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January 11, 2013

**By Electronic Filing**

Honorable Jeffrey C. Cohen  
Acting Secretary  
State of New York  
Public Service Commission  
Three Empire State Plaza  
Albany, NY 12223

Dear Secretary Cohen:

Part 105.4(c) of the Rules of the Department of Public Service provides for an electric corporation to submit to the Secretary of the Public Service Commission a review of its preparation and restoration performance following emergencies in which electric service restoration exceeds three days. Con Edison's report regarding its preparation and service restoration performance relating to the October 29 – 30 storm (Superstorm Sandy) in its service area is submitted herewith for electronic filing.

Sincerely,

  
John F. Miksad, SVP  
Electric Operations

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

**Sandy**

**October 29 through November 12, 2012**



**January 11, 2013**

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# Superstorm Sandy: October 29-30, 2012

This report reviews Consolidated Edison Company of New York's ("Con Edison" or "the Company") system preparation and restoration efforts as a result of the prolonged wind, rain and flooding that struck Con Edison's service territory on October 29 and 30, 2012 and is being filed with the Public Service Commission in compliance with 16 NYCRR, Part 105.4(c).

## I. Executive Summary

### Overview

Gearing up for Superstorm Sandy, Con Edison relied upon our long-standing storm preparation guidelines, coupled with on-going innovations that help our systems withstand extreme weather.

Our comprehensive preparations and preemptive actions for Sandy included guidance from our Corporate Coastal Storm Plan training, drills, and lessons learned from severe weather events like Hurricanes Katrina, Rita, and Irene, as well as severe Nor'easters that have hit our region.

In recent years, we have also sought solutions and innovations to mitigate damage to equipment and service disruptions during severe weather. For example, since 2006, we have taken a more aggressive approach to tree trimming and vegetation management, especially in Westchester County, to reduce storm-related equipment damage.

We also invested in new, smart grid technologies and innovations to allow greater flexibility and reliability in our energy systems during extreme weather. For example, for the past seven years, Con Edison has implemented a policy requiring any new building located in a flood zone to either have submersible electrical equipment installed, or to have its electrical equipment located at higher elevations.

As a result of our commitment to providing the best possible service to our customers, Con Edison's overhead system alone is twice as reliable as all other utilities in New York State, and 2.5 times more reliable than utilities nationwide. Factoring in our underground network, Con Edison's system is 8.5 times more reliable than the rest of the nation's utilities.



Nevertheless, Sandy's relentless winds and unprecedented storm surge caused damage across the region unlike anything we've ever seen. Catastrophic flooding and corrosive salt water destroyed electrical equipment and downed trees ravaged our overhead system, making repairs difficult and time-consuming.

The storm left more than one million Con Edison customers without power -- more than five times the nearly 204,000 customers impacted by Hurricane Irene, our previous largest storm event, which had been set just last year.

We were ready for Sandy and, with legions of mutual assistance crews working alongside our own crews, many of whom were personally impacted by the storm, we worked around the clock to repair both our overhead and underground systems. We went to work immediately following the storm on October 30<sup>th</sup>. By November 2<sup>nd</sup>, three days later, we restored service to 50 percent of our customers. We had 90 percent of our customers back after eight days. We were then hit by a Nor'easter, causing additional customer outages and setting back restoration efforts. We continued to work with customers in the hardest-hit areas whose power could not be restored because of extensive damage to their own electric equipment.

In the wake of this unprecedented event, we will find more lessons learned to build upon for the future. We will remain focused on continuous improvement to help our systems withstand an increasing pattern of extreme weather. We will join other stakeholders to determine how best to protect our systems and the public from future natural disasters.

### **Storm Intensity**

Superstorm Sandy was the largest tropical cyclone ever observed in the Atlantic Ocean, with a diameter extending approximately 820 miles. Approximately 8.5 million customers throughout the eastern U.S. lost power during Sandy. The storm's impact on our service territory was two-fold: powerful wind gusts up to 90 miles per hour brought down trees and power lines, and an unprecedented 14-foot storm tide breached shorelines and available flood-protection measures, inundating facilities and underground equipment.

Sandy's actual storm surge of 14.06 feet exceeded all official forecasts, surpassing a reported historical record set in 1821 by nearly three feet. More recently, the 1992 Nor'easter brought the worst flooding we had experienced up to that time, with a storm surge that was 4 ½ feet lower than Sandy.

As of Sunday afternoon, October 28<sup>th</sup>, the highest storm tide forecast by the National Weather Service (NWS) was 11.7 feet. On Monday morning, October 29<sup>th</sup>, the NWS projected a storm tide in the range of 6 to 11 feet for the New York Harbor and 11 to 12

feet at the Battery. Con Edison took several preemptive actions which minimized damage to the electric, steam, and gas systems despite the fact that the actual storm tide was more than two feet higher than predicted.

The toll the storm took on our electric systems was astounding. We lost five transmission substations and 4,000 megawatts of generation. In total, 14 Manhattan networks, one Brooklyn network, and three Staten Island area substations were shutdown. Our overhead systems were devastated by wind and tree damage leaving nearly 70 percent of those served by the overhead systems in the dark. The overhead system suffered a loss of nearly 1000 utility poles, more than 900 transformers, and approximately 140 miles of cable. In comparison to Hurricane Irene, we lost 10 times as many poles, more than five times as many transformers, and more than four times as many miles of cable.

Overall, the storm caused more than one million Con Edison customers to lose electric power – five times the previous largest storm of 204,000 customer outages during Hurricane Irene. We also isolated roughly 30 miles of steam mains to prevent catastrophic damage and causing roughly a third, or 561, of our steam customers to lose service. Another 4,200 customers experienced gas outages as a result of the storm.

### **Pre-Storm Preparations**

Con Edison's focus on preparedness and contingency planning is one of the reasons for our record reliability. Just a year ago, Hurricane Irene tested our comprehensive Corporate Coastal Storm Plan (CCSP) and, from our lessons learned, we made further enhancements. And while that storm fell short of expectations, our corporate plan met expectations. Superstorm Sandy packed the punch of five Hurricane Irene's.

In addition to Con Edison's CCSP, which governs our organizational response to impending storms, the company also takes preventive measures to enhance system reliability during storms. Following the 1992 Nor'easter, when we experienced high tides at the Battery which flooded and damaged facilities and equipment, we enhanced flood protection at many of our facilities. Critical equipment was relocated to higher elevations, flood protection pumps were upgraded, and flood gates and protective moats were installed at flood-prone facilities.

Fallen trees and limbs are the leading cause of power outages during storms. Vegetation management is therefore central to maintenance activities, especially in Westchester County, which has a particularly dense tree canopy. The vegetation management program establishes minimum distances between electric lines and the surrounding trees.

Since 2006, the company has trimmed trees and managed vegetation more aggressively to reduce storm damage to power lines. In 2012 alone, we spent about \$17 million in tree-trimming work. We conduct monthly aerial inspections, and semi-annual ground patrol inspections, of transmission rights-of-way. Tree-trimming experts work along our distribution and transmission line rights-of-way under the direction of company arborists.

We have also established new protocols for the installation of underground equipment located in flood zones, based on lessons learned in the aftermath of Hurricane Katrina. New transformers and network-protectors installed at the sidewalk level or below grade in the flood zone must be submersible. Transformer and network protector equipment that is not submersible must be installed above the flood level, typically at the second-floor level or above. Projects that reflect these new design requirements include the IKEA store in Red Hook, Brooklyn, the Goldman Sachs headquarters in Battery Park, and the Hunters Point Development in Queens.

We also use our ongoing investments to deploy smarter technologies to further enhance the reliability of our systems. We are recognized as an industry leader in automation of overhead and underground distribution systems. High-tech remotely operated and automatic distribution switches and equipment in our underground and overhead systems allow our control centers to remotely monitor power flow and feeder status, and to remotely operate breakers and automatic switches to reconfigure systems. These systems provide critical capabilities for operators during severe weather.

We are able to sectionalize overhead lines ahead of a storm to improve outage restoration times and improve public safety. New underground switches designed by company engineers have been installed in the system over the past decade, allowing greater flexibility and reliability during weather events. With this technology, we are able to monitor underground transformers, network protectors and other equipment, and isolate problems when systems are stressed. Recently installed flood detectors in low-lying substations alert operators when flood waters reach critical levels.

