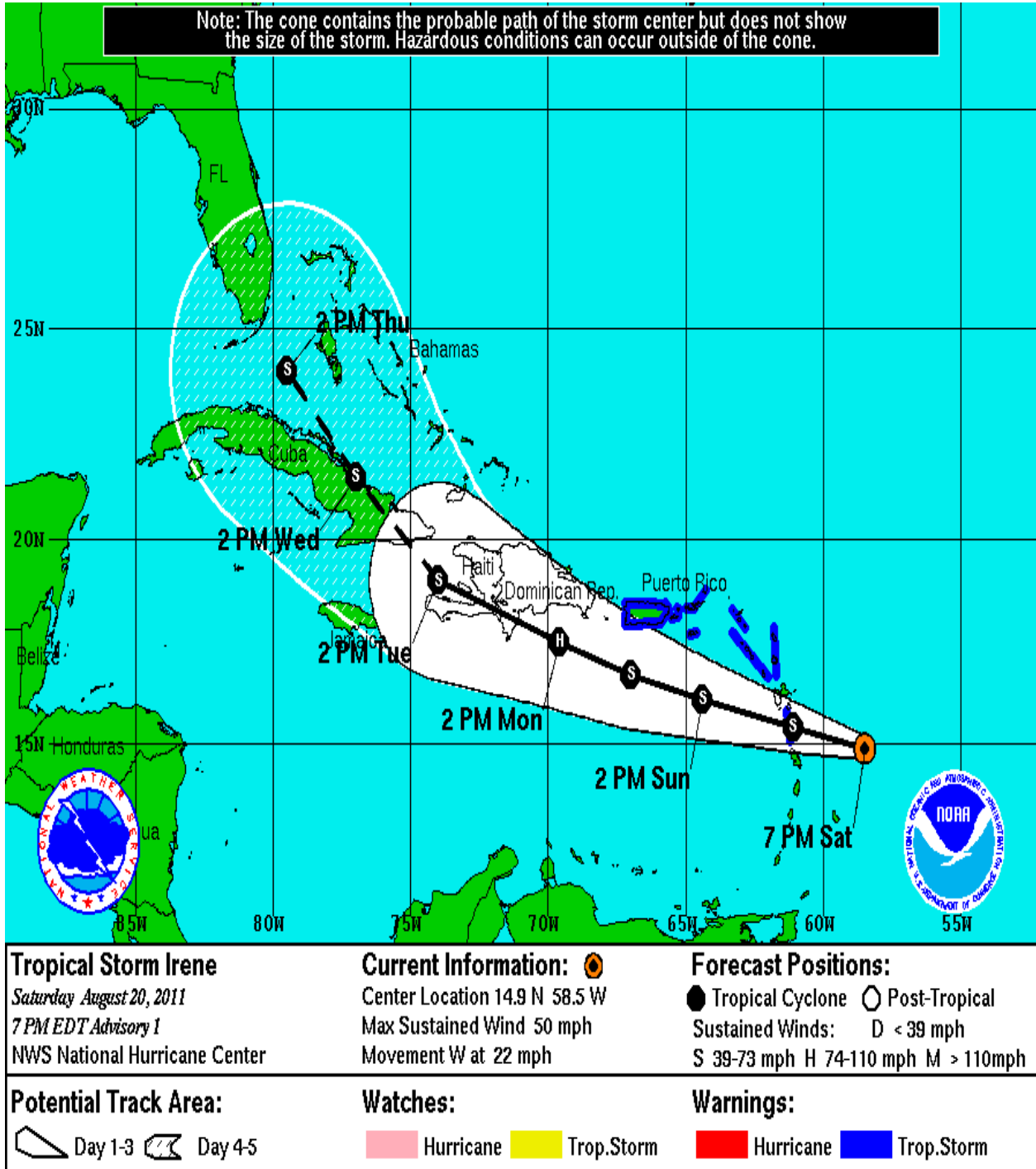
Tropical Storm Irene will produce a medium confidence peak wind gust of 40 mph and a low confidence peak wind gust of 45 mph through 1800 today.

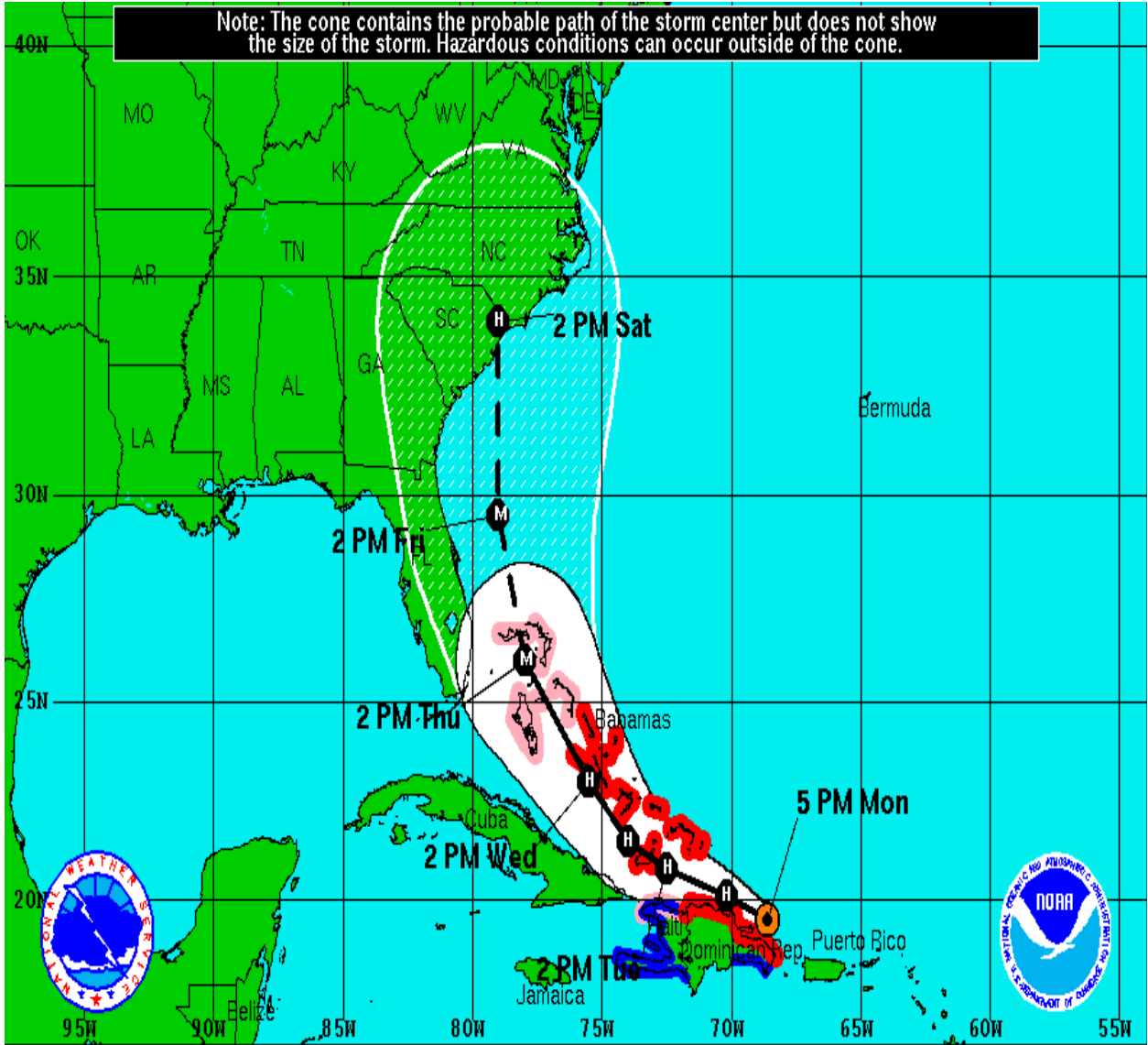
Yesterday's Verification from White Plains: General Weather: Mostly cloudy with drizzle becoming rain in the evening, becoming windy late

(Hurricane Irene approaching) **Sustained Winds:** 0 to 15 mph **Peak**










Wind Gust: 29 mph **Liquid Precip:** 1.05" **High/Low Temp:** 76/70

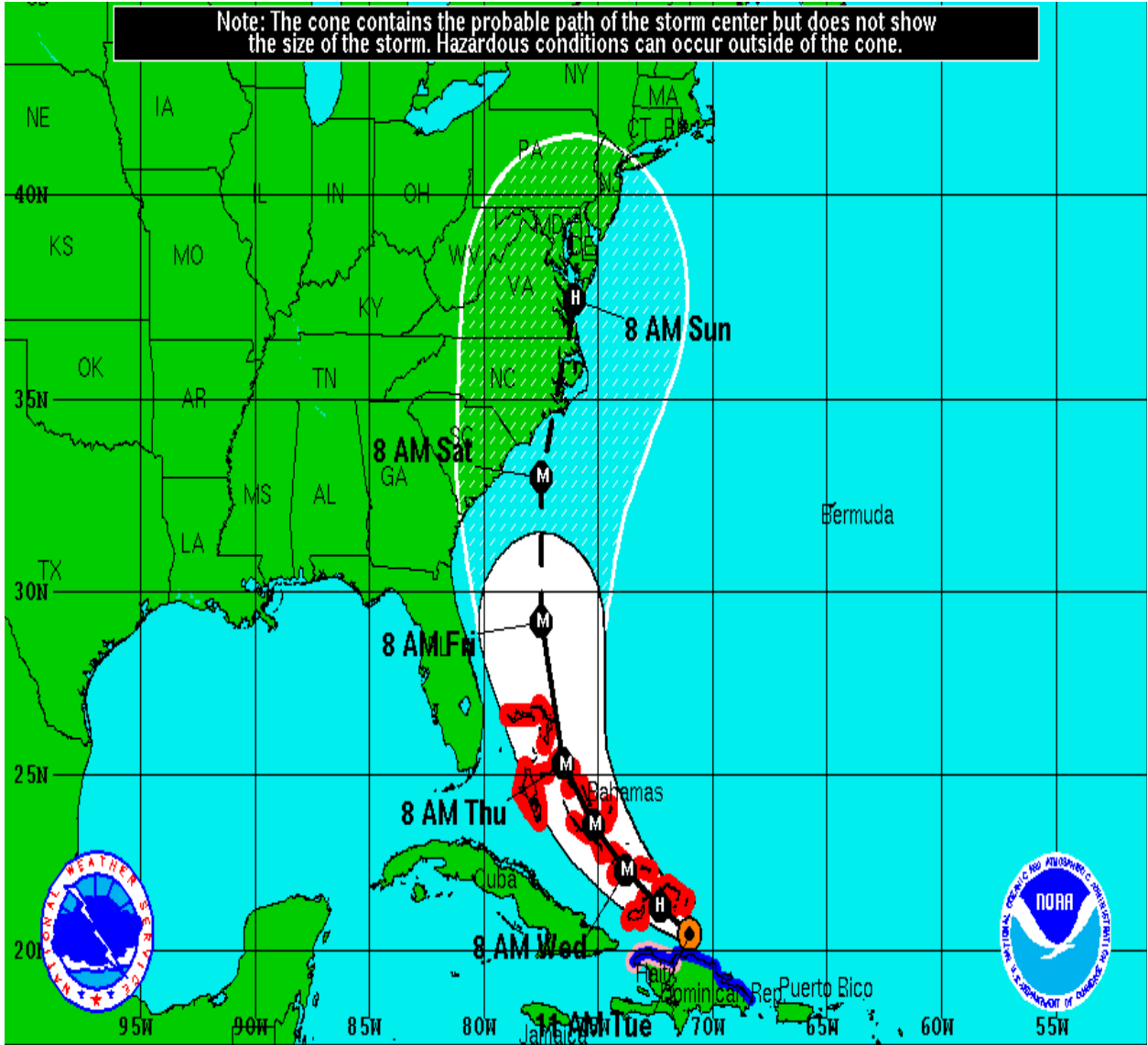
Attachment B – National Hurricane Center Reports





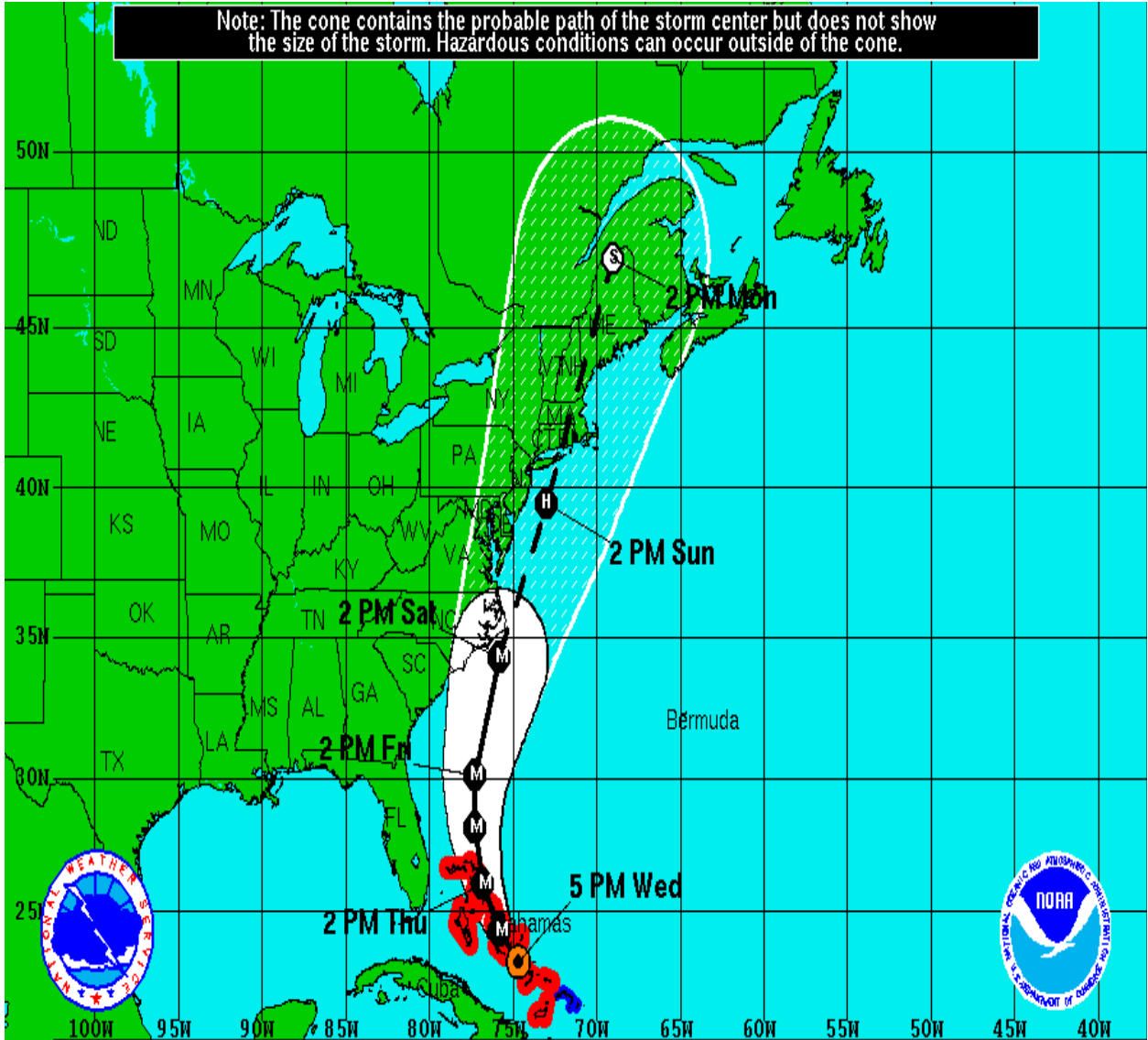
Note: The cone contains the probable path of the storm center but does not show the size of the storm. Hazardous conditions can occur outside of the cone.

<p>Hurricane Irene <i>Monday August 22, 2011</i> 5 PM EDT Advisory 9 NWS National Hurricane Center</p>	<p>Current Information:  Center Location 19.5 N 68.6 W Max Sustained Wind 80 mph Movement WNW at 13 mph</p>	<p>Forecast Positions:  Tropical Cyclone  Post-Tropical Sustained Winds: D < 39 mph S 39-73 mph H 74-110 mph M > 110mph</p>
<p>Potential Track Area:  Day 1-3  Day 4-5</p>	<p>Watches:  Hurricane  Trop.Storm</p>	<p>Warnings:  Hurricane  Trop.Storm</p>



Note: The cone contains the probable path of the storm center but does not show the size of the storm. Hazardous conditions can occur outside of the cone.