On October 24<sup>th</sup>, based on NWS forecasts, Con Edison's Emergency Management organization issued a 120-hour internal notification regarding Superstorm Sandy's projected landfall and potential impact. This notification initiated our CCSP, which triggered a series of storm-preparedness actions, including having organizations throughout the company review their pre-storm preparation activities and prepare their facilities for a potential coastal storm event. As required by the CCSP, internal organizations reviewed their 24/7 staffing plans, equipment vulnerability and inventories, protection plans for equipment in flood zones, and the need for mutual assistance. Con Edison's Emergency Management issued subsequent notifications and storm-status

updates at 96 hours, 72 hours, 48 hours, 36 hours, and 24 hours. Following CCSP protocol, we reviewed underground electric, steam, and gas-distribution system equipment in flood zones. We preemptively reconfigured the electric overhead system using recently installed smart-grid technologies by sectionalizing the overhead lines with remote switching. We restored as much out-of-service equipment as possible and closed construction excavations.

To protect substations and other operating plants threatened by flooding, we installed sandbags, water dams, and other flood barriers. We relocated personnel and staged work vehicles, equipment, and supplies to higher ground to speed damage assessment and restoration response. We identified pumping contractors and potential vendors that could provide spare supplies.

All transmission and distribution substations were assessed for flood risk. Working with electric generation owners and the New York Independent System Operator, we were able to keep additional electric generating units on line. The additional generation support was arranged in advance of the storm to mitigate the impact of the loss of transmission lines during the storm. Our vegetation work around transmission line rights-of-way further contributed to the integrity of the overhead high-voltage transmission service which never lost the ability to meet the needs of the electric distribution system during and after the storm.

When the National Hurricane Center (NHC) for the first time shifted its official track for the storm west and into the New Jersey coast on October 25<sup>th</sup>, we began to seek mutual assistance personnel for damage assessment, electric repairs, and tree removal. Because all regional utilities were in the path of the hurricane, none would release line workers and were seeking to acquire resources of their own.

On October 26<sup>th</sup>, we asked the Edison Electric Institute (EEI) to expand the appeal nationally, but utilities from Florida to Canada and as far west as Ohio were either seeking crews or holding their own crews in anticipation of the storm. It was only when the storm made landfall and weakened that utilities outside the affected area began to release crews. In fact, between October 28<sup>th</sup> and 30<sup>th</sup>, we doubled our request for crews based on the extent of the system damage.

Ultimately, more than 5,600 mutual-assistance workers and contractors—from as far west as California, as far north as Canada, and as far south as Florida and Texas—arrived to help our crews restore power as quickly and safely as possible. To expedite the arrival of crews, we secured federal government resources to use military transport planes to airlift crews, trucks, and support equipment from California.

We established five large base camps and numerous staging areas throughout our service territory to house and dispatch the thousands of out-of-town utility workers and support personnel—five times the number recruited for Irene. We had never before created base camps for mutual-assistance crews, but the magnitude of the mutual assistance workforce made these camps necessary.

We preemptively isolated 26 steam main segments, impacting 130 steam customers and shut down the East River Generating Station and the Brooklyn Navy Yard Cogeneration Plant (BNYCP) in the flood zone to prevent damage that would occur when hot steam pipes come into contact with cold floodwater. We identified three electric networks in low-lying areas to be taken out of service to protect equipment and enable crews to restore power more quickly once the storm passed.

On the evening of October 28<sup>th</sup>, the company mobilized its Corporate Emergency Response Center (CERC). CERC is staffed with representation from every division of the company, as well as governmental agencies and other stakeholders, including the NYC Police Department and the Public Service Commission. CERC allows for high-level communication and coordination among participants, and conducts conference calls with command posts from across the region every four hours.

We also took the following steps to prepare for the storm:

- deployed thousands of personnel to work around the clock once the storm hit
- communicated storm preparation and safety information through press releases, web updates, and an e-mail blast to 1.3 million customers
- contacted life-sustaining equipment customers, as well as critical-care facilities such as hospitals and nursing homes, to warn of possible service outages
- secured initial deliveries of dry and wet ice in anticipation of significant customer outages
- deployed municipal liaisons throughout Westchester County
- established staffing plans and Incident Command System organization charts

### **Storm Impact**

When the full force of the storm started to impact the area on Monday afternoon, October 29<sup>th</sup>, and the extent of the actual storm tide produced by Superstorm Sandy became evident, we took additional actions to preemptively isolate facilities prone to flooding to protect vulnerable equipment, including:

- Electric networks in low-lying zones, including two networks in Manhattan (Fulton, Bowling Green), and one in Brooklyn (Brighton Beach). This plan was

communicated in advance to state and city officials, as well as affected large customers.

- Select primary feeders in 12 other networks that were also at risk for flooding and damage to electrical equipment.

Sandy's severe winds began to significantly affect our transmission systems when the storm made landfall on Monday, October 29<sup>th</sup>. Automatic tripping of transmission feeders began at 1730 hours and continued through 0030 hours, Tuesday morning. A total of 57 transmission feeders and 49 sub-transmission feeders either automatically tripped out, or were forced out to respond to equipment emergencies. During this seven-hour period, we experienced a level of feeder activity that we would typically see over the course of a year.

As the storm reached its full intensity near high tide on Monday evening, never-before-seen flood levels began to impact electric system equipment. The East River, East 13<sup>th</sup> Street and Seaport substations were flooded, causing the loss of 11 electric networks that supply much of lower Manhattan. The Goethals and Fresh Kills transmission substations in Staten Island were impacted by flooding as well, which caused the loss of three area substations in Staten Island.

Prior to the shutdown of the East River and East 13<sup>th</sup> Street substations at 2026 hours and 2038 hours respectively, lower-voltage equipment associated with a single East 13<sup>th</sup> Street substation high-voltage transformer failed catastrophically at 2012 hours due to exposure to saltwater. The failure caused a dramatic arcing fault, and looked and sounded like an explosion. (The visual was captured on YouTube and has been widely viewed.) Many people have associated the arc fault with the loss of electric service to Manhattan. However, the loss of one out of eight transformers supplying the East 13<sup>th</sup> Street substation did not cause the station shutdown, nor would it have even under peak load summer conditions.

Preemptive shutdown of the East River and East 13<sup>th</sup> Street substations was not required or strategically advantageous because critical equipment at either substation should not have been exposed to salt water given the predicted storm tides. Further, preemptive shutdown of these substations would not have ultimately expedited their return to service. The same laborious and time-consuming process to clean, dry, or replace relay protection and station auxiliary equipment would have been required before the substations could be returned to service.

The unprecedented storm tide and flooding also impacted the steam and gas systems. Flooding overcame restraint barriers that had been built to protect critical station

equipment, causing the shutdown of the 59<sup>th</sup> Street and 74<sup>th</sup> Street steam-generating stations as well as the First Avenue steam tunnel. In addition to the steam main segments that were preemptively de-energized, an additional 22 steam main segments and associated 431 steam customers were isolated due to the impact of the storm. Coastal flooding in the Bronx prompted the isolation of more than 240 gas services. Uprooted trees in Queens and Westchester damaged 33 gas services that had to be turned off.

## Restoration

Amid incredible devastation, Con Edison started restoration work immediately upon the passing of the storm. The process was monumental. Many underground facilities needed to be pumped and cleared of water and debris, and then dried before crews could begin the process of inspecting and repairing equipment, before restoring service. Downed trees created significant challenges: more than one thousand roads in Westchester alone were blocked and needed to be cleared of trees, utility poles and lines before repairs could begin.

The safety of our crews and customers was our top priority. Repairs were prioritized to restore services to hospitals and nursing homes, life sustaining equipment customers, schools and polling places in advance of Election Day and to repair equipment that would restore the largest blocks of customers.

We coordinated our restoration work with FEMA as well as other state, city, and local government agencies. Throughout the restoration, we worked diligently to secure delivery of key materials including poles, transformers, and cable needed to get the job done.

We put all available resources to work on both our overhead and underground systems. Each system presents unique challenges and requires crews with different skills. Underground or network systems generally take longer to restore, but when a network returns to service, we can instantaneously reenergize thousands of customers.

By contrast, restoration of the overhead system is much more labor-intensive and time consuming. Overhead systems are restored feeder by feeder, block by block, and at times, pole by pole. Before the work on the energy systems can begin, roads must be cleared of fallen trees, downed poles, and toppled power lines. Much of this work is coordinated with local municipalities. We prioritize work that will benefit the critical facilities, and then work that will power the greatest number of customers. Ultimately, the work comes down to a block-to-block, and home-to-home basis. During Sandy, there were four times as many overhead customer outages compared to Irene.

On Wednesday, October 31<sup>st</sup>, we restored the Cortlandt network in lower Manhattan and the Brighton Beach network in Brooklyn. From 1700 hours, Friday, November 2<sup>nd</sup> through 0500 hours, Saturday, November 3<sup>rd</sup>, we restored all the networks supplied from the East River and East 13 Street substations, as well as the Bowling Green network which had been preemptively shutdown. The last Manhattan network, Fulton, which had also been preemptively shutdown, was restored at 1500 hours on November 3<sup>rd</sup>. (Note: the Freedom Network, which was shutdown at the request of the Port Authority of NY&NJ, was restored on November 4<sup>th</sup>, with the equipment in the Freedom Tower isolated due to damage.)

We mobilized our customer outreach vans, distributing 278 tons of dry and wet ice to customers throughout the region. And we established command posts where we worked alongside city, state, and federal representatives to directly assist customers in the hardest hit communities in Staten Island, Brooklyn, and Queens.

Customer restorations proceeded steadily. Before the arrival of the Nor'easter on Wednesday, November 7<sup>th</sup>, we had 64,000 customers still without service. By that evening, outages had increased to more than 80,000 customers, further complicating restoration efforts.

According to company procedures, we establish a global estimated time of restoration (ETR) within 48 hours of the end of the storm. The global ETR reflects when we expect 90 percent of the customers affected by the storm will be restored. We established a global ETR of Friday November 9<sup>th</sup>, and we accomplished restoration to 90 percent of our customers on November 7<sup>th</sup>, two days earlier than anticipated.

Overall, in just under two weeks, we restored a total of 1,115,000 electric customers who lost power due to Superstorm Sandy and the Nor'easter: 234,000 customer outages in Manhattan, 178,000 customer outages in Staten Island, 162,000 customer outages in Brooklyn, 131,000 customer outages in Queens, 76,000 customer outages in the Bronx, and 334,000 customer outages in Westchester. In fact, for our overhead systems, we were able to restore on average 1,200 customers per hour during Superstorm Sandy as compared to less than 800 customers per hour on average during Hurricane Irene.

By November 12<sup>th</sup>, we had restored power to the last customers whose electric equipment could be restored. We continued to work closely with the city to reenergize customers along the devastated coastal communities whose power could not be restored because of extensive damage to their own electric equipment.

Restoration of our steam system began immediately after the storm with damage assessments. We developed a restoration plan that matched available system capacity



with customer demand. By Saturday, November 10<sup>th</sup>, the Company had increased system capacity to approximately 60 percent and had restored all steam services that were able to accept steam.

Our gas system restoration efforts also began immediately. By November 1<sup>st</sup>, gas service to the majority of the customers in the Bronx was fully restored. In the days following the storm, additional customer locations were found to have flooded basements. Water also infiltrated areas of the low-pressure gas system, which affected gas customers, particularly in the South Street/Front Street/Water Street area of lower Manhattan, and Stuyvesant Town in Manhattan. The water was removed from the mains and those customers that could take service were restored.

Throughout the restoration work, we communicated with our customers, elected officials, city agencies and municipalities, regulators, and the media about progress of the work and restoration schedule. We reached out to more than 52,000 customers with life-sustaining equipment, as well as to critical care facilities such as hospitals and nursing homes. Our call centers handled more than 1.2 million calls and we called nearly 1.4 million customers to provide information on global and local service restoration estimates, voltage reduction, and potential and actual outages. We held daily press briefings, and fielded hundreds of press calls. Con Edison's CEO Kevin Burke participated in three televised New York City press conferences held by Mayor Bloomberg. On November 8<sup>th</sup>, the Chairman appeared at a news briefing with Westchester County Executive Rob Astorino. In addition, we briefed our Board of Trustees daily on our preparation and restoration efforts.

## Summary

Superstorm Sandy was the largest and most devastating natural disaster ever to hit the New York City metropolitan area. Tracking weather and system conditions in advance of and throughout the storm allowed us to take preemptive measures that minimized the length of outages and system damage. Yet all of our preparations were ultimately challenged by the epic intensity of the storm.

An analysis by the Associated Press (AP) of outage times from other large hurricanes and tropical storms put in perspective the level of devastation and magnitude of our recovery efforts. The AP found that, "on the whole, the response to Sandy by utility companies, especially in hardest-hit New York and New Jersey, was typical — or even a little faster than elsewhere after other huge storms."

But a comparison to past performance is not the standard to which we aspire, nor is it the level of service our customers expect and deserve. In the wake of this unprecedented event, there will be many lessons learned to build upon for the future.

We are committed to working together with other stakeholders to determine the most cost-effective ways to protect our systems and the public from future natural disasters.

## II. Tracking the Developing Storm

### Analysis and Tracking of the Weather Forecasts

Superstorm Sandy was the most powerful and devastating storm to impact the New York City area in approximately 200 years. Sandy was the largest tropical system ever recorded in the Atlantic Ocean basin, with tropical storm force winds extending 820 miles (Appendix A). The storm covered approximately twenty percent of the United States as it moved up the east coast. Sandy also had the lowest central pressure ever recorded in a tropical system north of Cape Hatteras, North Carolina. Using a scientific scale that measures the energy contained within a storm system (Appendix B), Sandy was the second strongest storm in the Atlantic Ocean basin behind Isabel (2003), surpassing other historic storms like Irene (2011), Katrina (2005), and Andrew (1992). The above factors combined to drive record breaking storm tide and long-duration, severe wind conditions across the Con Edison's service territory, making Sandy the most destructive storm to strike the Company's systems and infrastructure in its history.

Con Edison employs two full-time meteorologists to provide weather forecasts, weather analysis, and research that are specific to the Company's interests. They utilize various streams of forecast and real time data supplied from the government, academia, and other professional meteorological sources, which are available via the internet, including the NWS, NHC, National Oceanic and Atmospheric Administration (NOAA), and Earth Networks. In addition, their expertise in utility-specific meteorology is augmented by two private subscription weather service companies (FleetWeather and DTN), and our own high-resolution weather modeling program with two private companies (IBM and AirDat), which help them cover any weather concern 24x7 with the best available Company-specific weather information.

The Company's two staff meteorologists had been monitoring the area of disturbed weather in the Caribbean for days prior to the official designation of the storm by the NHC as Tropical Depression No. 18 on Monday, October 22<sup>nd</sup> (Appendix C). At that point, however, the storm was not forecasted to be a threat to Con Edison's service territory.

By Tuesday, October 23<sup>rd</sup>, the long-range models were providing some solutions that showed an eventual track of Sandy. The official NHC forecast projected the storm as staying east of the U.S. coast - out to sea (Appendix C). However, some other models brought the storm closer to the coast, while others were in-between the two extremes. The Company's meteorologists continued to monitor all forecast model runs for any significant changes. Although still days away, with much uncertainty in the track, the meteorologists conveyed some long-range forecasts of adverse weather should the storm take the worst-case track and strike our service territory. At the same time,

FleetWeather was projecting an offshore - no threat - track, and the New York City office of the NWS communicated only a weather “heads up” for the storm, but no forecast specifics.

On Wednesday, October 24<sup>th</sup>, there were no major changes to the forecast storm track from Tuesday (Appendix C). However, in accordance with our Corporate Coastal Storm Plan, we began to develop a storm timeline based on the worst-case storm forecast tracks, which brought the storm into the east coast of the U.S. between Virginia and Cape Cod. Using the available forecast data, it was determined that the 120 hour mark was estimated to occur on Thursday, October 25<sup>th</sup>. In the morning and in the afternoon of October 24<sup>th</sup>, forecasts of potential impacts should the worst-case forecast tracks occur were issued to the Company’s operating organizations. Consistent with the NWS’s daily weather forecast briefing, in which the Company’s meteorologists participated that day, no specific forecast values for wind, rain, or storm tide were provided at that time.

On Thursday, October 25<sup>th</sup> at 1100 hours, the NHC shifted its official track for the storm to the west and into the New Jersey coast (Appendix C). The Con Edison service territory was now within the cone of uncertainty, which stretched from Virginia to Montauk Point, Long Island. Even though the forecast services were still vague, the Company’s meteorologists provided some preliminary estimates on forecast impacts starting at 0730 hours during the Company’s inter-commodity conference call, and on subsequent conference calls throughout the day. Due to Sandy’s unusually large diameter, the Company’s storm timeline was revised slightly to account for the tropical storm force winds, rather than the center of storm as it was in the October 24<sup>th</sup> forecast. The NWS’ NYC weather briefing at 1130 hours mentioned the threat of coastal flooding for Sunday through Monday, but no specific storm tide measurements were provided for the height of the storm, which was expected to occur Monday into Monday night. The Company’s meteorologists provided Con Edison senior leadership with a weather forecast briefing at 1430 hours Thursday afternoon, but specific projections for storm tide flooding were not yet available at that time from the NWS and NHC.