<p>Hurricane Irene <i>Tuesday August 23, 2011</i> <i>11 AM EDT Advisory 13</i> NWS National Hurricane Center</p>	<p>Current Information: ● Center Location 20.5 N 71.0 W Max Sustained Wind 100 mph Movement WNW at 12 mph</p>	<p>Forecast Positions: ● Tropical Cyclone ○ Post-Tropical Sustained Winds: D < 39 mph S 39-73 mph H 74-110 mph M > 110mph</p>
<p>Potential Track Area: ▽ Day 1-3 ▽ Day 4-5</p>	<p>Watches: ■ Hurricane ■ Trop.Storm</p>	<p>Warnings: ■ Hurricane ■ Trop.Storm</p>



Hurricane Irene
 Wednesday August 24, 2011
 5 PM EDT Advisory 18
 NWS National Hurricane Center

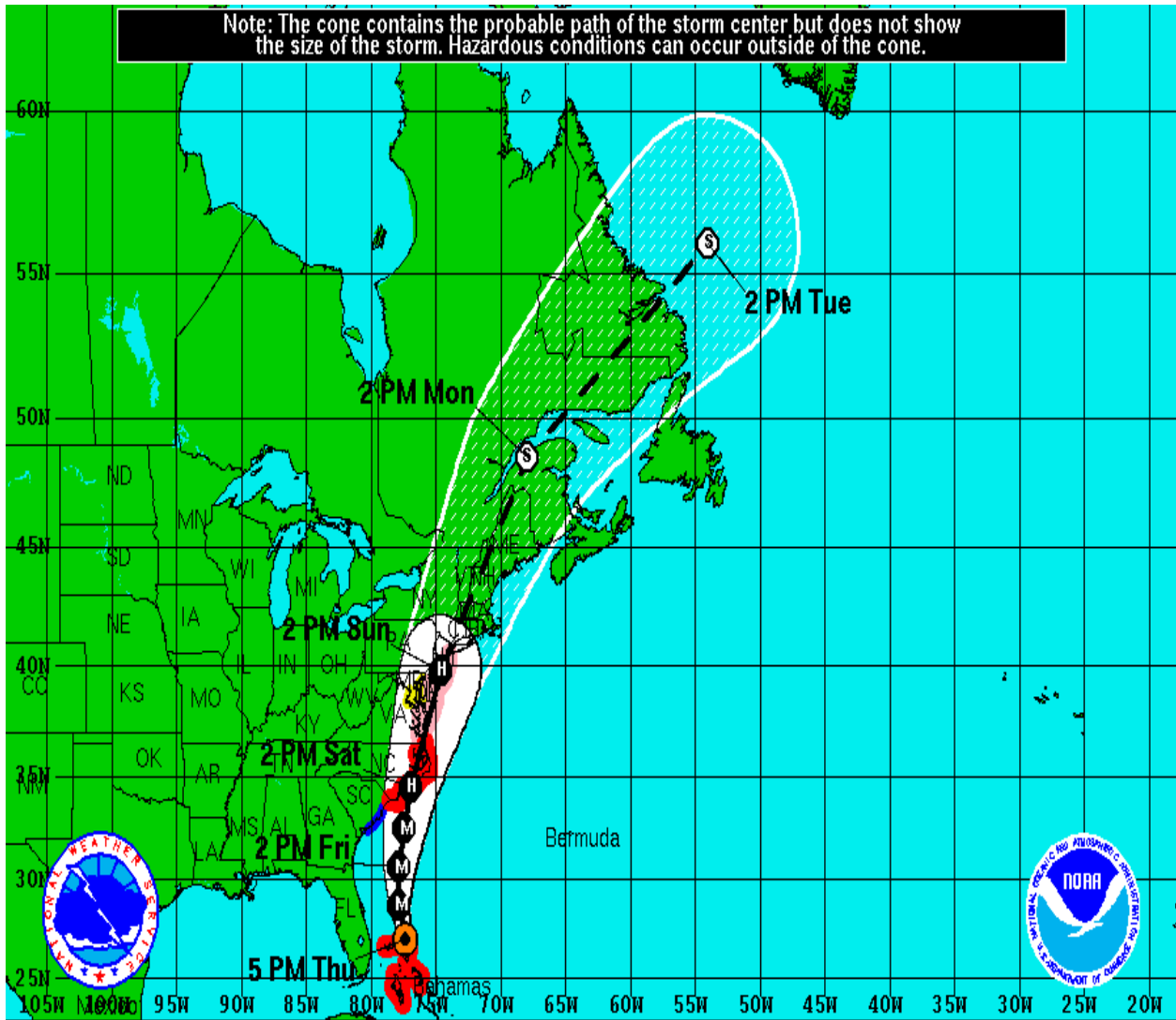
Current Information: ●
 Center Location 23.1 N 74.7 W
 Max Sustained Wind 120 mph
 Movement NW at 12 mph

Forecast Positions:
 ● Tropical Cyclone ○ Post-Tropical
 Sustained Winds: D < 39 mph
 S 39-73 mph H 74-110 mph M > 110mph

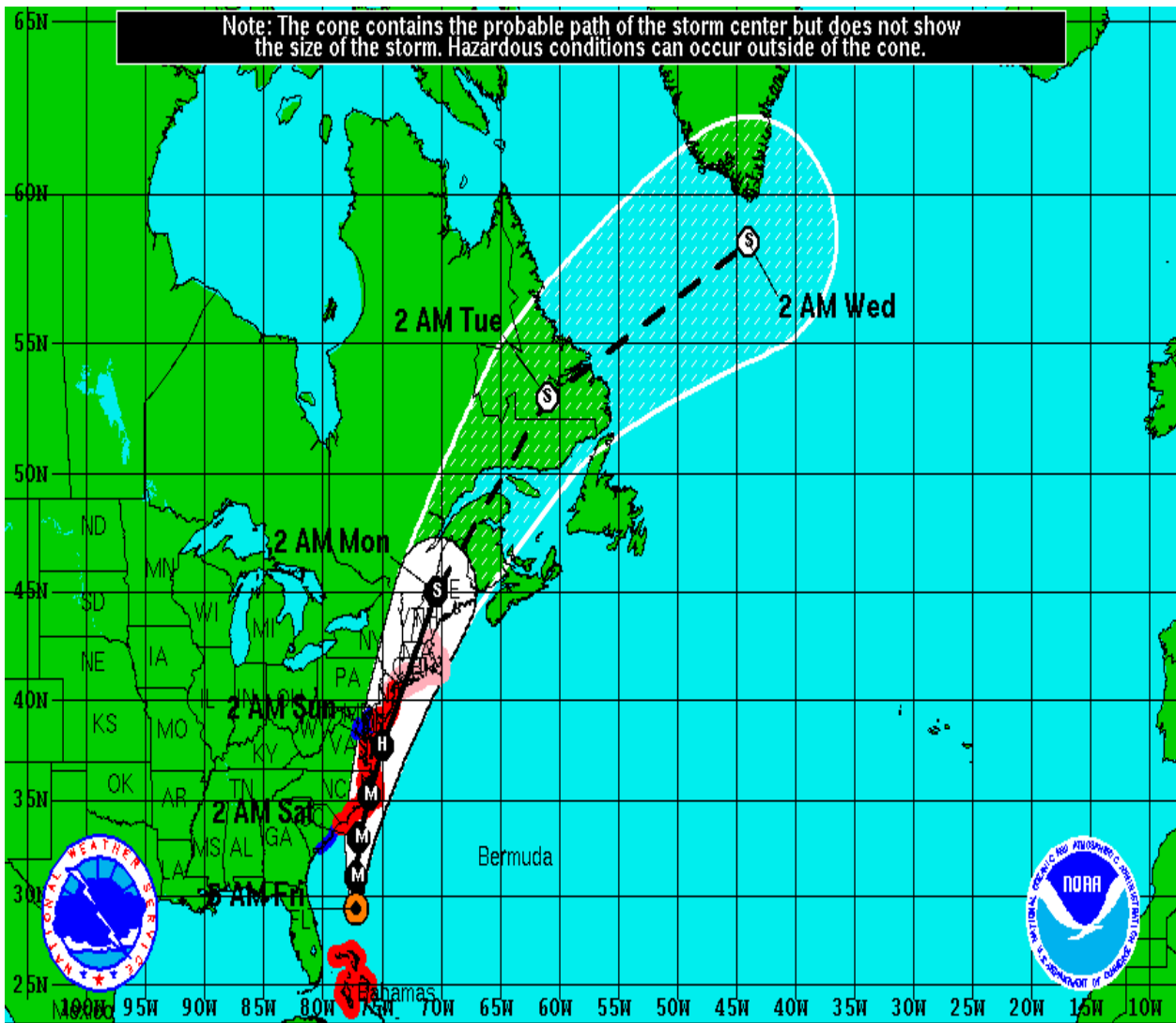
Potential Track Area:
 ▽ Day 1-3 ◻ Day 4-5

Watches:
 ■ Hurricane ■ Trop.Storm

Warnings:
 ■ Hurricane ■ Trop.Storm

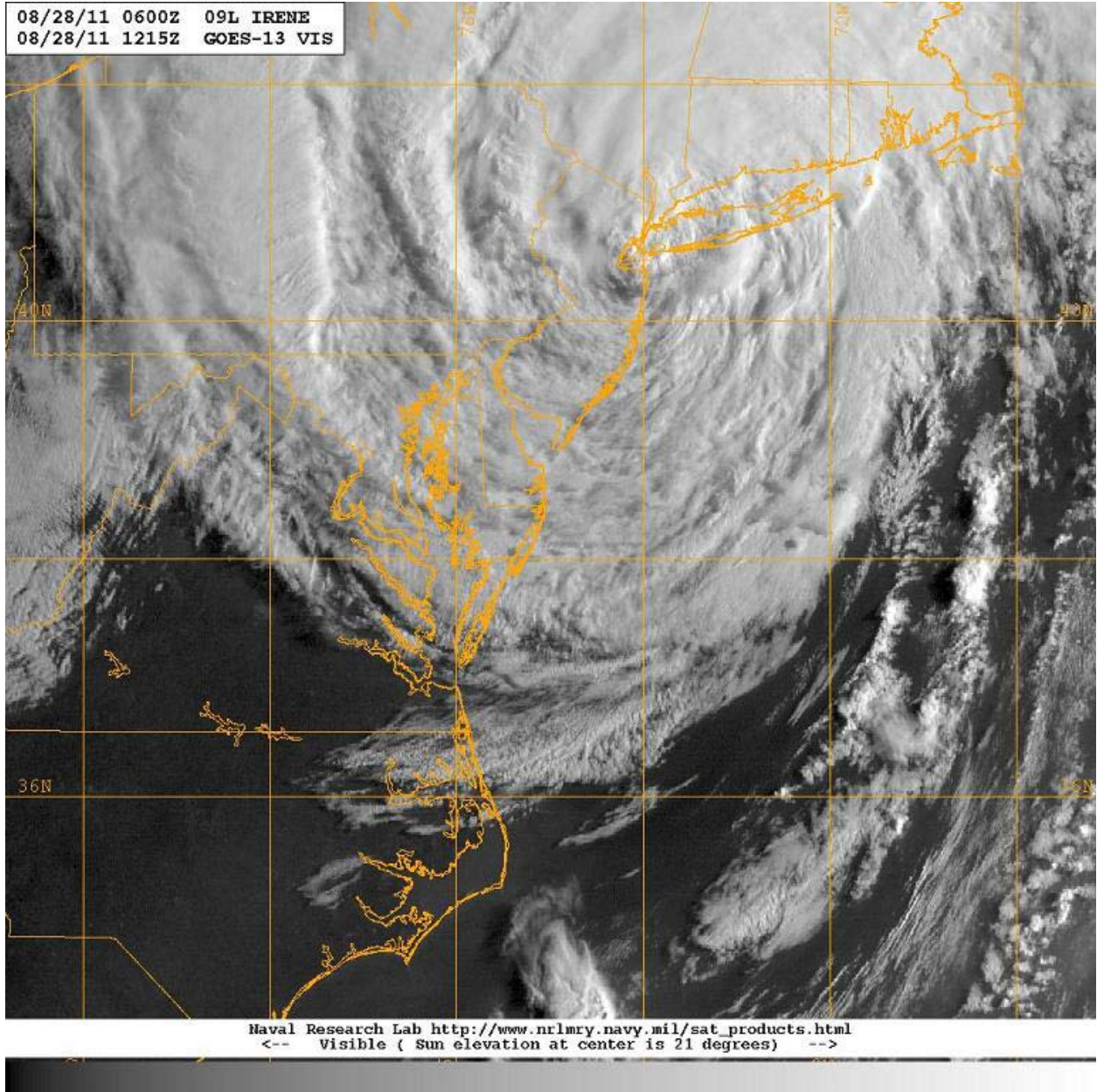


Hurricane Irene Thursday August 25, 2011 5 PM EDT Advisory 22 NWS National Hurricane Center	Current Information: ● Center Location 27.0 N 77.3 W Max Sustained Wind 115 mph Movement NNW at 14 mph	Forecast Positions: ● Tropical Cyclone ○ Post-Tropical Sustained Winds: D < 39 mph S 39-73 mph H 74-110 mph M > 110mph
Potential Track Area: ▽ Day 1-3 ◻ Day 4-5	Watches: ■ Hurricane ■ Trop.Storm	Warnings: ■ Hurricane ■ Trop.Storm

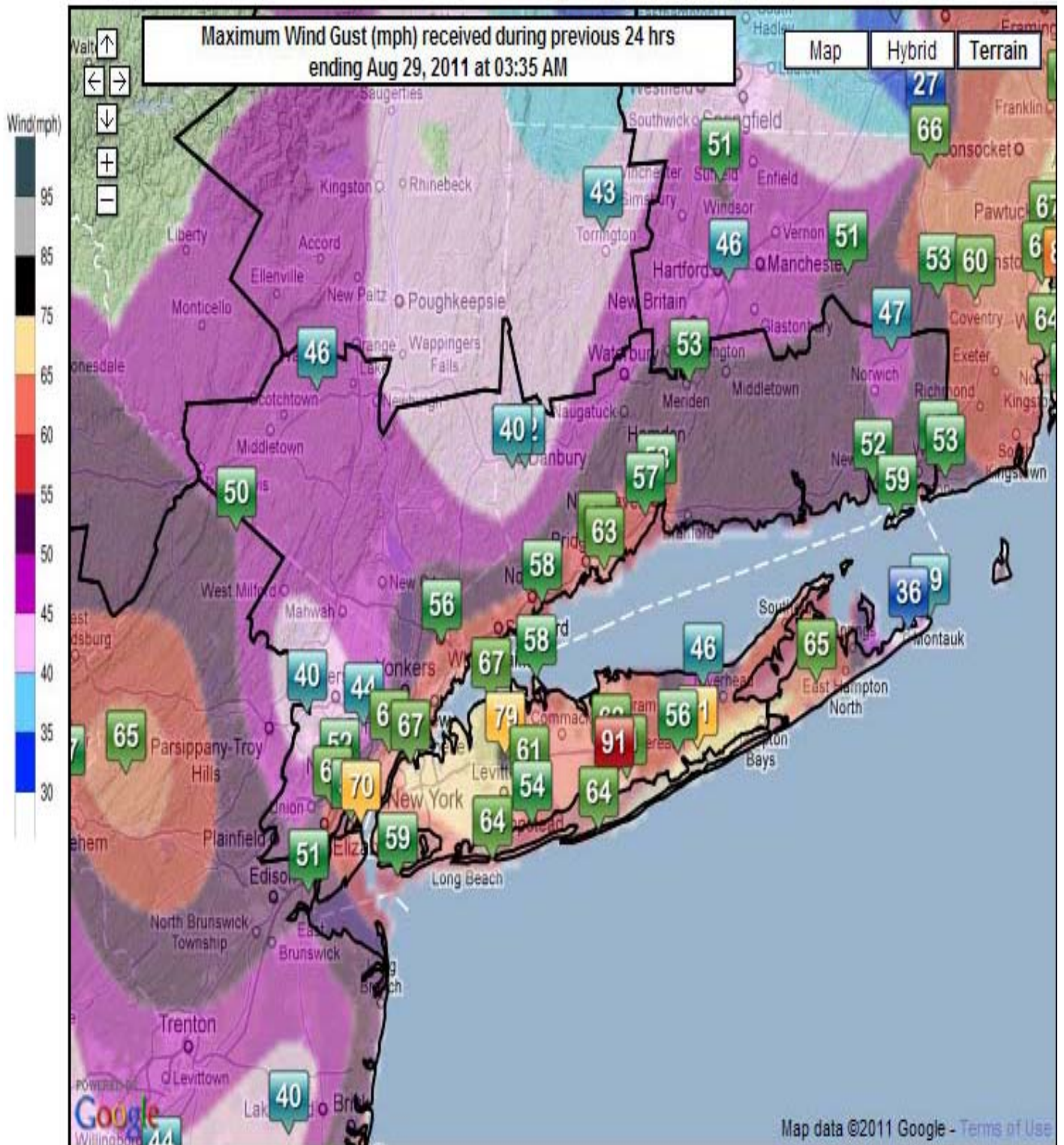


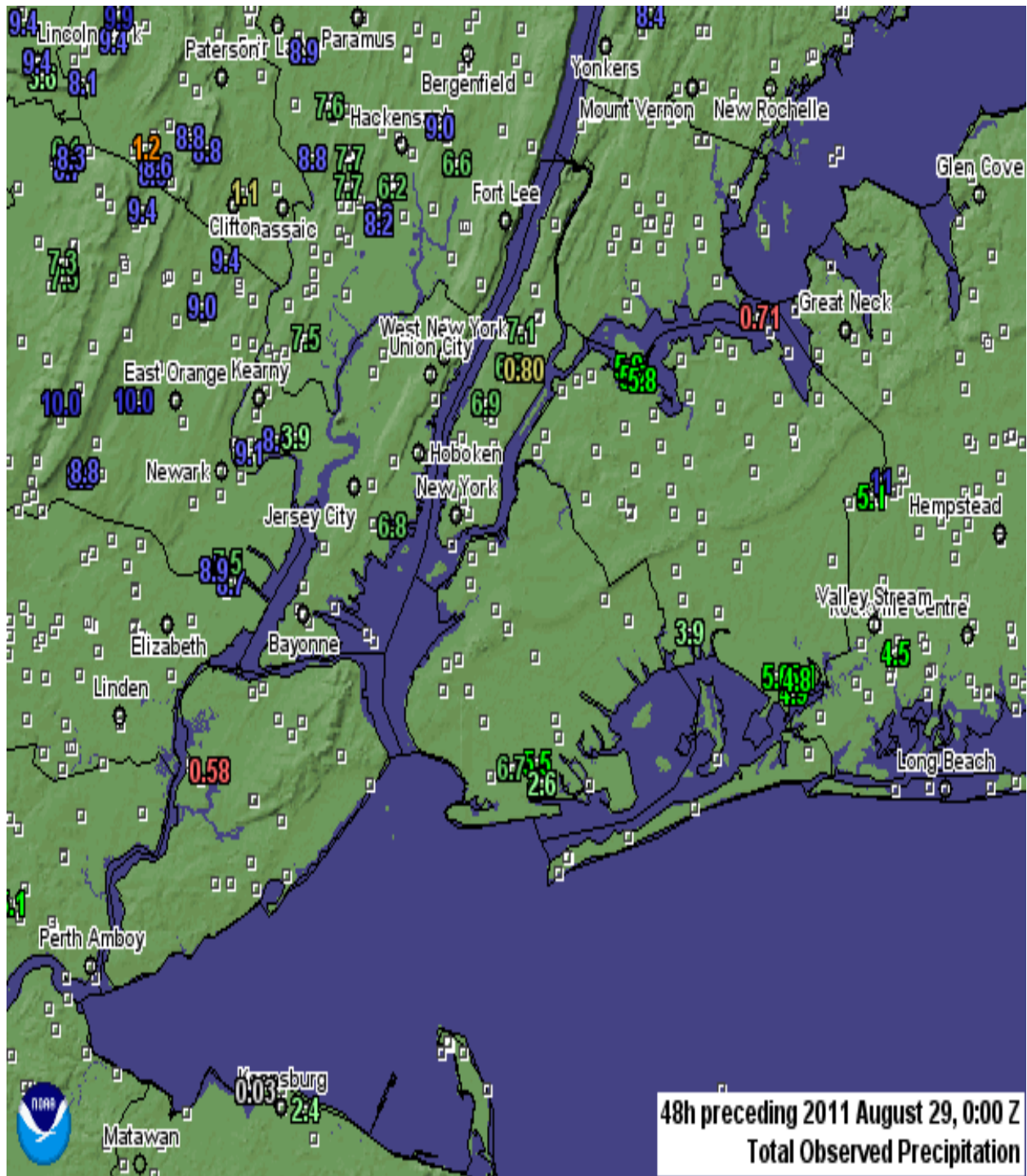
<p>Hurricane Irene Friday August 26, 2011 5 AM EDT Advisory 24 NWS National Hurricane Center</p>	<p>Current Information: ● Center Location 29.3 N 77.2 W Max Sustained Wind 110 mph Movement N at 14 mph</p>	<p>Forecast Positions: ● Tropical Cyclone ○ Post-Tropical Sustained Winds: D < 39 mph S 39-73 mph H 74-110 mph M > 110mph</p>
<p>Potential Track Area: ▽ Day 1-3 ◻ Day 4-5</p>	<p>Watches: ■ Hurricane ■ Trop.Storm</p>	<p>Warnings: ■ Hurricane ■ Trop.Storm</p>

Attachment C – National Weather Service Observations

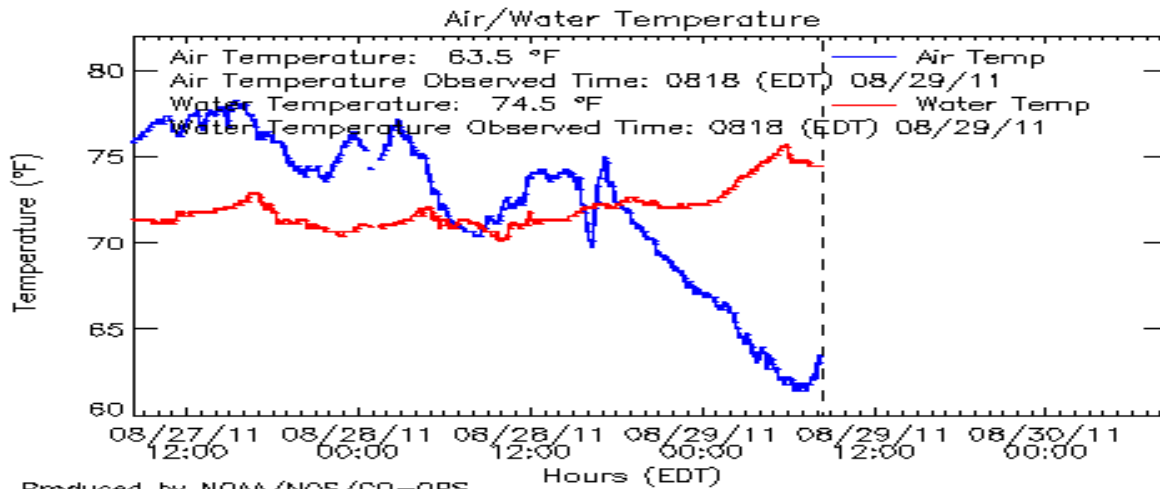
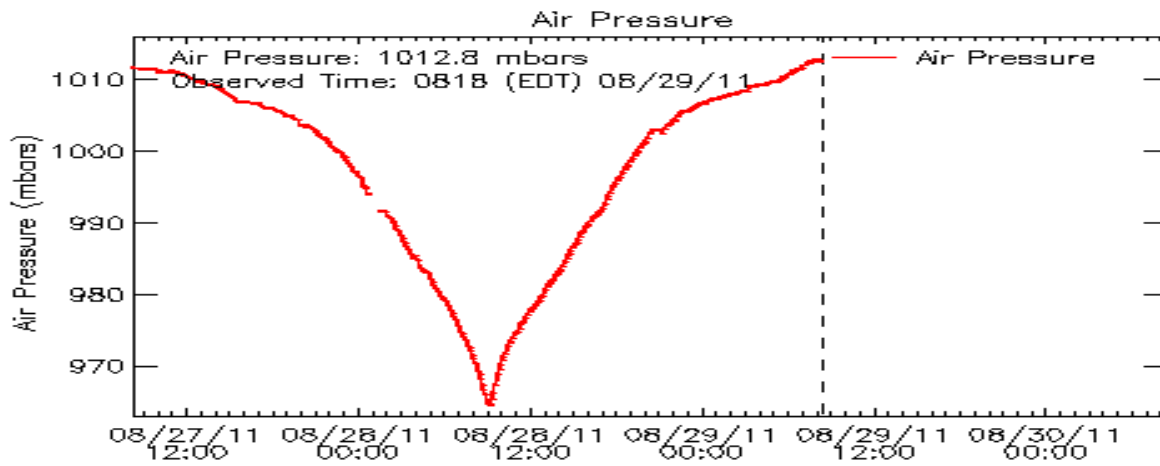
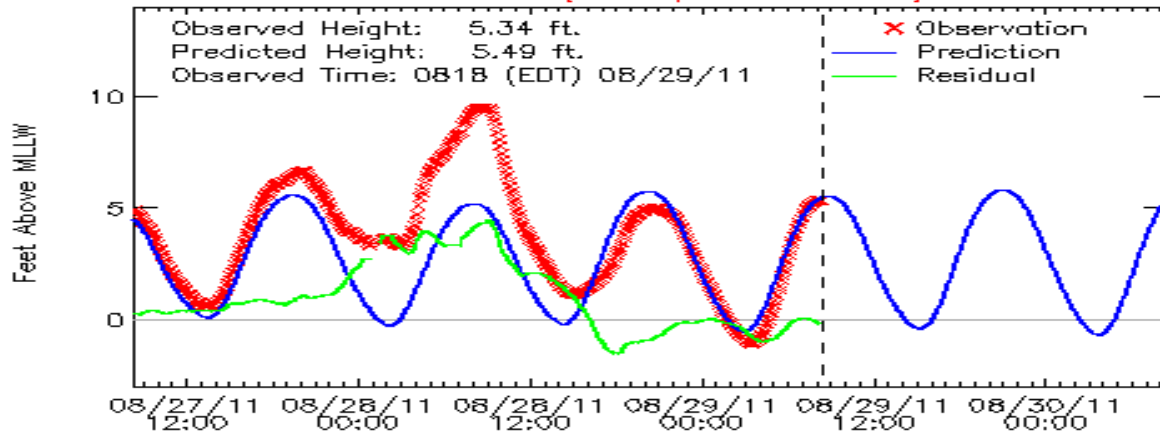


National Weather Service - Eastern Region Hydrometeorological Event Display





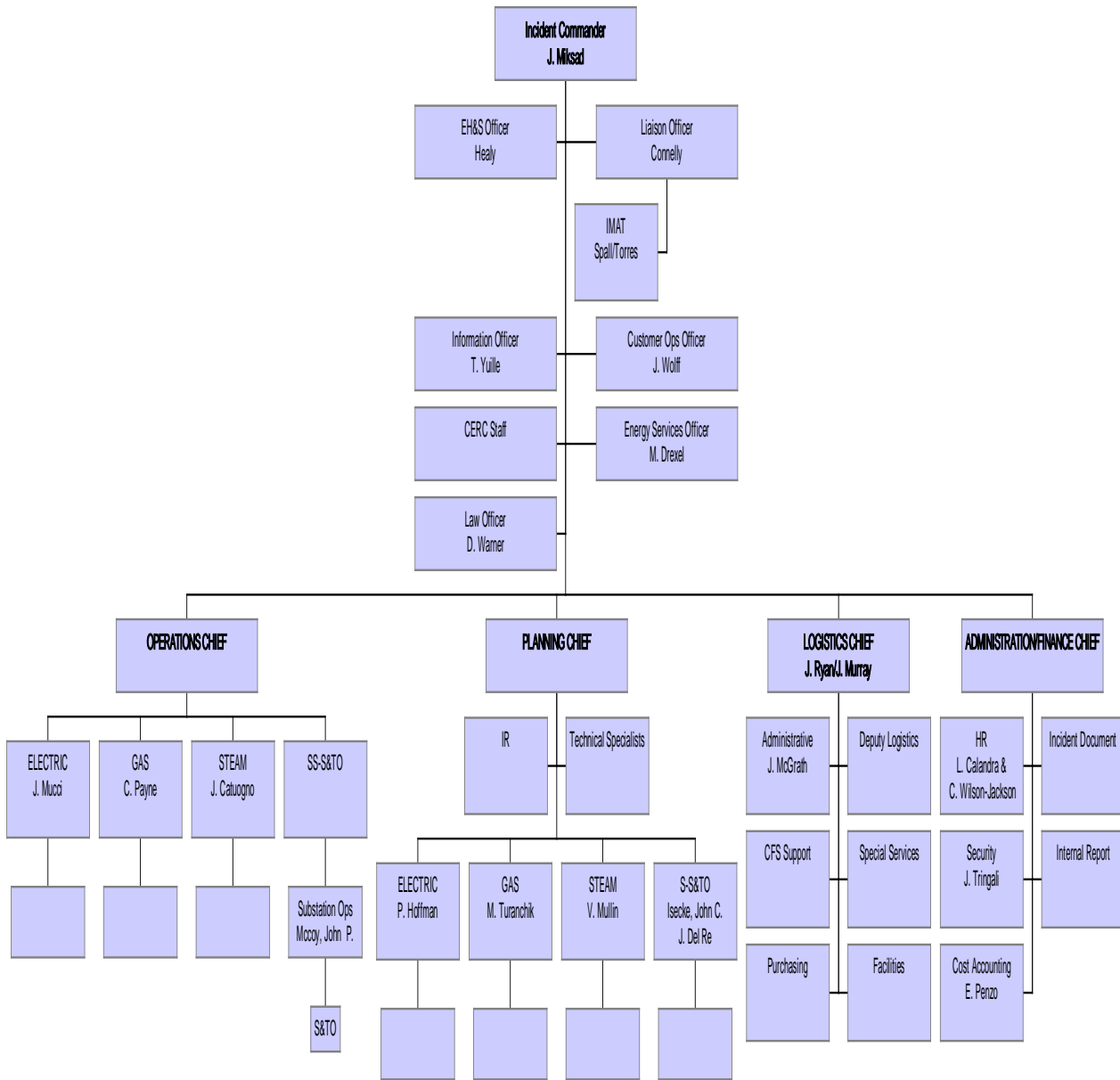
8518750 The Battery, NY
 Water Levels (Backup Sensor Data)



Produced by NOAA/NOS/CO-OPS

Attachment D – CERC Organization Chart

**CERC ORGANIZATION CHART
Hurricane Irene
0700 – 1900 hrs, 8/27/2011**



Attachment E – Minimum Staffing Requirements

Bronx-Westchester Minimum Staffing Requirements

Position	1	2A	2B	2C	3A	3B (2-3 days)	3B (4-7 days)	3B (7 days)
CC Mgmt	12	15	18	18	22	22	22	22
CC Dispatchers	6	6	8	8	8	8	8	8
OH Emergency Supv	2	4	4	4	4	4	4	4
OH TrblShooters	24	24	24	24	24	24	24	24
UG Emergency Supv	0	4	4	4	4	4	4	4
UG TrblShooters	4	8	8	8	8	8	8	8
Muni Planner*	0	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req
Muni Crews*	0	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req
EH&S Officer	0	2	2	2	2	2	2	2
Desk	2	2	2	2	2	2	2	2
Field Support	on call	on call	on call	on call	8	10	10	10
Cleanup crews	on call	2	4	4	8	8	8	8
CSRs (or IVR equivalent)	180	180	180	180	220	300	300	300
Operations Chief	0	2	2	2	2	2	2	2
BW OH Crews/ Contractors	on Req	24	30	30	40	45	45	45
Other CE OH Crews	0	0	0	20	0	0	0	0
Mutual Aid Crews	0	0	0	0	50	150	170	200
Over-head Job Planner	0	2	2	2	2	4	4	4
Over-head Clerical	0	2	2	2	4	8	8	8
Mutual Aid Coordinator	0	0	0	2	2	2	2	2
Mutual Aid Planners	0	0	0	2	2	4	6	8
Mutual Aid Crew Guides	0	0	0	4	10	25	30	35
Mutual Aid Clerical	0	0	0	2	2	6	10	10
Line Clearance	4	6	16	30	40	50	60	70
LineClearance Dispatcher	2	2	2	2	2	4	4	4
LineClearance Clerical	2	2	2	2	2	4	4	4
Ladder Line	0	8	20	20	30	40	50	60
LadderLine Planner	0	2	2	2	4	4	4	4
LadderLine Dispatcher	0	2	2	2	4	4	4	4
LadderLine Info Coord	0	2	2	2	2	2	2	2
LadderLine Clerical	0	2	2	2	4	6	6	6
Damage Assessors	0	10	30	40	50	100	100	100
Damage Assessment Coords	0	2	4	6	12	20	20	20
Site Safety	0	16	50	70	100	150	150	200
Site Admin	0	4	6	6	10	10	10	10
Incident Commander	0	2	2	2	2	2	2	2
Incident Mgmt Assist (IMAT)	0	0	1	1	1	1	1	1
Muni Liaison Officer	0	2	2	2	2	2	2	2
Muni Grp Supv	0	2	2	2	2	2	2	2
Muni Rep/Clerical	0	6	6	6	8	10	10	10
Liaison Coord	0	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req
Liaison Clerical	0	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req
FD Liaisons (50 control)	0	2	2	0	0	0	0	0
WCEOC	0	Upon Req	Upon Req	2	2	2	2	2
Muni Liaisons	0	0	0	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req
Planning Chief	0	2	2	2	2	2	2	2
Trouble Analysis Unit Leader	0	2	2	2	2	2	2	2
Feeder Mgrs – Eastview/Rye	0	1 / 1	1 / 1	2 / 1	3 / 1	4 / 2	4 / 2	4 / 2
Analysis Techs-Eastview/Rye	0	4 / 0	4 / 2	6 / 4	8 / 4	12 / 6	12 / 6	12 / 6
Mappers/Techs	0	on req	2	2	2	2	2	2
OH Constr. Suppt – Eastview	0	1	2	2	2	2	2	2
Info & Analysis Suppt	0	1	1	2	2	2	2	2
Logistics Chief	0	0	2	2	2	2	2	2
511 TFA Suppt	0	0	0	0	4	6	6	6
Facilities	0	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req
PA Officer	0	2	2	2	2	2	2	2
Staff	0	0	2	2	2	4	4	4
IR Suppt	0	Upon Req	2	2	2	2	2	2
Admin/Finance Chief	0	0	2	2	2	2	2	2
Scribe	0	2	2	2	2	2	2	2
Mutual Aid Admin Coord	0	0	0	2	2	4	4	4
Cost/Claims	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req	Upon Req
Position	1	2A	2B	2C	3A	3B (1-2 days)	3B (3-5 days)	3B (6-7 days)

Minimum staffing indicated above is for a 24 hour period. Numbers assigned per shift are at the discretion of the Incident Commander and Staff with the option of assigning higher percentages to the daylight shift, i.e. 70%/30%, based on evaluation of field conditions, office requirements, damages, etc.