On Friday, October 26<sup>th</sup>, Company’s meteorologists conveyed more specific timing (2000 hours Sunday night through 0800 hours Tuesday morning), sustained wind (40 to 60 mph), gusts (70 to 75 mph), and rainfall estimates (3 to 6”) from Sandy throughout the day. The forecast track of Sandy had narrowed, now Virginia to central New Jersey (Appendix C), presenting the worst possible track for impacts to Con Edison’s system. The Company’s meteorologists provided storm tide estimates, although unofficial, based on their own analysis of the weather patterns and historical storms. Storm tide was forecast to reach 8 to 11 feet during Monday’s high-tide cycles. On Friday morning,

the Company asked the NYC Office of Emergency Management to request storm tide estimates from the National Weather Service and National Hurricane Center. Based on experience with Hurricane Irene, the NWS and NHC were not expected to issue storm tide estimates for at least another 24 to 36 hours. At 1230 hours, the Company's meteorologists participated in the NWS NYC daily weather briefing, during which a storm tide of 7.5 feet at the Battery was provided for the Monday morning and Monday evening high tide cycles. The Company's meteorologists conveyed these weather and storm tide forecasts in the various weather briefings with the Company executives and organizations throughout the day. During the day, our weather forecast services, FleetWeather and DTN, forecasted preliminary wind and rain values and a timeline for Sandy that were in-line with what the Company's meteorologists had been forecasting. The forecast services, however, did not provide any storm tide guidance other than mentioning that coastal flooding was a concern. At 2000 hours Friday night, confirmation was received that the NHC would issue a storm tide forecast by 0900 hours Saturday morning. Preliminary storm tide forecasts were between 8.5 to 11.5 feet. This was in-line with what the Company's meteorologists were forecasting earlier.

On Saturday, October 27<sup>th</sup>, confidence in the storm track was becoming higher for landfall between Virginia and New Jersey based on the forecast model runs (Appendix C). The NHC issued forecasted storm tide values of 4 to 8 feet in the NYC area. The National Weather Service raised its storm tide forecast to 8.7 feet at the Battery for the Monday morning high tide cycle and to approximately 9.5 feet for the Monday evening high tide cycle. During a 1520 hours conference call, the NWS NYC and NHC provided an updated storm tide forecast of 10.5 feet with a 10 percent chance of this level being exceeded during the Monday evening high tide cycle at The Battery. During the day, the Company's meteorologists forecast a storm tide range of 8 to 12 feet. Our forecast services provided more specific wind and rainfall values that were in-line with those the Company's meteorologists were predicting.

During a 0830 hours conference call on Sunday, October 28<sup>th</sup>, the NWS NYC and NHC forecasted a storm tide of 9.5 to 10.5 feet at the Battery, which was within the 6 to 11 feet range provided in their 0800 hours tropical update bulletin for the overall NYC Harbor area. The storm track forecast guidance was now clustered on a central New Jersey landfall (Appendix C). The Company's meteorologists continued to communicate the forecast information throughout the day. Other weather forecast services also predicted similar wind, rain, and storm tide estimates.

On Monday, October 29<sup>th</sup>, there was no change to the weather forecasts (Appendix C). The Company's meteorologists continued to communicate the weather forecast. The

Company's weather services were in-line with the forecasts of the Company's meteorologists. The storm tide estimates were narrowed to 11 to 12 feet.

At 2000 hours on Monday night, October 29<sup>th</sup>, Sandy came ashore as a post-tropical system near Atlantic City, New Jersey (Appendix C) and its intense winds pounded the New York metropolitan area for approximately 30 hours - from the evening on October 28<sup>th</sup> through the morning of October 30<sup>th</sup>. At LaGuardia Airport, sustained winds reached 64 mph. Peak gusts of 85 mph were measured at JFK Airport, and gusts of 90 mph were measured on Staten Island. Sandy's central pressure was the lowest (945.5mb) in the Atlantic basin north of Cape Hatteras since the 1938 hurricane. When the actual high tide occurred around 2020 hours Monday night, the storm tide at The Battery reached over 14 feet on the NOAA tide gage, exceeding by more than two feet all forecasted levels. This high tide surpassed the unofficial record from the 1821 hurricane of 11.2 feet by almost 3 feet. It also dwarfed the highest storm tides experienced in recent history, including Irene's 9.51 foot storm tide, the 1992 'Perfect Storm' Nor'easter's storm tide of 9.7 feet and the 10.02 foot storm tide experienced during Hurricane Donna in 1960.

### **III. Pre-Storm Preparations**

#### **Generation & Transmission/Substation System Preparations**

Con Edison secured additional generation and transmission facilities to fortify the bulk power system to the maximum extent possible prior to the onset of Superstorm Sandy. Beginning four days before the storm's arrival, four base load generating units that may have been taken off-line during light load periods were intentionally kept on line, and a fifth unit was recalled early from a scheduled outage. Two 345 kV transmission lines were also recalled early from scheduled maintenance work – the only scheduled work that could feasibly be completed before the storm's arrival. These measures succeeded in allowing us to keep the bulk power system up and running, continuing to supply the majority our customers in spite of the loss of multiple facilities during the course of the storm.

Operator training is also a critical component of our preparation for the storm. Operators are drilled annually on a simulator for response to contingency operations. In addition, system restoration drills are conducted annually on a simulator within Con Edison and also with the New York Independent System Operator.

#### **Distribution Preparations**

Subsequent to Tropical Storm Irene in 2011, the Network and Unit Substation portion of the Coastal Storm Plan was updated based on preparation and lessons learned from Irene. It was determined that 460 volt equipment will fail catastrophically during a flood event involving brackish salt water. The components of a 460 volt service consist of transformers, as well as network protectors and parallel running busses that are normally housed in the customer premises and are not submersible. The flooding of customer premises would pose a serious threat to operation of this equipment and to the safety of the public and the building equipment. In order to eliminate the safety hazard and significant equipment damage, this equipment would be de-energized in advance of significant flooding and thus in advance of electrical equipment failure. Although de-energized, the flooding would potentially damage equipment and require much of it to be replaced or repaired. However, the damage would be significantly less than if it was energized during flood conditions.

In preparation for Superstorm Sandy, engineering teams reviewed the Coastal Storm Plan and identified several networks that had equipment within flood Zones 1 and 2. Of particular concern, 15 networks were identified as having 460 volt services in jeopardy of failure due to the potential of flooding. Based on the number of feeders supplying the 460 volt equipment in each network, 12 of the 15 networks allowed for these feeders to be preemptively removed from service without jeopardizing the integrity of the network.

The other 3 networks could not sustain supply with all these feeders removed from service. Therefore, if necessary, these 3 networks would be preemptively shutdown to protect equipment and address public safety.

During preparations for Superstorm Sandy, a total of 32 vulnerable locations were protected by the use of sand bags and water dams based on a storm surge of 10-12 feet. These locations have 114 vaults that contain 460 volt transformers and associated equipment.



In addition, the following actions were taken to increase our response and recovery for flooded installations:

- Inventoried all electric equipment in flood zones and associated spare parts.
- Mobilized potential vendors for additional spare inventory and 24x7 support.
- Identified additional pumping contractor support and internal resources.
- Proactively staged work vehicles that normally resided in the flood zones to alternate locations.





Prior to the onset of the extensive flooding by Sandy, 26 feeders were preemptively de-energized in 12 of the 15 networks. De-energizing these feeders typically only left one or two energized feeders at each installation to maintain service to the customer. This allowed for the quick removal of the remaining feeders, at each installation, when it was deemed necessary to de-energize because of extensive flooding.

At the time of predicted high flooding, personnel were strategically placed throughout the flood zones and an open conference line was established with these individuals, as well as System Operations, to allow immediate communication to de-energize required installations. Real time video was monitored by existing publicly accessible cameras, as well as NYC police cameras to evaluate the extent of the flooding.

In addition, field personnel were streaming real time video footage of the flooded areas. This footage was essential in determining the magnitude of the flooding and allowed the appropriate personnel to make the necessary decision to remove feeders and/or networks from service prior to electrical failures.

### **Transmission Right of Way Vegetation Management**

To reduce the potential impacts on the electric system from falling trees and branches during severe weather, Con Edison conducts a rigorous vegetation management program. Con Edison's transmission line tree trimming plan is based on a three (3) year cycle. Predetermined amounts of transmission right-of-way are treated each year in order to complete the entire system by the end of the third year. The Company has met or exceeded its annual tree-trimming goals (miles planned vs. miles completed) for transmission right of way over the last three years. In advance of Superstorm Sandy, the Company reviewed aerial images of the transmission system taken in anticipation of the storm, and found no anomalies. Additionally, tree trimming and maintenance crews were strategically staged prior, during and after the storm to facilitate a prompt response as necessary. As a result, during Superstorm Sandy there was no impact to the integrity of the bulk power system due to vegetation.

### **Distribution Tree Trimming**

To lessen wind storm impact on the overhead system, in 2006 the tree trimming cycle for 27kV and 33kV overhead system was reduced from three to two years and for 4kV and 13kV overhead system was reduced from four to three years. The Company has exceeded its system wide annual tree-trimming goals (miles planned vs. miles completed) for distribution feeders over the last three years.