Staten Island Minimum Staffing Requirements

ICS Group	Position Name	PSC Cat. 1 "Upgraded"	PSC Cat. 2 "Serious"	PSC Cat. 3A "Full Scale"	PSC Cat. 3B "Full Scale"
EH&S	Field Support	Day 1 Night 0	Day 1 Night 1	Day 1 Night 1	Day 1 Night 1
Energy Services	Energy Services Account Reps	Day 1 Night 1	Day 2 Night 2	Day 3 Night 3	Day 4 Night 4
Operations	Overhead Branch Director	Day 1 Night 1	Day 1 Night 1	Day 1 Night 1	Day 1 Night 1
	Overhead Restoration Crew	Day 5 Night 4	Day 10 Night 8	Day 20 Night 16	Day 30 Night 20
	Overhead Crew Planner	Day 1 Night 0	Day 1 Night 1	Day 2 Night 2	Day 2 Night 2
	Overhead Crew Dispatch / Clerical	Day 1 Night 0	Day 1 Night 1	Day 2 Night 2	Day 3 Night 3
	Line Clearance Crews (Tree Trimmers)	Day 2 Night 2	Day 3 Night 3	Day 8 Night 4	Day 10 Night 6
	Line Clearance Planner	Day 1 Night Call	Day 1 Night Call	Day 2 Night 1	Day 2 Night 1
	Ladder Line Crews	NA	Day 4 Night 2	Day 8 Night 4	Day 12 Night 8
	Ladder Line Crew Planner	NA	Day 1 Night 1	Day 1 Night 1	Day 2 Night 1
	Ladder Line Crew Dispatch /Clerical	NA	Day 1 Night 1	Day 1 Night 1	Day 2 Night 1
	Mutual Aid Crew	NA	NA	Day 12 Night 8	Day 25 Night 15
	Mutual Aid Coordinator	NA	NA	Day 1 Night 1	Day 2 Night 1
	Mutual Aid Planner	NA	NA	Day 1 Night 1	Day 2 Night 2
	Mutual Aid Supervisor	NA	NA	Day 3 Night 2	Day 5 Night 3
	Mutual Aid Clerical	NA	NA	Day 2 Night 1	Day 2 Night 2
Planning	Control Center Management	Day 2 Night 2	Day 3 Night 3	Day 3 Night 4	Day 4 Night 4
	Control Center Emerg.Fld Supervisor	Day 1 Night 1	Day 2 Night 1	Day 2 Night 1	Day 2 Night 2
	Control Center Dispatcher / Clerical	Day 1 Night 1	Day 2 Night 2	Day 2 Night 2	Day 3 Night 3
	Control Center Troubleshooter	Day 2 Night 2	Day 3 Night 3	Day 4 Night 4	Day 5 Night 5
	Control Center Field Operator	Day 1 Night 1	Day 2 Night 2	Day 3 Night 3	Day 4 Night 4
	STAR & IR Support	On Call	Day 1 Night 1	Day 1 Night 1	Day 1 Night 1
	Site Safety Unit Leader	Day 0 Night 0	Day 1 Night 0	Day 1 Night 1	Day 1 Night 1
	Site Safety Supervisor	Day 0 Night 0	Day 0 Night 0	Day 1 Night 1	Day 1 Night 1
	Site Safety Dispatch	Day 0 Night 0	Day 1 Night 1	Day 1 Night 1	Day 1 Night 1
	Site Safety Field Representative	Day 0 Night 0	Day 3 Night 2	Day 6 Night 4	Day 12 Night 8
	Damage Assessment Unit Leader	Day 1 Night 1	Day 1 Night 1	Day 1 Night 1	Day 1 Night 1
	Damage Assessor Coordinator	Day 1 Night 1	Day 1 Night 1	Day 2 Night 1	Day 2 Night 2
	Damage Assessor Dispatch	Day 1 Night 1	Day 1 Night 1	Day 2 Night 1	Day 2 Night 1
	Damage Assessment Fld Supervisor	Day 0 Night 0	Day 1 Night 0	Day 1 Night 1	Day 1 Night 1
	Damage Assessor	Day 2 Night 2	Day 4 Night 4	Day 8 Night 8	Day 12 Night 12
	Trouble Analysis Unit Leader	Day 1 Night 1	Day 1 Night 1	Day 2 Night 2	Day 2 Night 2
	Trouble Analysis Technicians	Day 2 Night 2	Day 4 Night 4	Day 8 Night 8	Day 10 Night 10
Engineering Supervisors	Day 1 Night 0	Day 1 Night 0	Day 2 Night 1	Day 3 Night 2	
Feeder Manager / Generator Boss	Day 0 Night 0	Day 1 Night 0	Day 1 Night 1	Day 1 Night 1	
Logistics	LOCC Support (Generators/Hotels/Staging Areas)	On Call	Astoria Located	Full Coverage	Full Coverage
	Stores Support Coverage	Day 1 Night 1	Day 1 Night 1	Full Coverage	Full Coverage
	Transportation Garage Coverage	Day 1 Night 1	Day 1 Night 1	Full Coverage	Full Coverage
	Facilities Support	Day 1 Night 0	Day 1 Night 1	Full Coverage	Full Coverage
Administration & Finance	Mutual Aid Admin Coordinator	N/A	N/A	Day 1 Night 1	Day 1 Night 1
	Cost Claims	N/A	N/A	Day 1 Night 1	Day 1 Night 1
	Time Cost Unit Leader	N/A	N/A	Day 1 Night 1	Day 1 Night 1

Brooklyn/Queens Minimum Staffing Requirements

Position Days / Nights	1	2	3A	3B (1-2day)	3B (1-5 day)	3B (6-7 day)
CC Mgmt	9/4	9/9	10/10	10/10	10/10	10/10
Dispatchers/Clerical	2/2	4/4	4/4	4/4	4/4	4/4
OH / UG Supv. No.2	4/2	4/4	5/5	6/6	6/6	6/6
OH Trouble Shooters	6/4	10/6	10/6	10/6	10/6	10/6
UG Trouble Shooters	8/4	14/12	14/12	14/12	14/12	14/12
EH&S Officer	0/0	1/1	1/1	1/1	1/1	1/1
EH&S Desk						
Cleanup crews						
Customer Ops Officer	0/0	1/1	1/1	1/1	1/1	1/1
CSRs (or IVR equivalent)	180	180	220	300	300	300
Operations Chief	1/1	1/1	1/1	1/1	1/1	1/1
B/Q OH Crews	4/0	14/6	14/6	14/6	14/6	14/6
Other CE OH Crews (SI, BW, OR)						
Mutual Aid Crews						
OverHead Job Planner	0/0	1/1	1/1	1/1	1/1	1/1
OverHead Crew Planner						
OverHead Supv.	1/0	2/2	2/2	2/2	2/2	2/2
OverHead Crew Dispatcher	1/1	1/1	1/1	1/1	1/1	1/1
OverHead Clerical	1/1	1/1	1/1	1/1	1/1	1/1
Mutual Aid Coordinator	0/0	0/0	1/1	1/1	1/1	1/1
Mutual Aid Planners						
Mutual Aid Supervisors						
Mutual Aid Clerical						
Line Clearance Crews	1/1	2/2	2/2	2/2	2/2	2/2
M&T Supv	0/0	1/1	2/1	2/1	2/1	2/1
M&T	0/0	4/4	8/8	8/8	8/8	8/8
M&T Clerical	0/0	1/1	2/2	2/2	2/2	2/2
I&A OH Serv	0/0	12/8	18/10	18/10	18/10	18/10
I&A UG Serv	0/0	10/10	14/14	14/14	14/14	14/14
I&A Clerical	0/0	3/3	4/4	9/9	9/9	9/9
I&A Planner	0/0	1/1	1/1	1/1	1/1	1/1
I&A Supv	0/0	2/2	6/6	6/6	6/6	6/6
Incident Commander	0/0	1/1	1/1	1/1	1/1	1/1
Liaison Officer	0/0	1/1	1/1	1/1	1/1	1/1
Planning Chief	0/0	1/1	1/1	1/1	1/1	1/1
Trouble Analysis Unit Leader	0/0	1/1	1/1	1/1	1/1	1/1
Trouble Analysis Group	0/0	5/5	10/10	10/10	10/10	10/10
Damage Assessors	0/0	10/10	30/30	30/30	30/30	30/30
Damage Assessment Coordinators						
Site Safety Reps	0/0	25/25	50/50	50/50	50/50	50/50
Site Safety Coords	0/0	1/1	1/1	1/1	1/1	1/1
Logistics Chief	0/0	1/1	1/1	1/1	1/1	1/1
30 Flatbush Suppt						
Service Ctrs						
Facilities						
Information Officer	0/0	1/1	1/1	1/1	1/1	1/1
Staff						
EIC Unit Leader	0/0	1/1	1/1	1/1	1/1	1/1
Unit Reps						
IR	1/1	1/1	1/1	1/1	1/1	1/1
Admin/Finance Chief	0/0	1/1	1/1	1/1	1/1	1/1
Scribe	0/0	1/1	1/1	1/1	1/1	1/1
Mutual Aid Admin Coord	0/0	0/0	1/1	1/1	1/1	1/1
Cost/Claims						
Position	1	2C	3A	3B (1-2day)	3B (1-5 day)	3B (6-7 day)

Attachment F – Mutual Assistance / Contractor Resources

**Hurricane Irene: Restoration Crews
Mutual Assistance / Contractor
Resources**

Contractor	FTEs
Vectren:	
Henkels&McCoy	43
Bowlin (Non-Union)	31
Detroit Edison:	
Energy Group	24
Energy Group	15
Energy Group (Detroit Michigan)	
Quality Lines	18
Subtotal	131
Hawkeye (Mutual Aid Contingent)	48
Asplundh (Mutual Aid Contingent)	16
Weemes Const. (Texas) Echo Power Line	62
Chain Electric (Mississippi)	135
Ward Electric (Colorado)	31
Pike Electric (Cincinnati, OH) (Non-Union)	38
MDR Const Inc (South Mississippi)	45
Subtotal	375
Total	506

Legend:

Yellow--> Mutual Aid Contacts

Green--> Contractor Contacts

Damage Assessment Crews

Brooklyn/Queens

Contractor : UPT/Asplundh Initial Contact : 08/25/11
of Crews: 75 Crews = 150 FTE's Arrival Date: 08/27/11
Work Start: 8/29/11 - 75 Crews report to Brooklyn/Queens
Staging Area: Citifield
Release Date:
8/30/11 - 0700 - 40 Crews released to Rye
8/31/11 - 0700 - 35 Crews released from Brooklyn/Queens
8/31/11 - 40 Crews released from Rye

Bronx/Westchester

Contractor : OSMOSE Initial Contact : 08/25/11
of Crews: 125 Crews = 250 FTE's Arrival Date: 08/27/11
Work Start: 8/29/11 - 125 Crews report to Bronx/Westchester
Staging Area: Westchester Community College
Release Date:
8/30/11 1200 - 25 Crews released to O&R
8/30/11 1600 - 15 Crews released to O&R
8/31/11 0700 - 45 Crews released from Bronx/Westchester
9/1/11 0700 - 40 Crews released from Bronx/Westchester

Staten Island and B/Q

Contractor : UC Synergetic Initial Contact : 08/25/11
of Crews: 46 Crews = 92 FTE's Arrival Date: 08/27/11
Report Date: 8/28/11 - 10 Crews to Staten Island
8/29/11 - 36 Crews to Staten Island
Redeployed: 8/30/11 - 22 Crews to B/Q and 24 Crews to Staten Island
Staging Area: Staten Island Mall
Release Date:
8/31/11 0700 - 22 Crews release from Brooklyn/Queens
8/31/11 0700 - 24 Crews released from Staten Island

Site Safety Crews

HURRICANE IRENE - SITE SAFETY				
Location	Date	Shift	SSR	Total
Hillside	8/28/2011	7am - 7pm		
Worth	8/28/2011	7am - 7pm		
Rye	8/28/2011	7am - 7pm		
Foster	8/28/2011	7am - 7pm		
4th Ave	8/28/2011	7am - 7pm		
SI	8/28/2011	7am - 7pm	18	
				18
Hillside	8/28/2011	7pm - 7am	61	
Worth	8/28/2011	7pm - 7am	84	
Rye Service Center	8/28/2011	7pm - 7am	29	
Foster	8/28/2011	7pm - 7am		
SI	8/28/2011	7pm - 7am	41	
				215
Hillside	8/29/2011	7am - 7pm	113	
Worth	8/29/2011	7am - 7pm	98	
Rye	8/29/2011	7am - 7pm	28	
Foster	8/29/2011	7am - 7pm	41	
SI	8/29/2011	7am - 7pm	17	
				297
Hillside	8/29/2011	7pm - 7am	138	
Worth	8/29/2011	7pm - 7am	94	
Rye Service Center	8/29/2011	7pm - 7am	43	
Foster	8/29/2011	7pm - 7am		
SI	8/29/2011	7pm - 7am	23	
				298
Hillside	8/30/2001	7am - 7pm	120	
Worth	8/30/2001	7am - 7pm	125	
Rye Service Center	8/30/2001	7am - 7pm	50	
Foster	8/30/2001	7am - 7pm	0	
SI	8/30/2001	7am - 7pm	41	
				336
Hillside	8/30/2001	7pm - 7am	110	
Worth	8/30/2001	7pm - 7am	94	
Rye Service Center	8/30/2001	7pm - 7am	43	
Foster	8/30/2001	7pm - 7am		
SI	8/30/2001	7pm - 7am	20	
				267

**Site Safety
Crews**

Hillside	8/31/2011	7am - 7pm	104	
Worth	8/31/2011	7am - 7pm	120	
Rye Service Center	8/31/2011	7am - 7pm	30	
Foster	8/31/2011	7am - 7pm	0	
SI	8/31/2011	7am - 7pm	20	
				274
Hillside	8/31/2011	7pm - 7am	93	
Worth	8/31/2011	7pm - 7am	94	
Rye Service Center	8/31/2011	7pm - 7am	43	
Foster	8/31/2011	7pm - 7am		
SI	8/31/2011	7pm - 7am	15	
				245
Hillside	9/1/2011	7am - 7pm	38	
Worth	9/1/2011	7am - 7pm	120	
Rye Service Center	9/1/2011	7am - 7pm	0	
Foster	9/1/2011	7am - 7pm	0	
SI	9/1/2011	7am - 7pm	10	
				168
Hillside	9/1/2011	7pm - 7am	11	
Worth	9/1/2011	7pm - 7am	98	
Rye Service Center	9/1/2011	7pm - 7am	0	
Foster	9/1/2011	7pm - 7am		
SI	9/1/2011	7pm - 7am	10	
				119
Hillside	9/2/2011	7am - 7pm	20	
Worth	9/2/2011	7am - 7pm	40	
Rye Service Center	9/2/2011	7am - 7pm	0	
Foster	9/2/2011	7am - 7pm	0	
SI	9/2/2011	7am - 7pm	10	
				70
Hillside	9/2/2011	7pm - 7am		
Worth	9/2/2011	7pm - 7am		
Rye Service Center	9/2/2011	7pm - 7am		
Foster	9/2/2011	7pm - 7am		
SI	9/2/2011	7pm - 7am		
				28

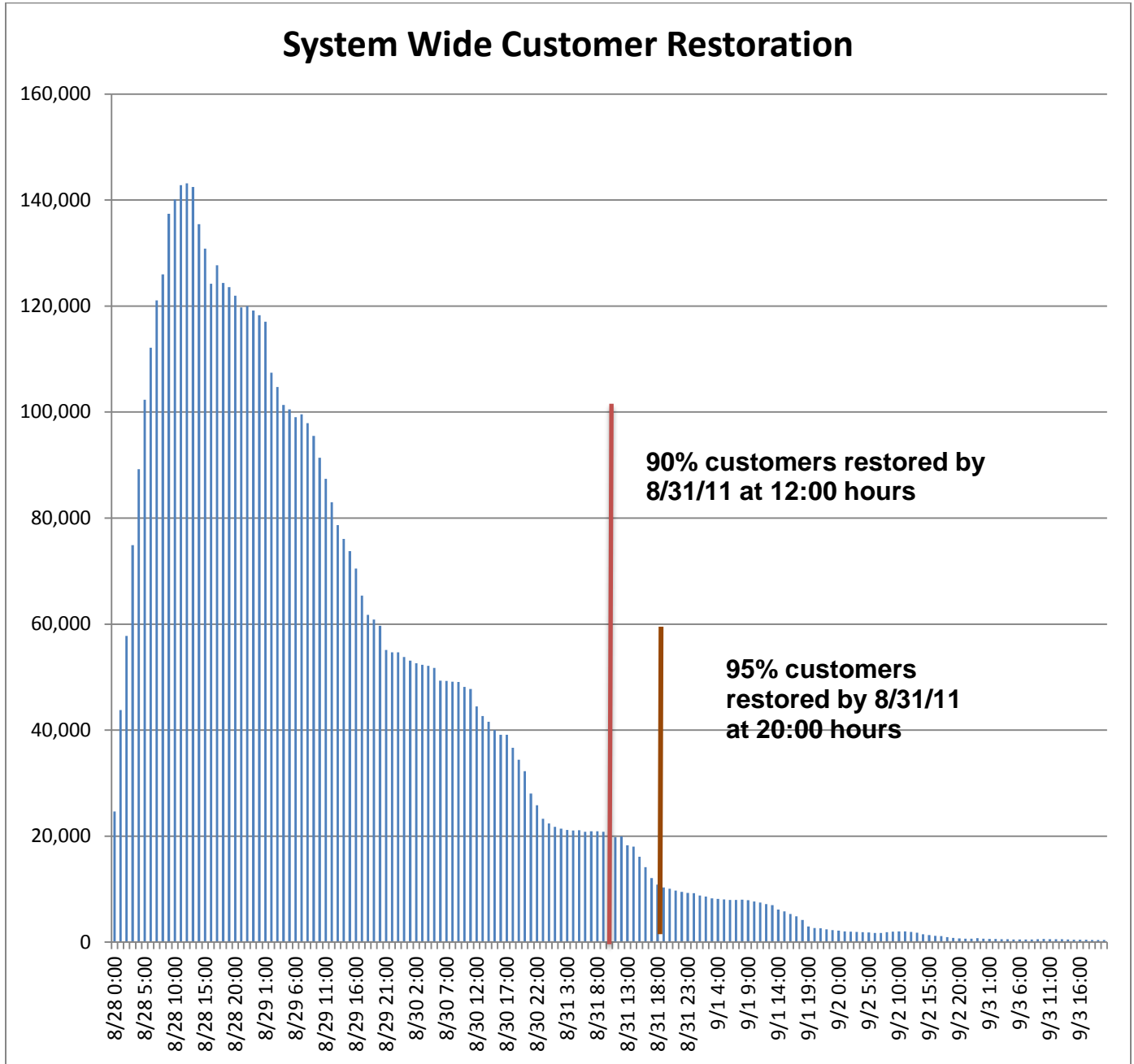
Attachment G – Event Crewing

Bronx/Westchester CREWING Tropical Storm/Hurricane Irene Full Scale 3 - 8/27/2011	7AM-7PM Shift	7PM-7AM Shift	7AM - 7PM Shift	7PM - 7AM Shift	7AM - 7PM Shift	7PM - 7AM Shift	7AM - 7PM Shift	7PM - 7AM Shift	7AM - 7PM Shift	7PM - 7AM Shift
	Monday	Monday	Tuesday	Tuesday	Wednesday	Wednesday	Thursday	Thursday	Friday	Friday
	8/29/11	8/29/11	8/30/11	8/30/11	8/31/11	8/31/11	9/1/11	9/1/11	9/2/11	9/2/11
OH Troubleshooters	19	16	19	16	19	16	19	16	19	16
B/W UG Crews/Ladder Line	24	17	8	17	8	17	8	17	8	17
Manhattan Ladder Line							33		37	
B/Q Ladder Line							16		17	
B/W I&A Service Crews	5	4	3	4	3	4	3	4	3	4
B/W Overhead	25	9	25	10	30	10	30	10	27	10
OH Contractors		7		7	4	7		7		7
B/Q Overhead							20		20	
Staten Island Overhead							5		5	
Foreign Mutual Assistance Crews (if any)										
Henkels & McCoy	9		9		9		9		9	
Bowlin	6		6		6		6		6	
Hawkeye Intercom	13		13		13		13		13	
Chain Electric 1	24		24		24		24		24	
Ward Electric										
RS Electric Utility Services										
MDR Const Inc										
Weemes Const Echo Power	12		12		12		12			
Asplundh										
Detroit Edison										
Quality Lines										
Pike Electric										
Energy Group (Detroit Michigan)										
B/W Line Clearance	17	12	17		14	12	17	12	18	12
Line Clearance - Contractors	42		42		100		42		50	
TOTALS	196	65	178	54	242	66	257	66	250	66

Staten Island CREWING Tropical Storm/Hurricane Irene Full Scale 3 - 8/27/2011	7AM-7PM Shift	7PM-7AM Shift	7AM - 7PM Shift	7PM - 7AM Shift	7AM - 7PM Shift	7PM - 7AM Shift	7AM - 7PM Shift	7PM - 7AM Shift
	Monday	Monday	Tuesday	Tuesday	Wednesday	Wednesday	Thursday	Thursday
	8/29/11	8/29/11	8/30/11	8/30/11	8/31/11	8/31/11	9/1/11	9/1/11
OH Troubleshooters	5	4	5	4	5	4	5	4
UG Crews/Ladder Line	15		15					
Manhattan Ladder Line								
B/Q Ladder Line								
B/W I&A Service Crews								
B/W Overhead								
OH Contractors								
B/Q Overhead								
Staten Island Overhead	10	4	10	4	10	4	5	0
Foreign Mutual Assistance Crews (if any)								
Henkels & McCoy								
Bowlin								
Hawkeye Intercom								
Chain Electric 1								
Ward Electric								
RS Electric Utility Services								
MVR Const Inc								
Weemes Const Echo Power								
Asplundh								
Detroit Edison								
Quality Lines	9		9		9		9	
Pike Electric								
Hawkeye BQ								
Energy Group (Detroit Michigan)	12		12		12		12	
B/W Line Clearance								0
Line Clearance - Contractors	28		28	2	17	7		
TOTALS	79	8	79	10	53	15	31	4

Brooklyn Queens CREWING Tropical Storm/Hurricane Irene Full Scale 3 - 8/27/2011	7AM-7PM Shift	7PM-7AM Shift	7AM - 7PM Shift	7PM - 7AM Shift	7AM - 7PM Shift	7PM - 7AM Shift	7AM - 7PM Shift	7PM - 7AM Shift	7AM - 7PM Shift	7PM - 7AM Shift
	Monday	Monday	Tuesday	Tuesday	Wednesday	Wednesday	Thursday	Thursday	Thursday	Thursday
	8/29/11	8/29/11	8/30/11	8/30/11	8/31/11	8/31/11	9/1/11	9/1/11	9/2/11	9/2/11
OH Troubleshooters	10	6	10	6	9	6	9	6	9	6
B/W UG Crews/Ladder Line										
Manhattan Ladder Line	12		12		12					
B/Q Ladder Line			15		15					
I&A Service Crews	50	10	50	10	50	10	12		12	
Overhead	32	5	32	5	32	5	6		6	
OH Contractors	5		5		5					
Staten Island Overhead										
Foreign Mutual Assistance Crews (if any)										
Henkels & McCoy										
Bowlin										
Hawkeye Intercom										
Chain Electric I										
Ward Electric	8		8		8		8			
RS Electric Utility Services	10		10		10					
MVR Const Inc	7		7		7		7			
Weemes Const Echo Power										
Asplundh	6		6		6		6			
Detroit Edison										
Quality Lines										
Pike Electric	16		16		16		16		16	
Hawkeye BQ										
Energy Group (Detroit Michigan)										
Line Clearance - Contractors	40	12	40	12	0	0				
TOTALS	196	33	211	33	170	21	64	6	43	6

Attachment H – Outage Restoration Charts



Attachment I – Press Releases

FOR IMMEDIATE RELEASE Contact: Media Relations
August 25, 2011 212-460-4111
4:30 p.m.

CON EDISON ON HIGH ALERT AS HURRICANE IRENE HEADS FOR NEW YORK

NEW YORK – As Hurricane Irene approaches New York, Con Edison is closely monitoring its progress and is preparing for the possibility of extensive outages to electric, gas and steam customers.

The Company is taking all the necessary steps to prepare for the potential impacts of this storm. The storm's high winds have the potential to topple trees and power lines throughout the Company's service area.

Customers can report power interruptions or service problems as well as view service restoration information online at www.conEd.com and on their cell phones and PDAs. They may also call Con Edison at 1-800-75-CONED (1-800-752-6633). When reporting an outage, customers should have their Con Edison account number available, if possible, and report whether their neighbors also have lost power.

Click here to learn more on how to report an outage:

<http://coned.com/videos/index.asp?ID=92c87efdff732d37c203fc77706a657b>

In the event of major flooding, the Company said that it would have to wait for waters to recede before workers could even enter some facilities to begin assessing damage to equipment.

The Company is advising its customers to pay close attention to evacuation orders from city and municipal officials. Con Edison will continue to provide updates through the media as the storm moves closer. In addition, important information will also be posted on the Company's Web site, www.conEd.com. The Company is in constant communication with the New York City Office of Emergency Management and the Westchester County Department of Emergency Services and Company personnel are working closely with city and municipal emergency officials.

In the event that the hurricane impacts our area, Con Edison offers the following safety tips:

- If you see downed electrical wires, do not go near them. Treat all downed wires as if they are live. Never attempt to move or touch them with any object. Be mindful that downed wires can be hidden from view by snow, tree limbs, leaves or water.

- Report all downed wires to Con Edison and your local police department immediately. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- If your power goes out, turn off all lights and appliances to prevent overloaded circuits when power is restored.
- Check to make sure your flashlights and any battery-operated radios are in working order. Also, make sure you have a supply of extra batteries. Weather updates and news on power outages can be heard on most local radio and television stations.
- Avoid opening your freezer to see if food is still frozen. Every time you open the door, room-temperature air enters and speeds the thawing process. Most fully loaded freezers will keep food frozen for approximately 36 to 48 hours; half-full freezers will keep food frozen for approximately 24 hours.

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FOR IMMEDIATE RELEASE Contact: Media Relations
August 26, 2011 212-460-4111
6:30 p.m.

CON EDISON PREPARES FOR IRENE'S MOVE ON NEW YORK CITY, WESTCHESTER

Monitoring electric, gas & steam for outages

NEW YORK – As Hurricane Irene approaches New York, Con Edison is closely monitoring the storm's progress and preparing for the possibility of extensive outages to electric, gas, and steam customers. The Company is urging all New Yorkers to strictly adhere to evacuation orders from local officials.

The storm's high winds have the potential to topple trees and power lines throughout the Company's service area. Con Edison crews are moving extra equipment such as utility poles, transformers, and cable to staging areas throughout the five boroughs and Westchester County to help expedite repairs and restoration of service in the event of outages.

As the hurricane moves closer, the Company will evaluate the possibility of preemptively shutting down critical facilities, such as substations, in low-lying areas as a precaution to prevent severe damage to sensitive equipment that would prolong restoration if the storm knocks out power. Con Edison will also assess the feasibility of shutting off gas and steam mains that could become flooded.

As part of the region's mutual-aid program, Con Edison has made arrangements to secure 400 crews from other utilities to assist with service restoration. Con Edison emergency-response personnel are also on standby at strategic locations throughout New York City and Westchester County to immediately begin assessing damage once the storm has passed and it's safe to move around the area. The Company expects damage assessment to take at least 24 hours, once the storm passes.

Click here to see how one Con Edison facility is preparing for the hurricane:
<http://youtu.be/MUOrsK2gBm4>.

Customers can use their cell phones and PDAs to report power interruptions or service problems as well as view service restoration information at www.conEd.com. They may also call Con Edison at 1-800-75-CONED (1-800-752-6633). When reporting an outage, customers should have their Con Edison account number available, if possible, and report whether their neighbors also have lost power.

Click here to learn more on how to report an outage:
<http://coned.com/videos/index.asp?ID=92c87efdff732d37c203fc77706a657b>

In the event of major flooding, the Company will have to wait for waters to recede before workers can enter some facilities to begin assessing equipment damage. As equipment is dried and determined safe to energize, the highest priority for restoration will be given to critical customer facilities that have an impact on the general public such as mass transit, hospitals, police and fire stations, and sewage and water-pumping stations.

Con Edison continues to work closely with New York City on its evacuation efforts. Click here for the New York City Office of Emergency Management's hurricane preparedness website, which provides information about what to do in the event of a hurricane, where to go for shelter, and who needs to evacuate: http://www.nyc.gov/html/oem/html/ready/hurricane_guide.shtml.

The Company is advising its customers to pay close attention to evacuation orders from local officials. Con Edison will continue to provide updates to the media and post important information at www.conEd.com. The Company is working closely with the New York City Office of Emergency Management, the Westchester County Department of Emergency Services, and other city and municipal emergency officials.

To help customers prepare for the storm, Con Edison offers the following safety tips:

- If you see downed electrical wires, do not go near them. Treat all downed wires as if they are live. Never attempt to move or touch them with any object. Be mindful that downed wires can be hidden from view by tree limbs, leaves, or water.
- Report all downed wires to Con Edison and your local police department immediately. Call Con Edison at 1-800-75-CONED (1-800-752-6633) and 911. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- If your power goes out, turn off all lights and appliances to prevent overloaded circuits when power comes back on.
- Make sure your flashlights and any battery-operated radios are in working order, and keep a supply of extra batteries. Weather updates and news on power outages can be heard on most local radio and television stations.
- Avoid opening your freezer to see if food is still frozen. Every time you open the door, room-temperature air enters and speeds the thawing process. Most fully loaded freezers will keep food frozen for approximately 36 to 48 hours; half-full freezers will keep food frozen for approximately 24 hours.

###

FOR IMMEDIATE RELEASE Contact: Media Relations

August 27, 2011

9 p.m.

212-460-4111

Hurricane Irene Update

CON EDISON BRACING FOR THE HIT

NEW YORK – Con Edison expects its overhead system will take the brunt of Hurricane Irene, affecting customers in Brooklyn, the Bronx, Staten Island, Queens and Westchester, but it is also preparing for flooding in low-lying areas that can affect its underground system.

Safety remains the first priority; Con Edison reminds customers not to touch downed wires or go near them. Never assume the wires are dead.

Four hundred crews from around the country, some from as far away as Colorado and Texas, have either arrived or are arriving to assist Con Edison employees who are addressing customer problems and outages.

If significant flooding and storm surges affect lower Manhattan, the Company will make a decision about whether to shut down electricity south of the Brooklyn Bridge and east of Broadway. Any shut down will only occur if flooding would cause the potential for extended customer outages and damage to equipment.

More than 5,000 customers in lower Manhattan were notified via telephone of the potential shutdown.

Evaluations to shut down electricity to customers in the low-lying Brighton Beach area of Brooklyn will also be examined.

Con Edison notified 50 steam customers their service would be shut down, and approximately 10 miles of the steam system was shut down in anticipation of the heavy rains.

Customers can use their mobile devices, as well as computers, to report power interruptions or service problems. Customers also can view service restoration information at www.conEd.com. They also may call Con Edison at 1-800-75-CONED (1-800-752-6633).

The Company is working closely with the New York City Office of Emergency Management and The Westchester Office of Emergency Services other emergency officials to monitor and respond to the effects of Hurricane Irene.

###

FOR IMMEDIATE RELEASE Contact: Media Relations

August 28, 2011 212-460-4111

7 a.m.

**HIGH WINDS KNOCK OUT POWER
TO 72,000 CON EDISON CUSTOMERS**

NEW YORK – Con Edison said today that 72,000 customers in New York City and Westchester County have lost electrical service because of severe winds resulting from Hurricane Irene. As the weather system continues to move toward New York, the number of affected customers is expected to grow.

The hurricane's high winds also have toppled trees and power lines throughout the Company's service area, most extensively in Queens, where an estimated 25,000 customers are without power.

As of 7 a.m., customer outages on Staten Island have reached more than 16,000; in Brooklyn, 6,000 are out of power; and the Bronx is reporting 4,500. There are minimal outages in Manhattan. There are more than 16,000 out of power in Westchester County.

The Company is continuing to monitor potential flooding conditions that could damage electrical equipment in lower Manhattan and in the Brighton Beach area of Brooklyn.

Company crews are assessing damage and Con Edison has secured the support of 400 crews from across the country to help with the repairs. Company crews will be able to restore customers safely after the storm's heavy winds and rain subside.

Customers can report power interruptions or service problems as well as view service restoration information online at www.conEd.com and on their cell phones and PDAs. They may also call Con Edison at 1-800-75-CONED (1-800-752-6633). When reporting an outage, customers should have their Con Edison account number available, if possible, and report whether their neighbors also have lost power.

The Company continues to work closely with the city throughout the storm. The following link to the New York City Office of Emergency Management's hurricane preparedness Web site provides information about what to do in the event of a hurricane, as well as providing evacuation and shelter information:

http://www.nyc.gov/html/oem/html/ready/hurricane_guide.shtml.

Con Edison offers the following safety tips:

- Exercise extreme caution when entering flooded basements. Rising water that comes into contact with energized electrical equipment can create hazardous conditions that present a risk of serious injury.
- If you see downed electrical wires, do not go near them. Treat all downed wires as if they are live. Never attempt to move or touch them with any object. Be mindful that downed wires can be hidden from view by tree limbs or leaves.
- Avoid standing water or puddles: there could be downed wires in them that you can't see.
- Report all downed wires to Con Edison and your local police department immediately. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- If your power goes out, turn off lights and unplug appliances to prevent overloaded circuits when power is restored.
- When reporting an outage, have your Con Edison account number available, if possible, and report whether your neighbors have also lost power. Leave at least one light switch in the on position to alert you when power has been restored.
- Check to make sure your flashlights and any battery-operated radios or televisions are in working order. Use candles and oil lamps with care. Also, make sure you have a supply of extra batteries. Weather updates and news on power outages can be heard on most local radio and television stations.
- Avoid opening your freezer to see if food is still frozen. Every time you open the door, room-temperature air enters and speeds the thawing process. Most fully loaded freezers will keep food frozen for approximately 36 to 48 hours; half-full freezers will keep food frozen for approximately 24 hours.
- If you believe that you smell gas, you should report any possible gas leaks to the Company and we will respond. If the city or county declares a state of emergency, or if conditions do not allow for a safe response by Company personnel, we might be prevented from responding. In that event, you should shut off all appliances and evacuate to a safe location until such time as we can respond safely.

Con Edison will provide updates to affected customers both directly and through the media as the situation warrants. In addition, important information will also be posted on the Company's

Web site, www.coned.com. The Company is in constant communication with the New York City Office of Emergency Management and the Westchester County Department of Emergency Services.

#

FOR IMMEDIATE RELEASE Contact: Media Relations
August 28, 2011 212-460-4111
6:35 p.m.

HURRICANE IRENE UPDATE

CON EDISON RESTORING CUSTOMERS

NEW YORK – Con Edison has restored electrical service to approximately 39,000 customers in New York City and Westchester County after Hurricane Irene’s severe winds toppled trees, poles and cables.

Customers without service due to Hurricane Irene peaked around 1 p.m. today with 121,000 customers out in all five boroughs and Westchester County.

Safe restoration is the Company’s priority. Con Edison expects to restore most New York City customers by late Tuesday evening and the majority of Westchester customers by late Thursday. For the latest outage numbers, please visit the Company’s outage map which is updated every 15 minutes: <http://apps.coned.com/weboutageinfo/stormcenter/default.aspx>.

Con Edison employees are being helped by mutual aid crews from across the country: 870 line workers, 400 tree trimmers and 200 damage assessors.

Customers can use their mobile devices, as well as computers, to report power interruptions or service problems. They also may call Con Edison at 1-800-75-CONED (1-800-752-6633) or at www.conEd.com.

The Company is working closely with the New York City Office of Emergency Management and The Westchester Office of Emergency Services other emergency officials to monitor and respond to the effects of Hurricane Irene.

Con Edison offers the following safety tips:

- Treat all downed wires as if they are live.
- Avoid standing water or puddles: there could be downed wires in them hidden from view.
- Report all downed wires to Con Edison and local police department immediately.

###

FOR IMMEDIATE RELEASE Contact: Media Relations
August 28, 2011 212-460-4111
7PM

CON EDISON DISTRIBUTES DRY ICE TO RESIDENTS AND OPENS CUSTOMER SERVICE VANS IN QUEENS STATEN ISLAND AND WESTCHESTER

NEW YORK – While Con Edison crews work to restore electrical power to residents affected by power interruptions due to Hurricane Irene, the Company is distributing dry ice to customers and opening Customer Service Vans in affected areas.

The vans will be on-site and dry ice are being distributed on Sunday, August 28, from 7pm to 9pm and Monday, August 29, from 10am to 7pm at the following locations:

• Staten Island

Staten Island Totenville High School located at Lutten Avenue and Eylandt Street adjacent to the high school.

• Queens

The intersection of Merrick and Springfield Boulevards in Springfield Gardens. Pathmark and Home Depot are landmarks located at 13440 Springfield Blvd in Jamaica.

Bags of Dry Ice will be distributed at:

• Westchester

Mt. Kisco Metro North Train Station - 1 Kirby Plaza in Mount Kisco
Chappaqua Metro North Train Station - 108 Allen Place in Chappaqua
Mamaroneck Metro North Train Station - 1 Station Plaza in Mamaroneck
Yorktown Triangle Shopping Center - 20 Triangle Center in Yorktown Heights

A Customer Service Van will be located at:

• Westchester County

Chappaqua Metro North Train Station - 108 Allen Place (access from Woodburn Ave, off S. Greely Ave.)

For residents picking up dry ice, instructions for safe handling and disposal are printed on the paper bag containing the ice. Dry ice is frozen carbon dioxide and should be used only in well-ventilated areas. Keep children and pets safely away.

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FOR IMMEDIATE RELEASE Contact: Media Relations

212-460-4111

August 29, 2011

7:00 a.m.

MORNING AFTER UPDATE

GOODNIGHT IRENE: SAFETY FOCUS IN CON EDISON RESTORATIONS

NEW YORK – As New Yorkers say good riddance to the hurricane that shuttered the transit system and brought the city to a virtual halt, over 106,000 of the utility's 3.2 million customers remain out of service.