### **Operation of the Transmission and Distribution Systems during Storms**

Contingency operation and the rapid restoration of facilities are incorporated into the design and operation of our electric system. To maintain the integrity of our

transmission system, remotely operated disconnect switches enable transmission system operators to quickly isolate damaged facilities and restore other critical facilities.

The company's overhead distribution automation system, installed at our regional Control Centers in Brooklyn/Queens, Bronx/Westchester and Staten Island, allows our Distribution Control Center operators to remotely view feeder power flow status and to operate feeder circuit breakers and automatic switches remotely to reconfigure the overhead system in preparation for major storms and during restoration activity. The Company has installed almost 500 automatic overhead switches that are capable of remote monitoring and control. With these switches, our operators are able to rapidly sectionalize our overhead distribution system ahead of a storm, as per our Coastal Storm Plan, both to facilitate service restoration to undamaged feeder components, thereby restoring customers to service faster, and to reduce the number of energized downed wires to enhance public safety.

Energized underground distribution equipment, such as transformers and network protectors, can fail catastrophically during a flood event involving brackish salt water. In order to eliminate safety hazards and significant equipment damage, the Company's Coastal Storm Plan provided for de-energizing this equipment in advance of significant flooding. Although flooding can potentially damage de-energized equipment and require repairs or replacements, the damage is likely to be significantly less than if the equipment were energized during flooding. The Company has deployed over 100 fully submersible, underground switches capable of automatic or remote operation. These switches can isolate feeders that are subject to damage from flooding to mitigate the need to shutdown an entire distribution network.

### **New Business Design Requirements**

In the aftermath of Hurricane Katrina, Con Edison modified its approach to the design of electric transformer installations at customer facilities in flood prone areas. For all new distribution transformer installations at large customer facilities within a Category 3 Hurricane storm surge zone, we now require:

- 120/208V customer transformer installations – Transformer and network protector equipment are specified for submersible designs when equipment is installed in the sidewalk at street level. A water proof design is specified for the current carrying parts or bus work linking the transformer supply to the customer.
- 265/460V customer transformer installations – Non-submersible transformer and network protector equipment cannot be installed at street level or below grade in the flood zone. Large commercial/residential buildings are required to design interior transmission vault structures at the second floor or higher. Some

completed projects of this design requirement are the IKEA in Brooklyn, Goldman Sachs HQ in Battery Park City, and the Hunters Point Development in Queens.

### **Substation System Hardening**

Over the last several years, Substation Operations has taken steps to harden the facilities and mitigate the impact of major storm events based on lessons learned from various flooding events, including Tropical Storm Irene and the 2003 Blackout. These initiatives include:

- The installation of flood alarms at stations within flood zones.
- The installation of Diesel Generators/Nitrogen pumps to allow for dielectric fluid pressures to be maintained if power is lost.

A number of these steps were taken at facilities on or adjacent to the East 13<sup>th</sup> Street Complex. In an effort to maintain feeder pressure and enhance reliability of the dielectric systems, nitrogen pumps and diesel generators were installed at various area substations supplied from the East 13<sup>th</sup> Street Complex. In addition, critical equipment, such as batteries, was moved to the second floor at East 13<sup>th</sup> Street in 2004.

Substation Operations maintains an inventory of hurricane response equipment which includes items such as portable generators, chain saws, self-priming driver pumps, trailer mounted pumps, wet / dry vacuums, infrared heaters, ventilation fans, power washers and water barriers. Flood detectors were also installed at the substations in 2008 to alert the Substation Operator and Energy Control Center of rising flood waters, and have been tested periodically.

As storms approach, Substation Operations adheres to its Coastal Storm Procedure. The procedure, which was followed prior to the arrival of Superstorm Sandy, prescribes actions to be taken to prepare the facilities for the storm's impact and to enhance the response post storm. Beginning five days before the arrival of Superstorm Sandy, a series of planning, inspection, and mitigation activities took place. Discussions were held daily among the Substation Operations regional area management, Substation Operations Emergency Management and Shift Manager Organizations, to track progress on the required actions to be taken.



Based upon the predicted storm surge, additional measures were taken to protect equipment that had been exposed to flooding in prior events, such as Tropical Storm Irene. For example, flood doors were installed at the Trade Center Substation, and sandbags were deployed at the Hellgate Substation. In addition to deploying sandbags, we procured and installed “Aqua Dams” around the S1 Relay House at East 13th Street and the 16<sup>th</sup> Street Cooling Plant. The Aqua Dams are large, polyethylene berms that are filled with water and act as a dam to contain and control surrounding water. The berms were filled to a height of four feet and interconnected around the critical facilities. (Note: The heavy storm surge eventually dislodged the berms, rendering them ineffective.)

## IV. Impending Superstorm Sandy Preparations

### Pre-Arrival

During the evening of October 24<sup>th</sup>, as the storm continued to move northward, Emergency Management issued a 120-hour notification internally to each organization regarding Superstorm Sandy's projected landfall and its potential impact. This initiates pre-established actions and storm preparations for key organizations throughout the Company guided by our CCSP. CCSP team members were requested to review the pre-storm preparation activities, contained in their respective organization's coastal storm plans and to prepare their facilities for a potential coastal storm event. Subsequent notifications were issued at 96-hours, 72-hours, 48-hours, 36-hours, and 24-hours with storm status updates.

The Company's Coastal Storm Team began conducting storm preparation conference calls on October 25<sup>th</sup>. These conference calls were held at 96-hours, 72-hours, 60-hours, 48-hours, 36-hours, and 24-hours before projected storm landfall to discuss the progress of each organization's preparations for significant storm surge, flooding, and severe winds in accordance with the CCSP decision matrix, and any related issues. Areas of focus included reviewing required staffing, equipment vulnerability, plans to deal with flooding to prevent equipment damage and requests for mutual assistance. At 1900 hours on Sunday, October 28<sup>th</sup>, the Company activated and staffed its CERC for management of a full-scale corporate emergency.



## **Implementation of the Corporate Coastal Storm Plan**

The general actions taken in preparation for Superstorm Sandy are outlined in the following paragraphs.

### **Wednesday, October 24<sup>th</sup> – 120 Hours (5 Days) from Impact - Storm Monitoring Phase**

Emergency Management notified operating and support organizations of the approaching 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.

Other actions taken at this time by the various organizations included:

- Review staffing requirements.
- Review storm response procedures including relocation and evacuations plans.
- Review equipment vulnerability and advance plans to deal with flooding to prevent equipment damage.
- Review out-of-service equipment outside of the flood zones to ensure maximum availability prior to the storm.
- EH&S review of status of hazardous waste treatment and storage facilities.
- Verify functionality of all Substation flood indicators.

### **Thursday, October 25<sup>th</sup> – 96 Hours (4 Days) from Impact - Beginning of Mobilization Phase**

Emergency Management began to coordinate storm preparation and information sharing among all of the Company’s operating and support organizations. In addition, daily interdepartmental conference calls were held from Thursday, October 25<sup>th</sup>, through Sunday, October 28<sup>th</sup> 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.



On October 25<sup>th</sup>, we began to mobilize mutual assistance to secure damage assessment crews, underground electric crews, and overhead electric crews. Ultimately, more than 5,600 mutual-assistance workers and contractors—from as far west as California, as far north as Canada, and as far south as Florida and Texas—arrived to help our crews restore power as quickly and safely as possible. Although recruitment efforts were complicated by the collective demand across the Northeast for recovery support, Con Edison was able to secure federal government resources to use military transport planes to airlift crews, trucks, and support equipment from California.

Other actions taken at this time included:

- The Company initiated conference calls with NYC Office of Emergency Management (NYC OEM) and Westchester County Department of Emergency Services (WCDES) focusing on the potential for a coastal storm event.
- Conferred with operating organizations to review pre-identified alternate areas for vehicles, equipment, and material outside of flood zones.
- Conferred with operating organizations on the issue of alternate operating facilities outside of flood zones.
- Organizations made additional requests for Mutual Assistance, Storm Riders, contractors, and/or augmentees.
- Organizations looked to secure materials and equipment that may be impacted by the storm.
- Communicated potential impact of storm with gas transmission providers.
- Reviewed and tested communication equipment and sites.
- Reviewed construction sites for possible termination of activities and taking measures to protect personnel, the public, and Company equipment.
- Reviewed critical customer lists for potential interruptions of service.
- Reviewed evacuation and transportation routes and other issues with NYC OEM and WCDES.
- Reviewed availability of emergency generators and mobile transformers.
- Electric Operations began the restoration of equipment and isolated portions of primary feeders.