Con Edison crews spent most of Sunday assessing the damage and prioritizing work, even as they and crews from as far away as Texas, Colorado and Kansas managed to restore 81,900 customers as of early this morning. Con Edison said 187,900 customers lost power as a result of Irene.

Flooded roads, inundated manholes, and littered and twisted tree limbs, trunks, and downed wires await utility workers, to whom one paramount word prevails: Safety.

Pools of floodwater can hide the perils of a live electric wire, and as electric repair crews move quickly to repair damage, they are reiterating important safety messages to customers:

- Treat all downed wires as if they are live.
- Avoid standing water or puddles: there could be downed wires in them hidden from view.
- Report all downed wires to Con Edison and local police departments immediately.

Con Edison is reconnecting electricity starting with larger groups in each part of its service area in order to bring as many people back online as quickly as possible. Current estimates are that it will be 11:59 p.m. Tuesday before customers in New York City are restored, and just before midnight on Thursday before restorations are completed in Westchester County.

For the latest outage numbers, please visit the Company's outage map which is updated every 15 minutes: <http://apps.coned.com/weboutageinfo/stormcenter/default.aspx>.

Customers can use their mobile devices, as well as computers, to report power interruptions or service problems. They also may call Con Edison at 1-800-75-CONED (1-800-752-6633) or at www.conEd.com.

The Company is working closely with the New York City Office of Emergency Management and The Westchester Office of Emergency Services other emergency officials to monitor and respond to the effects of Hurricane Irene.

###

FOR IMMEDIATE RELEASE

Contact: Media Relations

August 29, 2011

212-460-4111

3:45 p.m.

HURRICANE IRENE UPDATE



CON EDISON RESTORES MORE THAN HALF OF CUSTOMERS IMPACTED

NEW YORK – Con Edison crews continue restoring thousands of customers impacted by Hurricane Irene. Approximately 109,000 (or 58%) of the 187,800 customers impacted by the storm have been restored to service. For the latest outage numbers updated every 15 minutes, please go to www.ConEd.com/OutageMap.

Con Edison crews focused on reconnecting customers in the largest outage areas to bring as many people back online as quickly as possible. Most New York City customers are expected to be restored late Tuesday and most customers in Westchester County will have their power back by late Thursday.

Flooded roads, inundated manholes, and littered and twisted tree limbs, trunks, and downed wires are hindering restoration efforts. Crews from utilities as far away as Texas, Colorado, and Kansas are assisting Con Edison in the restoration process, including: 870 line workers, 400 tree trimmers and 200 damage assessors.

Con Edison also distributed 80,000 pounds of dry ice in the last 24 hours.

Pools of floodwater can hide the perils of a live electric wire, and as electric repair crews move quickly to repair damage, they are reiterating important safety messages to customers:

- Treat all downed wires as if they are live.
- Avoid standing water or puddles: there could be downed wires in them hidden from view.
- Report all downed wires to Con Edison and local police departments immediately.

Customers can use their mobile devices, as well as computers, to report power interruptions or service problems www.conEd.com. They also may call Con Edison at 1-800-75-CONED (1-800-752-6633).

The Company is working closely with the New York City Office of Emergency Management and The Westchester Office of Emergency Services other emergency officials to monitor and respond to the effects of Hurricane Irene.

#

FOR IMMEDIATE RELEASE
August 29, 2011
4:25 p.m.

Contact: Media Relations
212-460-4111

DRY ICE SUPPLIES EXTREMELY LOW

Due to the overwhelming demand for dry ice all along the East Coast, supplies are extremely limited. Con Edison will distribute dry ice today until supplies run out. The Company will schedule further distribution if more dry ice becomes available.

The Company has distributed 80,000 pounds of dry ice since yesterday. Con Edison apologizes for any inconvenience to customers.

###

FOR IMMEDIATE RELEASE

August 30, 2011

7:45 a.m.

Contact: Media Relations

212-460-4111

HURRICANE IRENE UPDATE

CON EDISON RESTORES 80 PERCENT OF CUSTOMERS HIT BY IRENE



NEW YORK – Con Edison crews have restored electric service to 80 percent of the customers affected by Hurricane Irene.

Approximately 150,100 of the 187,800 customers who lost power as a result of the storm have been restored to service. For the latest outage numbers updated every 15 minutes, please go to www.ConEd.com/OutageMap.

Con Edison crews have focused on working safely while reconnecting customers throughout New York City and Westchester. Nearly all New York City customer restorations are expected to be completed late tonight, and nearly all Westchester customers are expected back in service by late Thursday night.

Flooded roads, inundated manholes, and littered and twisted tree limbs, trunks, and downed wires continue to hamper restoration efforts. Crews from utilities as far away as Texas, Colorado, and Kansas are assisting Con Edison with restoration efforts.

Con Edison is reminding customers of important safety messages:

- Treat all downed wires as if they are live.
- Avoid standing water or puddles, which may hide downed wires.
- Report all downed wires to Con Edison and local police departments immediately.

Customers can use their mobile devices, as well as computers, to report power interruptions or service problems www.conEd.com. They also may call Con Edison at 1-800-75-CONED (1-800-752-6633).

The Company is working closely with the New York City Office of Emergency Management and The Westchester Office of Emergency Services other emergency officials to monitor and respond to the effects of Hurricane Irene.

#

FOR IMMEDIATE RELEASE

August 30, 2011

5:45 p.m.

Contact: Media Relations

212-460-4111

HURRICANE IRENE AFTERNOON UPDATE

MORE THAN 155,000 CON EDISON CUSTOMERS RESTORED



NEW YORK – Con Edison crews, working with hundreds of additional overhead power line workers from around the country, have restored electric service to 83 percent of the Company's customers affected by Hurricane Irene.

Nearly all New York City customer restorations are expected to be completed late tonight, and nearly all Westchester County customers are expected back in service by late Thursday night.

Communities in Westchester hit hardest by Hurricane Irene were New Castle, North Castle, Yorktown and Cortlandt, which have about 10,000 of the 26,000 customer outages in the county as of 5:30 p.m. today.

Approximately 155,400 of the 187,800 customers in New York City and Westchester County who lost power as a result of the storm have been restored to service. Hurricane Irene inflicted the most power outages ever by a storm in Con Edison's service area. The previous high was 173,000 customer outages from a March 2010 nor'easter. Con Edison updates outage numbers every 15 minutes on www.ConEd.com/OutageMap.

Con Edison has already replaced over 92,700 feet of electric cable and numerous poles and transformers. The Company is receiving assistance from utility crews here from various states, including Texas, Colorado, Kansas, Mississippi, Michigan, Illinois and Wisconsin.

Con Edison is reminding customers of important safety messages:

- Treat all downed wires as if they are live.
- Avoid standing water or puddles, which may hide downed wires.
- Report all downed wires to Con Edison and local police departments immediately.

Customers can use their mobile devices, as well as computers, to report power interruptions or service problems www.conEd.com. They also may call Con Edison at 1-800-75-CONED (1-800-752-6633).

The Company is working closely with the New York City Office of Emergency Management and The Westchester Office of Emergency Services other emergency officials to monitor and respond to the effects of Hurricane Irene.

#

FOR IMMEDIATE RELEASE

August 31, 2011

8 a.m.

Contact: Media Relations

212-460-4111

HURRICANE IRENE MORNING UPDATE

CON EDISON RESTORES 170,000 CUSTOMERS

NEW YORK – Con Edison crews, working around the clock since Hurricane Irene rampaged through New York City and Westchester County, have restored electric service to 90 percent of the affected customers.

The Company met its goal of restoring nearly all New York City customers by last night and is on pace to have nearly all its Westchester County customers back in service by late Thursday night.

In Westchester, the communities with the highest number of customers still without power due to the storm include North Castle, Cortlandt, and New Castle. In all, about 17,000 customers in Westchester are without power due to the storm.

Con Edison restores lines that will provide power to the most customers as quickly as possible, and then moves on to restore small groups and individual customers who are still without power.

About 170,000 of the 187,800 customers in New York City and Westchester County who lost power as a result of the storm have been restored to service.

Hurricane Irene's fierce winds knocked trees into power lines, poles and transformers, causing more power outages in Con Edison's service area than any other storm in history. The previous high was 173,000 customer outages from a March 2010 nor'easter. Con Edison updates outage numbers every 15 minutes on www.ConEd.com/OutageMap.

The Company is receiving assistance from utility crews here from various states, including Texas, Colorado, Kansas, Mississippi, Michigan, Illinois and Wisconsin.

Con Edison is reminding customers of important safety messages:

- Treat all downed wires as if they are live.
- Avoid standing water or puddles, which may hide downed wires.
- Report all downed wires to Con Edison and local police departments immediately.

Customers can use their mobile devices, as well as computers, to report power interruptions or service problems at www.conEd.com. They also may call Con Edison at 1-800-75-CONED (1-800-752-6633).

The Company is working closely with the New York City Office of Emergency Management, the Westchester Office of Emergency Services and other emergency officials to monitor and respond to the effects of Hurricane Irene.

#

FOR IMMEDIATE RELEASE **Contact:** Media Relations
August 31, 2011 212-460-4111
11:15 a.m.

Hurricane Irene Update

CON EDISON DISTRIBUTES DRY ICE IN WESTCHESTER

NEW YORK – As hundreds of Con Edison crews restore electrical power to residents affected by Hurricane Irene, the Company is distributing dry ice to customers in Westchester County at two locations until 7 p.m. or until supplies run out:

- **Cortlandt**

Muriel H. Morabito Community Center
29 Westbrook Drive
Cortlandt Manor, NY (Off Route 6)

- **Armonk**

IBM Complex / Town Park, 205 Business Park Drive; a customer outreach van also will be at this location.

Instructions for safe handling and disposal are printed on the paper bag containing the ice. Dry ice is frozen carbon dioxide and should be used only in well-ventilated areas. Keep children and pets safely away.

In Rye: 1051 Boston Post Rd., Con Edison employees will assist customers, but not supply dry ice, from an outreach van until 7 p.m.

#

FOR IMMEDIATE RELEASE

August 31, 2011

5:55 p.m.

Contact: Media Relations

212-460-4111

HURRICANE IRENE AFTERNOON UPDATE

CON EDISON CONTINUES RESTORATION EFFORTS

NEW YORK – Con Edison crews, working around the clock since Hurricane Irene rampaged through New York City and Westchester County, have restored electric service to 93 percent of the affected customers.

The Company is on pace to have nearly all its Westchester County customers back in service by late Thursday night and met its goal of restoring nearly all New York City customers last night.

In Westchester, the communities with the highest number of customers still without power due to the storm include North Castle, Cortlandt and New Castle. In all, about 12,000 customers in Westchester are without power due to the storm. About 93,000 Westchester customers were affected by Hurricane Irene.

Con Edison restores lines that will provide power to the most customers as quickly as possible, and then moves on to restore small groups and individual customers who are still without power.

About 175,500 of the 187,800 customers in New York City and Westchester County who lost power as a result of the storm have been restored to service.

Hurricane Irene's fierce winds knocked trees into power lines, poles and transformers, causing more power outages in Con Edison's service area than any other storm in history. The previous high was 173,000 customer outages from a March 2010 nor'easter. Con Edison updates outage numbers every 15 minutes on www.ConEd.com/OutageMap.

The Company is receiving assistance from utility crews from various states, including Louisiana, Texas, Colorado, Kansas, Mississippi, Michigan, Illinois and Wisconsin.

Con Edison is reminding customers of important safety messages:

- Treat all downed wires as if they are live.
- Avoid standing water or puddles, which may hide downed wires.
- Report all downed wires to Con Edison and local police departments immediately.

Customers can use their mobile devices, as well as computers, to report power interruptions or service problems at www.conEd.com. They also may call Con Edison at 1-800-75-CONED (1-800-752-6633).

The Company is working closely with the New York City Office of Emergency Management, the Westchester Office of Emergency Services and other emergency officials to monitor and respond to the effects of Hurricane Irene.

###

FOR IMMEDIATE RELEASE

September 1, 2011

7:00 a.m.

Contact: Media Relations

212-460-4111

IRENE MORNING UPDATE: WESTCHESTER FOCUS

CON EDISON HAS 96 PERCENT RESTORED

NEW YORK – Con Edison crews, working around the clock since Hurricane Irene whirled and slashed through New York City and Westchester County, have restored electric service to 96 percent of the Company's storm-affected customers.

Con Edison is on pace to have nearly all its Westchester County customers back in service by late Thursday night. Nearly all New York City customers were restored by Tuesday evening.

In Westchester, the communities with the highest number of customers still without power due to the storm include North Castle, Cortlandt, Mount Pleasant, and New Castle. About 7,400 of the 93,000 customers in Westchester originally affected remain without power due to the storm.

The Company has continued its practice of restoring service lines that will provide power to the most customers as quickly as possible, then moving on to restore smaller groups and individual customers who are still without power.

About 180,000 of the 187,800 customers in New York City and Westchester County who lost power as a result of the storm now have had service restored.

Hurricane Irene's fierce winds knocked trees into power lines, poles and transformers, causing more power outages in Con Edison's service area than any other storm in history. The previous high was 173,000 customer outages from a March 2010 nor'easter. Con Edison updates outage numbers every 15 minutes on www.ConEd.com/OutageMap.

The Company is receiving assistance from utility crews from various states, including Louisiana, Texas, Colorado, Kansas, Mississippi, Michigan, Illinois and Wisconsin.

Con Edison is reminding customers of important safety messages:

- Treat all downed wires as if they are live.
- Avoid standing water or puddles, which may hide downed wires.
- Report all downed wires to Con Edison and local police departments immediately.

Customers can use their mobile devices, as well as computers, to report power interruptions or service problems at www.conEd.com. They also may call Con Edison at 1-800-75-CONED (1-800-752-6633).

The Company is working closely with the New York City Office of Emergency Management, the Westchester Office of Emergency Services and other emergency officials to monitor and respond to the effects of Hurricane Irene.

#

FOR IMMEDIATE RELEASE **Contact:** Media Relations
September 1, 2011 212-460-4111
9:45 a.m.

CON EDISON DISTRIBUTES DRY ICE IN WESTCHESTER; CUSTOMER SERVICE VANS REMAIN OPEN

NEW YORK – As work continues for Con Edison crews restoring electrical power to residents affected by Hurricane Irene, the Company is distributing dry ice to customers in Westchester County at two locations today from 11 a.m. to 7 p.m., or until supplies run out.

DRY ICE

- **Cortlandt**

Muriel H. Morabito Community Center
29 Westbrook Drive
Cortlandt Manor, NY (Off Route 6)

- **Armonk**

205 Business Park Drive/ Town Park

Instructions for safe handling and disposal are printed on the paper bag containing the ice. Dry ice is frozen carbon dioxide and should be used only in well-ventilated areas. Keep children and pets safely away.

CUSTOMER OUTREACH VANS

Customer outreach vans are continuing their assistance to customers and will be available today from 10 a.m. to 7 p.m. They will be located at:

- **Armonk**

205 Business Park Drive/ Town Park

- **Rye**

1051 Boston Post Road

###

FOR IMMEDIATE RELEASE

September 1, 2011

5:25 p.m.

Contact: Media Relations

212-460-4111

IRENE AFTERNOON UPDATE: WESTCHESTER FOCUS

CON EDISON NEARING FULL RESTORATION, 98% COMPLETE

NEW YORK – Con Edison crews, joined by hundreds of other utility workers from around the country, continued today to work on restoring the remaining customers impacted by Hurricane Irene in Westchester County and New York City.

The Company has focused on restoring service lines that will provide power to the most customers as quickly as possible. The remaining customer outages involve repairing smaller groups and individual customers.

Con Edison is on pace to have nearly all its Westchester County customers back in service by late tonight. About 3,800 of the 93,000 customers in Westchester originally affected remain without power. The Company has restored about 184,000 of the 187,800 customers (or about 98%) in Westchester County and New York City who lost power as a result of the storm.

Hurricane Irene's fierce winds knocked trees into power lines, poles and transformers, causing more power outages in Con Edison's service area than any other storm in history. The previous high was 173,000 customer outages from a March 2010 nor'easter. Con Edison updates outage numbers every 15 minutes on www.ConEd.com/OutageMap.

The Company is receiving assistance from utility crews from various states, including Louisiana, Texas, Colorado, Kansas, Mississippi, Michigan, Illinois and Wisconsin.

Customers can use their mobile devices, as well as computers, to report power interruptions or service problems at www.conEd.com. They also may call Con Edison at 1-800-75-CONED (1-800-752-6633).

The Company is working closely with the New York City Office of Emergency Management, the Westchester Office of Emergency Services and other emergency officials to monitor and respond to the effects of Hurricane Irene.

###

Attachment J – Blast Email

From: Con Edison [mailto:info@customerservice.coned.com]

Sent: Friday, August 26, 2011 2:14 PM

To: Cameron, Ann

Subject: Prepare for stormy weather

[Click here](#) if you are having trouble seeing the images in this e-mail.



Stay safe as storms approach.

conEdison

- 1** Find out how to report and stay on top of power problems. >>[click here](#)
- 2** Check power outage maps and find status on your service. >>[click here](#)
- 3** Make sure your flashlights and battery-operated radios are in working order.
- 4** If you lose power, turn off lights and unplug appliances so circuits don't overload when power is restored.
- 5** Stay clear of downed power lines.

For more information: >>[click here](#)

Attachment K – Web Site Storm Display

The screenshot shows a Windows Internet Explorer browser window displaying the Con Edison website. The address bar shows <http://www.coned.com/>. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The Favorites bar contains links to U.S. Bureau of Labor Statistics, Google, Merriam-Webster Online, Free Hotmail, Web Slice Gallery, and Customize Links. The browser tabs show 'Con Edison of New York' and '@Con Edison Home'. The website header features the Con Edison logo, a 'quicklinks' dropdown menu, and a search box. A navigation bar contains links for 'my account', 'customer central', 'business center', 'investors', 'community', 'news', 'about us', and 'contact us'. The main content area is dominated by a large banner image of a GMC utility truck with workers on a lift bucket. A blue 'Storm Update' button with 'Click Here' is overlaid on the image. To the left of the banner is a 'Log In to My Account' section with a login form and text: 'Mi cuenta en español', 'Enter your account number without dashes', 'On My Account you can pay your bill, check your balance, enroll in special services, and more.', and 'Steam customers, please click here.' To the right is a 'Report an electric service problem or check restoration status' section and a 'NEWS AND HIGHLIGHTS' section with links: 'Con Edison Restores 80 Percent of Customers Hit by Irene', 'Goodnight Irene: Safety Focus In Con Edison Restorations', 'Con Edison Restoring Customers', 'Con Edison Restores Gas Service To Upper Manhattan Customers', and 'Save Money with Con Edison Air Conditioning Rebates'. Below the banner are five smaller tiles: 'Storm Central Storm preparation and recovery tips', 'Outage Map Power outage information updated every 15 minutes', 'NYC and Westchester Offices of Emergency Management', 'Con Edison Restoring Customers Video and photos', and 'Power Out? We're On It Watch the video.' The footer contains links for 'contact us', 'search', 'careers', 'site map', 'consolidated edison, inc.', and 'privacy policy'. The browser status bar shows 'Done' and 'Local intranet'.

Con Edison Storm Center - Windows Internet Explorer

http://apps.coned.com/weboutageinfo/stormcenter/default.aspx

File Edit View Favorites Tools Help

Con Edison Storm Center

Report Electric Service Problem/Check Status | Help

Legend Summary

- New York City Details
- Westchester Details

Active Outages: 2096
Affected Customers: 109483

Go To Favorites

- Go to Overview Map
- Go to an Address (enter ZIP code or street, city, and state):
- Go to an Area

Last Updated: Aug 28, 10:48 AM
 Information is updated every 15 minutes.

Local intranet 100%

Start | Inboxes - Microsoft Outlook | Winds in Merrick - Messa... | RE: Important Dinner Inf... | Con Edison Storm Cen... | Search Desktop | 10:51 AM

Attachment L – Customer Support System Messaging

Sent: Saturday, August 27, 2011 1:33 PM
To: dl - CSR's All; dl - CSR's, Spvsrs of
Subject: Important reminders - Emergency Calls

Good afternoon,

Important Reminders that you may find helpful when handling Emergency Calls:

- ✓ Obtain cell phone # from our customers when entering an emergency ticket. The only time you should click on 'none' is if the customer states they do not have a CTEL.
- ✓ Do not cancel pending trouble tickets and always issue new tickets for customers who are calling to report an electric service problem for the first time.
- ✓ QA's Event Information page has everything you need to know about emergency related issues. [QA: Emergency Event Information](#)
- ✓ An **Emergency Trouble Ticket** is required to address all **initial** Emergency calls. Use the Emergency Desktop application. When a customer calls back to provide additional information on the pending trouble report - **DO NOT issue a follow-up form - update that current Trouble Ticket** on the PEND screen with any new pertinent information given by the customer calling back about that complaint and update NO: to 002 etc..

```
***** TRBL - Emergency Control System - Trouble Screen *****
TELEPHONE#: 8007526633      DATE ENTERED: 082711      TIME: 1219      NO: 001
NAME: CON EDISON TEST ACCT  HOUSE#: 3210      DIRECTION:
STREET: BRONXWOOD          ARTERY: AVEN      P/S: TEST      BORO: X
MUNI: 00                   CELL PHONE#:
EMERGENCY CODE: NL        T\OF:
```

Update to 002 and
Enter additional information as
appropriate

- ✓ A **New Emergency Trouble Ticket** is **required** if the remarks printed on the **Trouble Ticket** state N/A or no access or follow-up on recall or comp. Please make sure that you obtain a **direct contact** number from the customer and record that number onto the new **Emergency Trouble Ticket**.
- ✓ **Remember – a Follow-Up Form** is used to investigate and research a **Trouble Ticket** that has been completed or referred via the **Follow-Up Skill Group** (customer service reps).
- ✓ The **Emergency Application** in the Desk Top displays "**AREA OUTAGE SEARCH BOX**" that will provide information that will be helpful to you as you are speaking with a customer who is reporting an outage or calling back to check on the status of a previously reported outage: **STATUS: UNASSIGNED:** We know of the outage in the area. The crews have not been dispatched yet. **DISPATCHED:** Crews have been assigned and are on the way. **ARRIVED:** Crews have arrived in the area. **WORKING:** Crews are working in the area and

may be waiting for materials, additional crews or assistance. In most cases the area / customer is still without service. [Click here for additional information](#)

- ✓ Outage Manager and Outage Map are available on Desktop - Please use all the tools available to you to answer customer inquiries regarding electric emergencies

Outage Mgr & Map

Review Ticket Information with Customer

Do Not give out above numbers to the public

ETR

Area Outage Search

Area Outage Found

STATUS: DISPATCHED
ETR: 07:05:00 21:00
ESTIMATED # OF CUSTOMERS OUT: 108

RECEIVED	JOBNO	TRBLDESC	CUSTNAME
1	2010-07-05 17:00 WE10100968	NO LIGHTS - AREA	KBTH ALTSCHULER
2	2010-05-05 15:29 WE10095224	NO LIGHTS (INDIVIDUAL)	KBTH ALTSCHULER
3	2009-08-21 18:45 WE09036577	NO LIGHTS - AREA	KBTH ALTSCHULER
4	2007-07-29 08:03 WE07042290	SERVICE VMRE DOWN	KBTH ALTSCHULER
5	2007-07-10 10:13 WE07038554	NO LIGHTS - AREA	KBTH ALTSCHULER

Ticket Remarks

JOB/TKT NO: WE10100968 CALLER PHONE: 914 482 0047
ADDRESS: 12 WAYNE AV
BORO: W MUNI TC
CROSS ST: (N/A) CP: ST: LAFAYETTE ARTY: ST

Emergency Job Status:
EMERGENCY WORK FOR THIS JOB HAS BEEN REPORTED COMPLETE ON 07/05/10 AT 17:09.

001 DOREEN BRONO :. OTHER HOUSES/BUILDINGS WITHOUT POWER. -CTEL:
002 143745939.ARE OUTAGE, AUTISTIC CHILD IN THE HOUSE.
003 CELL TELEPHONE# IS: 9143745939
004 07/06/10 17:08 DISPATCHED TO: DISPATCHED BY STAB MTR

Account List:

Account	Acct Name
655200193800020	ANNE MARIE LEONARD
413241530500033	ELUE/SCREEN GEMS LTD
701930181500000	PATRICK BUONO
655060062200092	CLEATRICE SCURRY
655062002500120	MOUSSA A NDIAYE
301017051020105	MARIANNE SHERIDAN
301017051700037	CHRISTOPHER MILLO
655060062203029	LAMINE KEITA
301017050900002	CHRIS RICE
301017038500037	MRS K OLMSTEAD

Customer Information:

588810 0143 0402 8 KEITH ALTSCHULER CRED NONE EXP A/R 223.88
12 WAYNE AV PD TEL 914-482-0047 ALT N NNRD 072110 EL ACTIVE SC 001
UEAPLANCK 10596 M 83 TYPE ENHR EFFHT RESID TRIP 14
NOTE M REFD N PEND Y INQ/CMPLNT 070610 ACC DISP INFO CLR FLD

EMERGENCY CALLS

Be empathetic - listen to our customer's concerns. Let customers speak/vent their frustrations.

- Respond to each question, request, or complaint.
- Maintain an upbeat, positive tone for every call.
- Always ask customers calling to report service problems for their name, full address including Borough and contact telephone number.
- Address the customer by name when possible.

- Apologize for any inconvenience the customer is experiencing.
- Summarize the information given by the customer.

Trouble Tickets

Always issue trouble tickets using the Desktop Emergency Application.

If available, provide our customers with an ETR.

- Use the Desktop Emergency Application to obtain updates on previously issued trouble tickets. Remind customers that they may also check the status (i.e. ETR and job status) of previously issued trouble tickets through the automated system, on their web-enabled handheld devices (i.e. iPhone, Blackberry, Droid, etc.) and on the Con Edison website by going to www.coned.com
- Also, remind customers that we will call them when an ETR is established.
- Never cancel a pending trouble ticket!
- If the address does not come up on system: Issue an Unknown trouble ticket.

Critical Customers

- Inform your supervisor and contact a supervisor in Electric Operations if you receive a call from a critical customer such as hospitals, prisons, nursing homes, water and sewage treatment plants, government agencies (police, fire department, EMS, NYCHA, Cooling Centers, etc), research institutions, and transportation systems (LIRR, PATH, METRO NORTH, NYCTA, AMTRAK, tunnels, bridges, and ferry terminals).

From: CAC Quality Assurance
Sent: Saturday, August 27, 2011 5:03 PM
To: dl - CSR's All; dl - CSR's, Spvsrs of
Subject: Emergency call information - Hurricane Irene

In the event of outages due to Hurricane Irene, emergency personnel will not be able to respond during the height of the storm due to the safety issues it presents to our employees. Once the storm is over, we evaluate the damage and address public health and safety situations first and then begin restoration efforts.

In the event of major flooding, the Company will have to wait for waters to recede before workers can enter some facilities to begin assessing equipment damage. As equipment is dried and determined safe to energize, the highest priority for restoration will be given to critical customer facilities that have an impact on the general public such as mass transit, hospitals, police and fire stations, and sewage and water-pumping stations.

Provide callers with the following safety tips:

- If you see downed electrical wires, do not go near them. Treat all downed wires as if they are live. Never attempt to move or touch them with any object. Be mindful that downed wires can be hidden from view by tree limbs, leaves, or water.
 - Report all downed wires to Con Edison and your local police department immediately. Call Con Edison at 1-800-75-CONED (1-800-752-6633) and 911. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
 - If your power goes out, turn off all lights and appliances to prevent overloaded circuits when power comes back on.
 - Make sure your flashlights and any battery-operated radios are in working order, and keep a supply of extra batteries. Weather updates and news on power outages can be heard on most local radio and television stations.
-

From: CAC Quality Assurance
Sent: Sunday, August 28, 2011 1:05 AM
To: dl - CSR's All; dl - CSR's, Spvsrs of
Subject: Outage Manager - Outage Map: Emergency Calls

EMERGENCY CALLS

Please continue to be empathetic and listen to our customer's questions and concerns. Allow customers to speak/vent their frustrations.

Outage Manager and Outage Map (via Desktop) are useful tools to access when answering customer questions and concerns regarding outages.

And, check out the below videos – The information may prove helpful when answering customer questions regarding outages and how we respond outages.

Videos:

- ✓ [How we Respond to Outages](#)
- ✓ [What Causes Power Problems](#)

Important Reminders that you may find helpful when handling Emergency Calls:

- ✓ Obtain cell phone # from our customers when entering an emergency ticket. The only time you should click on 'none' is if the customer states they do not have a CTEL.
- ✓ Do not cancel pending trouble tickets and always issue new tickets for customers who are calling to report an electric service problem for the first time.
- ✓ QA's Event Information page has everything you need to know about emergency related issues. [QA: Emergency Event Information](#)
- ✓ **An Emergency Trouble Ticket** is required to address all **initial** Emergency calls. Use the Emergency Desktop application. When a customer calls back to provide additional information on the pending trouble report - **DO NOT issue a follow-up form - update that current Trouble Ticket** on the PEND screen with any new pertinent information given by the customer calling back about that complaint and update NO: to 002 etc..


```
***** TEL ***** Emergency Control System ***** Trouble Screen *****
TELEPHONE#: 8007526633      DATE ENTERED: 082711      TIME: 1219      NO: 001
NAME: CON EDISON TEST ACCT  HOUSE#: 3210      DIRECTION:
STREET: BRONXWOOD          ARTERY: AVEN      P\S: TEST      BORO: X
MUNI: 00                    CELL PHONE#:
EMERGENCY CODE: NL          T\OF:
```

Update to 002 and
Enter additional information as
appropriate

- ✓ A **New Emergency Trouble Ticket** is **required** if the remarks printed on the **Trouble Ticket** state **N/A** or **no access** or **follow-up on recall** or **comp**. Please make sure that you obtain a **direct contact** number from the customer and record that number onto the new **Emergency Trouble Ticket**.
- ✓ **Remember – a Follow-Up Form** is used to **investigate** and **research** a **Trouble Ticket** that has been **completed** or **referred** via the **Follow-Up Skill Group** (customer service reps).
- ✓ The **Emergency Application** in the Desk Top displays "**AREA OUTAGE SEARCH BOX**" that will provide information that will be helpful to you as you are speaking with a customer who is reporting an outage or calling back to check on the status of a previously reported outage: **STATUS: UNASSIGNED: We know of the outage in the area. The crews have not been dispatched yet. DISPATCHED: Crews have been assigned and are on the way. ARRIVED: Crews have arrived in the area. WORKING: Crews are working in the area and may be waiting for materials, additional crews or assistance. In most cases the area / customer is still without service. [Click here for additional information](#)**

Outage Mgr & Map

Review Ticket Information with Customer

Do Not give out above numbers to the public

ETR

Area Outage Search

RECEIVED	JOBNO	TRBLDESC	CUSTNAME
2010-07-08 17:00	WE10100968	NO LIGHTS - AREA	KEITH ALTSCHULER
2010-05-05 19:29	WE10095224	NO LIGHTS (INDIVIDUAL)	KEITH ALTSCHULER
2009-08-21 18:45	WE06038677	NO LIGHTS - AREA	KEITH ALTSCHULER
2007-07-29 08:03	WE07042090	SERVICE WARE DOWN	KEITH ALTSCHULER
2007-07-10 10:13	WE07038554	NO LIGHTS - AREA	KEITH ALTSCHULER

Ticket Remarks

OCB/TKT NO: WE10100968 CALLER PHONE: 914 482 0047
 ADDRESS: 12 MAYNE AV
 BORO: W MUNI TC
 CROSS ST: (N/A) CP: ST: LAFAYETTE ARTS: ST

Emergency Job Status:
 EMERGENCY WORK FOR THIS OCB HAS BEEN REPORTED COMPLETED ON 07/08/10 AT 17:09.

001 DOREEN BRUNG :. OTHER HOUSES/BUILDINGS WITHOUT POWER. -CTEL:
 002 143745939. ARE OUTAGE, AUTISTIC CHLD IN THE HOUSE.
 003 CELL TELEPHONE IR: 9143745939
 004 0706038 17:08 ESTIMATED TO BE RELOADED BY 07:00 AM

Account List

Account	Acct Name
6552001939001020	ANNE MARIE LEONARD
413241530500030	IEUE/SCREEN GEMS LTD
701950191906000	PATRICK BUONO
65506002200002	CLEATRICE SCURRY
655062002500120	MOUSSA A NDJAYE
301017051000105	MARIANNE SHERIDAN
301017051700037	CHRISTOPHER MILLO
65506002200002	LAMINE KEITA
301017050900002	CHRIS RICE
301017038500037	MRS K OLMSTEAD

Customer Information:
 588810 0143 0402 8 KEITH ALTSCHULER CRED NONE EXP A/R 223.88
 12 MAYNE AV PD TEL 914-482-0047 ALT N NNRD 072110 EL ACTIVE SC 801
 UEAPLANCK 18596 M 83 TYPE EARR EFFHT RESID TRIP 14
 NOTE M REFD N PEND Y INQ/CMPLMT 070610 ACC DISP INFO CLR# FLD

EMERGENCY CALLS

Be empathetic - listen to our customer's concerns. Let customers speak/vent their frustrations.

- Respond to each question, request, or complaint.
- Maintain an upbeat, positive tone for every call.
- Always ask customers calling to report service problems for their name, full address including Borough and contact telephone number.
- Address the customer by name when possible.
- Apologize for any inconvenience the customer is experiencing.
- Summarize the information given by the customer.

Trouble Tickets

Always issue trouble tickets using the Desktop Emergency Application.

If available, provide our customers with an ETR.

- Use the Desktop Emergency Application to obtain updates on previously issued trouble tickets. Remind customers that they may also check the status (i.e. ETR and job status) of previously issued trouble tickets through the automated system, on their web-enabled handheld devices (i.e. iPhone, Blackberry, Droid, etc.) and on the Con Edison website by going to www.coned.com
- Also, remind customers that we will call them when an ETR is established.
- Never cancel a pending trouble ticket!
- If the address does not come up on system: Issue an Unknown trouble ticket.

Critical Customers

- Inform your supervisor and contact a supervisor in Electric Operations if you receive a call from a critical customer such as hospitals, prisons, nursing homes, water and sewage treatment plants, government agencies (police, fire department, EMS, NYCHA, Cooling Centers, etc), research institutions, and transportation systems (LIRR, PATH, METRO NORTH, NYCTA, AMTRAK, tunnels, bridges, and ferry terminals).
-

From: CAC Quality Assurance
Sent: Sunday, August 28, 2011 6:05 AM
To: dl - CSR's All; dl - CSR's, Spvsrs of
Subject: Emergency Calls - Always issue tickets

Good morning -

We are expecting increased call traffic this morning as customers awaken to loss of service due to Hurricane Irene. Please continue to be empathetic when speaking to our customers who are experiencing electric service problems. What you say and how you say it speaks volumes.

Manage customer expectations and explain that safety is Con Edison's first priority for our customers and our employees. Emergency personnel will not be able to evaluate the storm damage until after the storm has passed due to the safety issues it presents to our employees. Once the storm is over, we will evaluate the damage and address public health and safety situations first and then begin restoration efforts.

Apologize for any inconvenience they may be experiencing and ask for their patience and understanding until we can assess the damage and restore power in a safe manner.

From: CAC Quality Assurance
Sent: Sunday, August 28, 2011 2:37 PM
To: dl - CSR's All; dl - CSR's, Spvsrs of
Cc: Gibbons, Linda M.
Subject: Emergency Calls - Always issue tickets

[QA: Emergency Event Information](#) page has everything you need to know about emergency related issues.

- **[Storm: FAQ](#)**
- **Videos: [What Causes Power Problems](#) and [How we Respond to Outages](#)**
- **Press Releases and**
- **An Outlook folder that contains the communications forwarded during the storm event. Please click on [QA: Emergency Event Information](#) page and save by clicking on 'My Links'.**

[Storm: FAQ](#)

[Why can't you give me an ETR?](#)

Apologize for any inconvenience. Be empathetic - listen to our customer's concerns and allow them to speak/vent their frustrations.