## **Friday, October 26<sup>th</sup> – 72 Hours (3 Days) from Impact - Beginning of Mobilization Phase**

This period of time represents the Planning and Staging portions of the CCSP. Once it was determined that there was a greater than 10 percent probability that the center of the storm would pass within 75 statute miles of New York City, the Company implemented 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. The Company 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 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.

Other actions taken at this time included:

- Continued to monitor storm path and disseminate information to organizations.
- Vice President of Emergency Management determined when CERC would be activated, and began the initiation of conference calls with corporate organizations every 4 hours.
- Emergency Management maintained communication with NYC OEM and WCDES.
- Organizations prepared to take all additional steps required to protect tunnels, substations, steam generating stations, and other facilities and equipment that may be susceptible to flooding.
- Commenced preparation for steam main segment isolation.
- Electric Operations:
  - Sandbagged transformer vault locations prone to flooding.
  - Established staging area for mutual assistance.
  - Moved generators to staging areas.
  - Reviewed all construction sites and moved critical non-submersible equipment to higher ground.
  - Sandbagged 460 vault locations and unit substations prone to flooding.
- Incident Command System (ICS) plans and organization charts were established.



## **Saturday, October 27<sup>th</sup> – 48 Hours (2 Days) from Impact**

Actions taken at this time included:

- System Operations determined the potential impact of storm on Energy Control Center (ECC), Alternate ECC, Gas Emergency Response Center (GERC), and Customer Call Centers.
- Customer Operations notified LSE, medical hardship customers (MEDC), and critical care facilities at nursing homes and hospitals of possible impact to services.
- Determined when augmentees, contractor, mutual assistance personnel and storm riders must report to assigned organization.
- Organizations continued to request lodging with Logistics.
- Logistics opened evacuation/staging areas for early deployment of equipment.
- Notified NYC OEM and WCDES of areas of potential service interruptions based on current storm information.
- Updated equipment restoration outside of the flood zones to ensure maximum availability to carry increased loads after controlled shutdowns.
- Organizations began the initiation of facility walk-downs.
- Prepared augmentee schedules and finalized plans to relocate staff.
- Released storm riders as applicable and informed them of when to return to work.
- Considered preemptive shutdown of East River Station Units 10 and 20 and the units at the BNYCP.
- Secured Astoria wastewater treatment plants.
- Pursued visual communication for flood prone areas.
- Implemented Gas Operations Remotely Operated Valve (ROV) Plan.
- Staten Island, Brooklyn/Queens, and Bronx/Westchester Electric Operations established radial operations of non-network system.
- Continued sandbagging of flood prone locations.
- Restored all equipment to in-service status, where possible.

## **36 Hours from Impact**

The Company continued to monitor the storm path and disseminate information to organizations and maintained communications with NYC OEM and WCDES. Other actions taken at this time included:

- Ensured all construction sites have been secured for the storm.
- Ensured facility walk-downs and preparations are complete.

- Energy Services notified major/sensitive customers of the potential to perform controlled shutdown of services.
- Organizations distributed staffing schedules.
- Reviewed mutual assistance staffing with appropriate organizations.
- Facilities implemented storm and flood procedures.
- Shutdown of East River Generating Station Units 10 and 20 planned within the next 24 hours, along with the BNCYP.
- Gas Operations considered the shutdown of LNG Plant.

### **Sunday, October 28<sup>th</sup> – 24 Hours (1 Day) from Impact**

The Company continued monitoring and updating Sandy's status.

Other actions taken at this time included:

- System Operations ensured all available equipment was in-service, or being restored to service, and continued review of equipment, networks, and stations that may require shutdown in event of flooding. Generating stations were ordered to implement their storm procedures. Indian Point units contacted and did not require shutdown based on storm severity and location. Central Information Group (CIG) sent out a notification for Hurricane Watch.
- Continued communication with NYC OEM and WCDES.
- Distribution Engineering Situation Room (DESR) established.
- Reviewed status of transportation, road closures, and evacuation schedules.
- Public Affairs initiated communications regarding Company storm plans.
- Increased material on-hand in the regional overhead storerooms beyond normal stocking levels: poles, transformers, consumable hardware, cross-arms, and wire.
- Positioned storm material containers in staging areas for quick deployment.
- Relocated vehicles and material to evacuation areas.
- Ensure that all organizational storm plans have been implemented, i.e., sandbags, hardening, excavations, construction sites, etc.
- Ensure communications systems are fully functional.
- Implemented Customer Operations business continuity and disaster recovery plan.
- EH&S reviewed the need for temporary regulatory relief variances.
- Public Affairs, Energy Services, and Emergency Management notified municipal officials and major customers that service may be interrupted.

- Staten Island Electric Operations sandbagged 4 Unit Substations and Davis Ave. workout location.
- Mutual Assistance was staged at Staten Island Mall.
- Established CERC at a Full Scale Incident Command Structure at 1900 hours. 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.
- Damage Assessors and Site Safety grouped at staging sites.
- Completed radial operations of the non-network system.
- Substation Operations installed Doorway Dam flood barriers at Trade Center.
- Substation Operations installed Hydro Dam flood barriers around S1 Relay House at 13<sup>th</sup> Street (Millyard).
- Commenced preemptive isolation of 26 steam main segments and 130 steam customers.
- Power assist barge brought to Pier #98 on the Hudson River to support the fuel barge for the 59<sup>th</sup> Street Generating Station.
- Gas Operations preemptively closed main valves in the Edgewater Park and Locust Point sections of the Bronx to prepare for the isolation of these customers due to historical flooding in these areas.
- Upon word of evacuation of Governors Island, the Company requested National Grid to preemptively close their system valve, which supplies the island.
- Preemptively shut down three gas regulator stations in Manhattan and one in Westchester County due to their flood-prone locations.

### **12 Hours from Impact – 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 Company executed the evacuation plan, relocating assets to locations that would not be compromised by coastal flooding. The Company's preparation and mobilization efforts were extended to the NYC OEM and 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.

CERC is operational and fully staffed with conference calls occurring at four-hour intervals with organizations. Emergency Management was in continuous contact with NYC OEM and WCDES providing input on potential shutdowns of portions of the gas, steam and electric distribution systems, and requesting information on bridge, tunnel, and transportation system shutdowns and employee access into the area. In addition, Emergency Management was in contact with USCG and NYC agencies such as NYC Housing Authority and NYC Department of Environmental Protection. Emergency Management requested support from the National Guard, FDNY, and the NYC Department of Sanitation for Steam Operations through our representatives at the various OEMs.

Other actions taken at this time included:

- All control centers continued to respond to field emergencies while conditions permit without compromising the safety of personnel.
- Organizations assigned observers to critical and strategic areas to monitor flooding impact of the storm.
- All control centers continued to monitor the effects of Sandy including wind speed, flood levels, systems, and facilities. System Operations transferred operational jurisdiction of 4kV feeder breakers to Electric Operations.
- Monitoring of storm and potential impact continued along with planning for the possible shutdown of specific networks and stations including: Goethals Substation and the Bowling Green, Fulton, and Brighton Beach networks. Restoration of any off-line transmission and distribution facilities continued. System Operations participated in the conference calls where the status of each department's areas of responsibility was reported along with any operational needs that the CERC could assist with. A "Thunderstorm Watch" was declared to increase in-city generation and reduce flows on transmission lines in order to reduce the impact of the loss of the lines. At the request of Electric Operations, and as discussed previously, numerous distribution feeders were removed from service to prevent electrical failures due to flooded components.
- Organizations prepared final plans for possible shutdown of services in areas most likely to be impacted by the storm.
- Informed critical customers of potential loss of services.
- Ensured construction sites are secured.
- Organizations ceased all non-critical work routines.
- Completed preemptive isolation of steam main segments and associated customers in storm impacted areas.
- Additional power assist barge brought to Pier #98 on the Hudson River to support the fuel barge for the 59<sup>th</sup> Street Generating Station.

- Ensured all vehicles are fully fueled, and complete relocation of staff and vehicles as required.
- EH&S contacted regulatory agencies.

### **Zero Hour**

Each organization operated as established in the CCSP. Operating organizations monitored the impact to each commodity, prepared to implement damage assessment plans, and reviewed “Cold Start” procedures.

Other actions taken at this time included:

- Emergency Management, in consultation with the weather services and the OEMs, provided notifications regarding time and area of impact of storm.
- Field conditions were constantly monitored by the ECC operators via Supervisory Control and Data Acquisition (SCADA) and operator reports. An open line of communication was maintained between ECC managers and Electric Operations managers in Manhattan to ensure rapid response to a request to shut down Manhattan networks. Communications with the NYISO ensured rapid notification of transmission events and network shutdowns. System Operations successfully implemented rapid restoration on several transmission facilities that had tripped, thus restoring non-faulted equipment to service. Communications with CERC maintained to help disseminate system status throughout the storm. Damage assessments received and reviewed for strategizing restoration.
- Continued communication with municipal authorities.
- Organizations monitored storm damage assessments as storm impacts service areas.
- Ceased all non-essential outdoor activities.
- Various site incident commanders maintained communication with CERC.
- The Company continued to monitor storm through all available visual and audible communication.