Assure the caller that our emergency personnel will be working to assess the damage caused by Hurricane Irene and address public health and safety situations first and then begin restoration efforts. We first restore services to critical facilities and then restore power to the most people in the fewest hours possible. We will continue to work until all our customer's that lost service due to Hurricane Irene have been restored.

Explain that they will receive an outbound ETR call when the ETR is available. Customers may also check the status of their pending trouble ticket using their cell phone or smart phones or by going to www.coned.com.

[What should I do if a household member relies on electric equipment for a medical condition?](#)

During power restoration, special attention is paid to restoring facilities such as hospitals and facilities that protect public health. Con Edison also maintains a record of customers who use life-support equipment so that we can contact them in case of an emergency. (Follow LSE procedure and ask the customer if they or someone in their household or a tenant use life-sustaining equipment. Issue the appropriate referral) Click [here](#) to email a brochure. Also recommend that they consider alternative power sources, such as portable generators, to supply electricity to your home in the event of a power outage.

[My neighbor has power, but I don't. Why?](#)

You may be on a different circuit; or, your neighbor may get power from a different direction on the same circuit, bypassing the problem that may still be affecting your service.

From: CAC Quality Assurance
Sent: Sunday, August 28, 2011 10:03 AM
To: dl - CSR's All; dl - CSR's, Spvsrs of
Subject: Emergency Calls - Always issue tickets

Hurricane Irene is presenting many challenges for our Call Center and the Company as a whole. Our customers continue to call to report their service problems and we continue to treat each call with courtesy and professionalism. Your efforts are appreciated.

To assist with the volume of service problem calls we are receiving, we also provide our customers with self service options to report their service problem. The below information identifies how these reports were issued.

Self service trouble reports issued by:

Emp. # 99919: Online www.coned.com

Emp. # 99997: IVR

Emp. #99949: TFCC (Twenty First Century Communications) offers automated inbound call handling services. Callers are transferred to TFCC to

issue a trouble ticket via the automated system when our telephone lines near capacity. This ensures that we issue reports timely.

EMERGENCY CALLS

Be empathetic - listen to our customer's concerns. Let customers speak/vent their frustrations.

- **Respond to each question, request, or complaint.**
- **Maintain an upbeat, positive tone for every call.**
- **Always ask customers calling to report service problems for their name, full address including Borough/Westchester and contact telephone number.**
- **Address the customer by name when possible.**
- **Apologize for any inconvenience the customer is experiencing.**
- **Summarize the information given by the customer.**

From: CAC Quality Assurance
Sent: Monday, August 29, 2011 10:00 AM
To: dl - CSR's, Spvsrs of; dl - CSR's All
Subject: Emergency Calls - Always issue tickets

Good Morning,

As of 7am today, we still have approximately 106,000 customers without power.

Utilize the tools you have available to assist with customer calls:

- [QA: Emergency Event Information](#)
- [Outage Manager](#)
- [Outage Map](#)
- [Storm: FAQ](#)
- [Press Releases](#)

Be empathetic - listen to our customer's concerns. Let customers speak/vent their frustrations.

- Respond to each question, request, or complaint.
- Maintain an upbeat, positive tone for every call.
- Always ask customers calling to report service problems for their name, full address including Borough/Westchester and contact telephone number.
- Address the customer by name when possible.
- Apologize for any inconvenience the customer is experiencing.

Summarize the information given by the customer

Your efforts are appreciated

From: CAC Quality Assurance
Sent: Monday, August 29, 2011 9:56 PM
To: dl - CSR's, Spvsrs of; dl - CSR's All
Subject: Update: Emergency Calls - Always issue tickets

Good Evening,

As of 9pm today, we still have approximately **68,000 customers** without power.

Utilize the tools you have available to assist with customer calls:

- [QA: Emergency Event Information](#)
- [Outage Manager](#)
- [Outage Map](#)
- [Storm: FAQ](#)
- [Press Releases](#)

Be empathetic - listen to our customer's concerns. Let customers speak/vent their frustrations.

- Respond to each question, request, or complaint.
- Maintain an upbeat, positive tone for every call.
- Always ask customers calling to report service problems for their name, full address including Borough/Westchester and contact telephone number.
- Address the customer by name when possible.
- Apologize for any inconvenience the customer is experiencing.

Summarize the information given by the customer

[Your efforts are appreciated](#)

Date: August 28, 2011

Time: 19:13

Type: Telephone system message

"Please remain on the line to receive information about the locations of customer care representatives and where to obtain dry ice. You may also visit www.coned.com to receive information about the locations of customer care representatives and where to obtain dry ice."

Date: August 28, 2011

Time: 06:00

Type: Telephone system message

"As a result of the impact of Hurricane Irene on our service territory, many of our customers are without service at this time. We have specific information for our customers who live in Queens, Staten Island, Westchester, Brooklyn and the Bronx. To listen to this area specific outage information for Queens press 1, Staten Island press 2, Westchester press 3, Brooklyn press 4 and the Bronx press 5. To bypass outage information and to report your service trouble or check the status of your outage press 0."

If 1 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 16,117 customers. We regret the inconvenience; our crews are working to safely restore service as quickly as possible. To immediately report your service trouble or to check on the status of your previously reported trouble, press 1 now. To report your trouble to a representative press 2. Customers can also report power interruptions or service problems as well as view service restoration information online at www.coned.com and on their cell phones and PDAs. Thank you for your patience."

If 2 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Staten Island affecting approximately 11,509 customers. We regret the inconvenience; our crews are working to safely restore service as quickly as possible. To immediately report your service trouble or to check on the status of your previously reported trouble, press 1 now. To report your trouble to a representative press 2. Customers can also report power interruptions or service problems as well as view service restoration information online at www.coned.com and on their cell phones and PDAs. Thank you for your patience."

If 3 is pressed:

“As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 10,256 customers. We regret the inconvenience; our crews are working to safely restore service as quickly as possible. To immediately report your service trouble or to check on the status of your previously reported trouble, press 1 now. To report your trouble to a representative press 2. Customers can also report power interruptions or service problems as well as view service restoration information online at www.coned.com and on their cell phones and PDAs. Thank you for your patience.”

If 4 is pressed:

“As a result of severe weather conditions we are experiencing scattered outages throughout Brooklyn affecting approximately 3,405 customers. We regret the inconvenience; our crews are working to safely restore service as quickly as possible. To immediately report your service trouble or to check on the status of your previously reported trouble, press 1 now. To report your trouble to a representative press 2. Customers can also report power interruptions or service problems as well as view service restoration information online at www.coned.com and on their cell phones and PDAs. Thank you for your patience.”

If 5 is pressed:

“As a result of severe weather conditions we are experiencing scattered outages throughout the Bronx affecting approximately 3,331 customers. We regret the inconvenience; our crews are working to safely restore service as quickly as possible. To immediately report your service trouble or to check on the status of your previously reported trouble, press 1 now. To report your trouble to a representative press 2. Customers can also report power interruptions or service problems as well as view service restoration information online at www.coned.com and on their cell phones and PDAs. Thank you for your patience.”

Date: August 29, 2011

Time: 08:00

Type: Telephone system message

"As a result of the impact of Hurricane Irene on our service territory, many of our customers are without service at this time. We have specific information for our customers who live in Queens, Staten Island, Westchester, Brooklyn and the Bronx. To listen to this area specific outage information for Queens press 1, Staten Island press 2, Westchester press 3, Brooklyn press 4 and the Bronx press 5. To bypass outage information and to report your service trouble or check the status of your outage press 0."

If 1 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 26,300 customers. The hardest hit areas are Flushing, Hollis, Jamaica, Rego Park and Richmond Hill. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

If 2 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Staten Island affecting approximately 12,700 customers. The hardest hit areas are Fox Hills, Wainwright and Woodrow. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

If 3 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 57,700 customers. The hardest hit areas are Cortlandt, White Plains, Yonkers, Mount Pleasant, Yorktown, North Castle, New Castle, Greenburgh, Mamaroneck and Tarrytown. We regret the inconvenience; Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

If 4 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Brooklyn affecting approximately 4,900 customers. The hardest hit areas are Flatbush and Sheepshead Bay. We regret the inconvenience; Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

If 5 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout the Bronx affecting approximately 1,600 customers. The hardest hit areas are Northeast Bronx, Southeast Bronx and Riverdale. We regret the inconvenience; Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

Date: August 29, 2011

Time: 17:00

Type: Telephone system message

"As a result of the impact of Hurricane Irene on our service territory, many of our customers are without service at this time. We have specific information for our customers who live in Queens, Staten Island, Westchester, Brooklyn and the Bronx. To listen to this area specific outage information for Queens press 1, Staten Island press 2, Westchester press 3, Brooklyn press 4 and the Bronx press 5. To bypass outage information and to report your service trouble or check the status of your outage press 0."

If 1 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 19,700 customers. The hardest hit areas are Flushing, Hollis, Jamaica, Rego Park and Richmond Hill. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

If 2 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Staten Island affecting approximately 5,800 customers. The hardest hit areas are Fox Hills, Wainwright and Woodrow. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts"

If 3 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 50,500 customers. The hardest hit areas are Cortlandt, White Plains, Yonkers, Mount Pleasant, Yorktown, North Castle, New Castle, Greenburgh, Mamaroneck and Tarrytown. We regret the inconvenience; Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

If 4 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Brooklyn affecting approximately 2,000 customers. The hardest hit areas are Flatbush and Sheepshead Bay. We regret the inconvenience; Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

If 5 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout the Bronx affecting approximately 1,900 customers. The hardest hit areas are Northeast Bronx, Southeast Bronx and Riverdale. We regret the inconvenience; Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

Date: August 29, 2011

Time: 21:00

Type: Telephone system message

"As a result of the impact of Hurricane Irene on our service territory, many of our customers are without service at this time. We have specific information for our customers who live in Queens, Staten Island, Westchester, Brooklyn and the Bronx. To listen to this area specific outage information for Queens press 1, Staten Island press 2, Westchester press 3, Brooklyn press 4 and the Bronx press 5. To bypass outage information and to report your service trouble or check the status of your outage press 0."

If 1 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 15,830 customers. The hardest hit areas are Flushing, Hollis, Jamaica, Rego Park and Richmond Hill. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

If 2 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Staten Island affecting approximately 2,769 customers. The hardest hit areas are Fox Hills, Wainwright and Woodrow. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

If 3 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 41,400 customers. The hardest hit areas are Cortlandt, White Plains, Yonkers, Mount Pleasant, Yorktown, North Castle, New Castle, Greenburgh, Mamaroneck and Tarrytown. We regret the inconvenience; Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

If 4 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Brooklyn affecting approximately 6,700 customers. The hardest hit areas are Flatbush and Sheepshead Bay. We regret the inconvenience; Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

If 5 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout the Bronx affecting approximately 1,670 customers. The hardest hit areas are Northeast Bronx, Southeast Bronx and Riverdale. We regret the inconvenience; Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

Date: August 30, 2011

Time: 05:00

Type: Telephone system message

"As a result of the impact of Hurricane Irene on our service territory, many of our customers are without service at this time. We have specific information for our customers who live in Queens, Staten Island, Westchester, Brooklyn and the Bronx. To listen to this area specific outage information for Queens press 1, Staten Island press 2, Westchester press 3, Brooklyn press 4 and the Bronx press 5. To bypass outage information and to report your service trouble or check the status of your outage press 0."

If 1 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 9,457 customers. The hardest hit areas are Flushing, Hollis, Jamaica, Rego Park and Richmond Hill. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

If 2 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Staten Island affecting approximately 2,279 customers. The hardest hit areas are Fox Hills, Wainwright and Woodrow. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

If 3 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 33,467 customers. The hardest hit areas are Cortlandt, White Plains, Yonkers, Mount Pleasant, Yorktown, North Castle, New Castle, Greenburgh, Mamaroneck and Tarrytown. We regret the inconvenience; Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

If 4 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout Brooklyn affecting approximately 453 customers. The hardest hit areas are Flatbush and Sheepshead Bay. We regret the inconvenience; Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

If 5 is pressed:

"As a result of severe weather conditions we are experiencing scattered outages throughout the Bronx affecting approximately 1,101 customers. The hardest hit areas are Northeast Bronx, Southeast Bronx and Riverdale. We regret the inconvenience; Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts."

Date: August 30, 2011

Time: 17:00

Type: Telephone system message

“As a result of the impact of Hurricane Irene on our service territory, many of our customers are without service at this time. We have specific information for our customers who live in Queens, Staten Island and Westchester. To listen to this area specific outage information for Queens, press 1, Staten Island press 2 and Westchester press 3. To bypass outage information and to report your service trouble or check the status of your outage, press 0. “

If 1 is pressed:

“As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 6,051 customers. The hardest hit areas are Flushing, Hollis, Jamaica, Rego Park and Richmond Hill. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.”

If 2 is pressed:

“As a result of severe weather conditions we are experiencing scattered outages throughout Staten Island affecting approximately 1,302 customers. The hardest hit areas are Fox Hills, Wainwright and Woodrow. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.”

If 3 is pressed:

“As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 26, 836 customers. The hardest hit areas are Cortlandt, White Plains, Yonkers, Mount Pleasant, Yorktown, North Castle, New Castle, Greenburgh, Mamaroneck and Tarrytown. We regret the inconvenience; Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.”

Date: August 30, 2011

Time: 19:30

Type: Telephone system message

“As a result of the impact of Hurricane Irene on our service territory, many of our customers are without service at this time. We have specific information for our customers who live in Queens, Staten Island and Westchester. To listen to this area specific outage information for Queens press 1, for Staten Island press 2, and for Westchester press 3. To bypass outage information and to report your service trouble or check the status of your outage, press 0.”

If 1 is pressed:

“As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 7,800 customers. The hardest hit areas are Flushing, Hollis, Jamaica, Rego Park and Richmond Hill. We regret the inconvenience; our crews are working to safely restore service as quickly as possible.”

If 2 is pressed:

“As a result of severe weather conditions we are experiencing scattered outages throughout Staten Island affecting approximately 1,100 customers. The hardest hit areas are Fox Hills, Wainwright and Woodrow. We regret the inconvenience; our crews are working to safely restore service as quickly as possible.”

If 3 is pressed:

“As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 26,500 customers. The hardest hit areas are Cortlandt, White Plains, Yonkers, Mount Pleasant, Yorktown, North Castle, New Castle, Greenburgh, Mamaroneck and Tarrytown. We regret the inconvenience; our crews are working to safely restore service as quickly as possible.”

Date: August 31, 2011

Time: 01:30

Type: Telephone system message

“As a result of the impact of Hurricane Irene on our service territory, many of our customers are without service at this time. We have specific information for our customers who live in Queens, Staten Island and Westchester. To listen to this area specific outage information for Queens press 1, for Staten Island press 2, and for Westchester press 3. To bypass outage information and to report your service trouble or check the status of your outage, press 0.”

If 1 is pressed:

“As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 4,900 customers. The hardest hit areas are Flushing, Hollis, Jamaica, Rego Park and Richmond Hill. We regret the inconvenience; our crews are working to safely restore service as quickly as possible.”

If 2 is pressed:

“As a result of severe weather conditions we are experiencing scattered outages throughout Staten Island affecting approximately 800 customers. The hardest hit areas are Fox Hills, Wainwright and Woodrow. We regret the inconvenience; our crews are working to safely restore service as quickly as possible.”

If 3 is pressed:

“As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 26,500 customers. The hardest hit areas are Cortlandt, White Plains, Yonkers, Mount Pleasant, Yorktown, North Castle, New Castle, Greenburgh, Mamaroneck and Tarrytown. We regret the inconvenience; our crews are working to safely restore service as quickly as possible.”

Date: August 31, 2011

Time: 07:07

Type: Telephone system message

“As a result of the impact of Hurricane Irene on our service territory, many of our customers are without service at this time. We have specific information for our customers who live in Queens and Westchester. To listen to this area specific outage information for Queens press 1, for Westchester press 3. To bypass outage information and to report your service trouble or check the status of your outage, press 0.”

If 1 is pressed:

“As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 1,100 customers. The hardest hit areas are Flushing, Hollis, Jamaica, Rego Park and Richmond Hill. We regret the inconvenience; our crews are working to safely restore service as quickly as possible.”

If 3 is pressed:

“As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 18,000 customers. The hardest hit areas are Cortlandt, White Plains, Yonkers, Mount Pleasant, Yorktown, North Castle, New Castle, Greenburgh, Mamaroneck and Tarrytown. We regret the inconvenience; our crews are working to safely restore service as quickly as possible.”

Date: August 31, 2011

Time: 16:30

Type: Telephone system message

“As a result of the impact of Hurricane Irene on our service territory, many of our customers are without service at this time. We have specific information for our customers who live in Westchester. To listen to this area specific outage information for Westchester press 3. To bypass outage information and to report your service trouble or check the status of your outage, press 0.”

If 3 is pressed:

“As a result of the impact of Hurricane Irene, we are experiencing scattered outages throughout Westchester County affecting approximately 14,000 customers. The hardest hit areas are Cortlandt, White Plains, Yonkers, Mount Pleasant, Yorktown, North Castle, New Castle, Greenburgh, Mamaroneck and Tarrytown. We regret the inconvenience; our crews are working to safely restore service as quickly as possible.”

Date: September 1, 2011

Time: 02:15

Type: Telephone system message

“As a result of the impact of Hurricane Irene on our service territory, many of our customers are without service at this time. We have specific information for our customers who live in Westchester. To listen to this area specific outage information for Westchester press 3. To bypass outage information and to report your service trouble or check the status of your outage, press 0.”

If 3 is pressed

“As a result of the impact of Hurricane Irene, we are experiencing scattered outages throughout Westchester County affecting approximately 8,500 customers. The hardest hit areas are Cortlandt, White Plains, Yonkers, Mount Pleasant, Yorktown, North Castle, New Castle, Greenburgh, Mamaroneck and Tarrytown. We regret the inconvenience; our crews are working to safely restore service as quickly as possible.”