### **Storm Period**

Actions taken at this time included:

- Site incident commanders continued to communicate with CERC. Customer Operations and Public Affairs continued to update public and customers of storm impacts.
- Continued to communicate with LSE and MEDC and critical customers.

- Accounted for Company personnel.
- Field conditions were constantly monitored by ECC operators via SCADA and operator reports. An open line of communication was maintained between ECC managers and Electric Operations managers in Manhattan to allow rapid response to a request to shut down Manhattan networks. Communications with the NYISO ensured rapid notification of transmission events and network shutdowns. System Operations successfully implemented rapid restoration on several transmission facilities that had tripped thus restoring non-faulted equipment to service. Communications with CERC helped disseminate system status throughout the storm.

We also took the following steps to prepare for the storm:

- Positioned thousands of crews to work around the clock once the storm hit.
- Communicated storm preparation and safety information through press releases, web updates, and an e-mail blast to 1.3 million customers.
- Contacted LSE and critical-care facilities (hospitals and nursing homes) to warn of possible service outages.
- Secured initial deliveries of dry and wet ice in anticipation of significant customer outages.
- Deployed municipal liaisons throughout Westchester County.
- Established staffing plans and ICS organization charts.

### **Steam System Preparations**

Key preparatory measures were conducted beginning approximately 120 hours prior to the anticipated storm. This effort prompted each operating area to perform preemptive work to safely isolate flood prone areas and/or protect equipment from potential storm damage to the extent practicable. These actions included relocating vehicles and personnel from flood-prone Company locations, establishing 24x7 staffing, and establishing an incident command structure. Additionally, preventative measures were taken throughout the steam generating facilities and distribution network. Examples of such measures include the utilization of flood barriers, placing sandbags as additional mitigation measures around critical infrastructure, de-energizing flood susceptible equipment, and backfilling and paving excavations.

Based on the maximum anticipated peak tide levels of 11 feet at the Battery per the NOAA tide forecast as of Friday, October 26<sup>th</sup>, the Steam Operations organization prepared to preemptively isolate susceptible steam mains and associated customers throughout the Category 1 & 2 flood prone areas. Concurrently, the Company made

efforts to notify all customers throughout these impacted flood zones of their impending loss of steam service prior to the actual isolation of service. In total, the Company implemented preemptive outages throughout Category 1 & 2 flood zone areas on 26 steam main segments, which is approximately 15 miles of steam pipe. Steam main isolations in these zones impacted 130 customers (i.e., steam metered accounts). The impending circumstances also warranted the anticipatory shutdown of the Company-owned East River Generating Station and the BNYCP-owned facility. These actions were performed to provide for the safety of the public and to protect the steam system to the extent practicable.

### **Gas System Preparations**

Gas Operations utilized its Coastal Storm Plan to begin planning for the forecasted storm. Key preparatory measures were conducted and were communicated between all applicable parties at predetermined hourly intervals beginning 120 hours prior to the anticipated storm. This effort prompted each operating area to perform any preemptive work to safely isolate flood prone areas and/or protect equipment to the fullest extent possible from any potential storm damage. These actions included backfilling open excavations, relocating vehicles and personnel where appropriate, ensuring adequate supply of gas, adjusting gas system pressures where appropriate, testing operability of LNG plant equipment and preparation of the plant for vaporization, establishing 24x7 staffing, and establishing an incident command structure.

Based on the anticipated peak tide levels of 11 feet at the Battery per the NOAA as of Friday, October 26<sup>th</sup>, Gas Operations preemptively closed main valves in the Edgewater Park and Locust Point sections of the Bronx to prepare for the isolation of these customers due to historical flooding in these areas. Additionally, we were notified that Governor's Island was being evacuated, and we requested National Grid to preemptively close their system valve (BQ6694), which supplies the island. Three gas regulator stations in Manhattan and one in Westchester were also preemptively shut down due to their flood-prone locations. A fifth regulator station in Manhattan was monitored during the storm for potential flooding and was not impacted. These actions were performed to ensure the safety of the public and to protect the gas system to the fullest extent possible.

## V. Event Classification

### Storm Emergency Classification Matrix

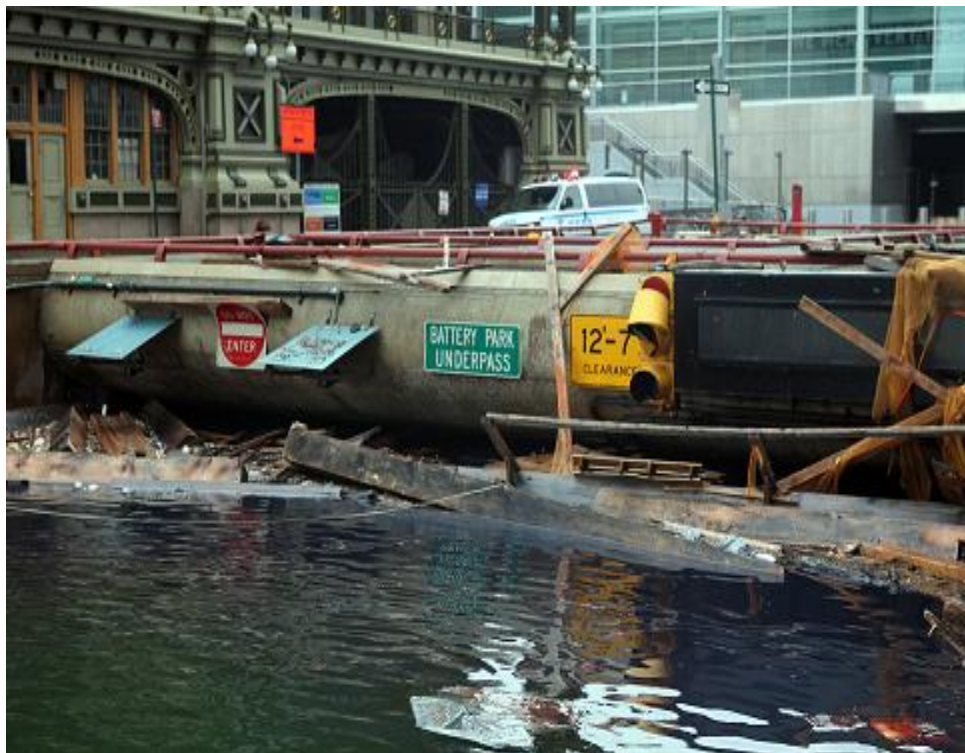
The Storm Emergency Classification Matrix is an important tool used by the Company in establishing the storm recovery plan to be followed by all Overhead Emergency Response participants. Based on the projected storm severity and other natural conditions, e.g. foliage condition and ground saturation, 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, 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.					

Having closely tracked the development, progress, and characteristics of Superstorm Sandy, the event was expected to cause significant damage, and was declared a Category 3 – Full Scale event with well over 1,000 electric service restoration jobs



expected and service outages to last more than four days. The Nor'easter that occurred on November 7<sup>th</sup> was not declared an additional Category 3 event since it occurred within the period of ongoing restoration work in the aftermath of Superstorm Sandy.



## VI. Storm Impact

### Overview of Major Outage Incidents Resulting from Superstorm Sandy

The Company incurred four Major Outage incidents as a result of Superstorm Sandy:

- Preemptive shutdown of two networks in low-lying areas of lower Manhattan and one network in Brooklyn to prevent flood damage to customer and Company equipment (“preemptive network shutdowns”).
- Automatic shutdown of eleven networks in Manhattan due to flooding impacts at the East 13<sup>th</sup> Street and the East River transmission substations and the Seaport area substation.
- Automatic shutdown of three load areas in Staten Island due to flooding and wind impacts at the Goethals and Fresh Kills transmission substations.
- The widespread interruption of power to customers supplied from non-network, radial (overhead) load areas due to equipment damage caused by prolonged sustained winds and wind gusts up to 90 miles per hour.



## Preemptive Network Shutdowns

### Description of Outage Incident

Con Edison's CCSP identifies low-lying network areas and electric equipment locations that are subject to tidal flooding during storms. In advance of the arrival of Superstorm Sandy, the Company installed sandbags at underground transformer vault locations in these flood zones. Immediately before the storm, the Company assigned observers to critical and strategic network areas to monitor flooding impacts of the storm.



Sandy's actual storm surge of 14.06 feet (above Mean Low Level Water ("MLLW")) at the Battery was substantially higher than the prior reported storm tides by at least three feet and exceeded the 11.7 feet forecast for the storm. As the tides surged onto land in the afternoon and evening of October 29, 2012, the network-location observers reported that the water levels were rising above the protective barriers installed at transformer vaults. At that point, the Company preemptively shut down three networks to prevent extensive customer and network equipment damage and to reduce the time required to replace or repair equipment necessary to restore the networks. The shutdown and restoration of each network was as follows:

- The Bowling Green network in lower Manhattan was preemptively shut down on October 29, 2012 at 1842 hours and was restored to service on November 3<sup>rd</sup> at 0133 hours.
- The Fulton network in lower Manhattan was preemptively shut down on October 29, 2012 at 1900 hours and was restored to service on November 3<sup>rd</sup> at 0133 hours and 0503 hours.



- The Brighton Beach network in Brooklyn was preemptively shut down on October 29, 2012 at 1954 hours and was restored to service on October 31<sup>st</sup> at 1613 hours.



## Automatic Shutdown of Eleven Networks in Manhattan

### Description of Outage Incident

Severe flooding at the East 13<sup>th</sup> Street transmission station and the East River transmission station, located adjacent to the East River in Manhattan, caused the shutdown of both stations and resulted in the loss of all load supplied from these stations. These substations suffered a tremendous amount of tidal flooding that damaged critical equipment - particularly the various components of the protective relaying and dielectric systems.

All major components of these transmission stations (42 feeders, 13 power transformers, four phase angle regulators and approximately 60 breakers) require protective relaying systems. These relay systems detect electrical faults and remove current carrying equipment from service to minimize damage and prevent cascading trip-outs from occurring. These relay systems, which require power to operate, are comprised of low voltage wires, control cabinets, relays, and telephone lines.

Many of the 42 feeders (transmission and sub-transmission) are comprised of current carrying conductors contained within a pipe. The conductors are surrounded by pressurized oil (pressurized to approximately 200 pounds per square inch), which is the insulating medium for the conductor. The dielectric system maintains this pressurized oil. It is comprised of Public Utility Regulating Stations (PURS), pumping plants and

pressurization plants which contain many components such as pumps, valves, piping, etc. These plants require power to operate.

The East River Transmission Substation supplies seven sub-transmission feeders that energize two area substations – Leonard Street 1 and Leonard Street 2. Each of these area substations supplies one or two networks in lower Manhattan as follows (parenthetical contains the number of customers in the network as of December 31, 2011):

- Leonard Street No.1 substation    Greenwich network (10166)  
  Sheridan network (38,661)
- Leonard Street No.2 substation    Canal network (8,505)  
  Park Place network (4,905)

Each of these two area substations and its associated network grids shut down on October 29, 2012 at 2026 hours due to loss of East River Transmission Substation transmission supply. All customers in these networks lost power at that time.

The East 13th Street Transmission Substation supplies 21 sub-transmission transformers and/or feeders that energize five area substations – Avenue A, Cherry Street, East 29<sup>th</sup> Street, East 36<sup>th</sup> Street, West 19<sup>th</sup> Street. Each of these area substations supplies one or two networks in lower Manhattan as follows:

- Avenue A substation:                            Cooper Square network (67,237)
- Cherry Street substation:                      City Hall network (8,770)
- East 29<sup>th</sup> Street substation:                  Madison Square network (30,652)
- East 36<sup>th</sup> Street substation:                  Greeley Square network (3,035)  
  Kips Bay network (21,628)
- West 19th Street substation:                  Chelsea network (27,562)

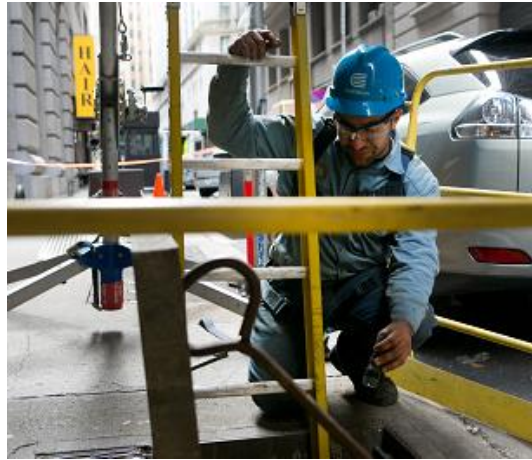
Each of these five area substations and its associated network grid(s) shut down on October 29, 2012 at 20:38 hours due to loss of East 13<sup>th</sup> Street Transmission Substation transmission supply. All customers in these networks lost power at that time.



The loss of power to these ten lower Manhattan networks occurred between 2027 and 2038 hours on October 29, 2012. Network restoration occurred on November 2 and November 3, 2012.



One additional network - the Cortlandt network - was shut down on October 29, 2012 at 2046 hours as a result of tidal flooding. The Cortlandt network is energized by the Seaport No. 1 area substation, which is located within a city block of the East River. Flood-water intrusion into the relay cabinets caused the substation circuit switchers to open and de-energize the network. The network was restored to service on October 31, 2012 at 1353 hours.



## **Automatic Shutdown of Three Area Substations and Associated Load Areas in Staten Island**

### **Description of Outage Incident**

In Staten Island, the loss of transmission supply due to flooding and wind resulted in Fresh Kills 138 kV and Fresh Kills 345 kV Substations being out of service and de-energized. As a result, three area substations, and the load areas these area substations supply, were out of service – Fresh Kills 33 kV, Wainwright and Woodrow. Multiple automatic operations on the Fresh Kills 138 kV bus led to the interruption of customers supplied by these three area substations.

The Fresh Kills 33 kV, Woodrow and Wainwright load areas were shut down on October 29, 2012 at 2143 hours. These load areas were restored to service on October 30<sup>th</sup> as follows:

- Woodrow at 0559 hours
- Fresh Kills at 1120 hours
- Wainwright at 1300 hours



## Interruption of Power to Customers Supplied from the Non-Network, Radial (Overhead) Load Areas

### Description of Outage Incident

The Company's overhead system was devastated by wind and tree damage interrupting service to 604,603 (about 70%) of the 868,347 non-network customers in the Bronx, Brooklyn, Queens, Staten Island, and Westchester County operating areas. The overhead system suffered a loss of nearly 1000 utility poles, more than 900 transformers, and approximately 140 miles of cable. In comparison to Hurricane Irene, ten times as many poles, five times as many transformers, and more than four times as many miles of cable were replaced.



The replacement of poles and transformers is commonplace after a storm and provides a useful indicator as to the severity of the storm.





The following table provides the quantity of poles and transformers that were replaced in each of the five boroughs of NYC and in Westchester County for both Hurricane Irene and Superstorm Sandy, and shows the vast difference in the damage that the two storms caused to the overhead electrical system.

<b>Estimated Pole &amp; Transformer Usage</b>			
<b><i>SANDY Estimated Totals as of Nov. 30</i></b>			
<b>Location</b>	<b>Poles</b>	<b>Transformers</b>	<b>Cable [miles]</b>
Bronx/Westchester	699	718	72.06
Brooklyn/Queens	209	93	60.63
Staten Island	64	111	10.76
<b>Total CECONY</b>	<b>972</b>	<b>922</b>	<b>143.46</b>
<b><i>IRENE Totals</i></b>			
<b>Location</b>	<b>Poles</b>	<b>Transformers</b>	<b>Cable [miles]</b>
Bronx/Westchester	46	133	12.30
Brooklyn/Queens	15	14	17.03
Staten Island	30	15	1.78
Manhattan	-	1	0
<b>Total CECONY</b>	<b>91</b>	<b>163</b>	<b>31.11</b>

### **Transmission System Impact**

During a six hour period beginning on the evening of October 29<sup>th</sup> over 50 transmission feeders tripped out of service and over 4,000 MW of generation capacity tripped or was forced offline on the Con Edison bulk power system. This volume of feeder trips would normally be experienced over a 10 to 12 month period. Multiple operators were on hand to respond to this large number of events. As feeders tripped out of service, operators were able to quickly close breakers and restore many of these transmission paths to service, in accordance with our rapid restoration procedure, SO 5-39, "Rapid

Restoration Procedure”. Restoration of this equipment was performed simultaneously by multiple operating teams.

This quick response dramatically reduced the overall loss of transmission supplies to area substations and left the majority of the Con Edison transmission system intact. When the storm had ended, outages to customers due to a lack of transmission supply were limited to the Manhattan networks and Staten Island load areas discussed above.

### Customer Outages

The damage to the electric system, resulting in approximately 19,225 “lead” tickets, caused service outages to 1,115,294 customers. The following is a breakdown of the number of customer outages in each of the five boroughs of NYC and in Westchester County.

Superstorm Sandy and Nor'easter	Number of Electric Customer Outages
Bronx	75,406
Brooklyn	143,088
Manhattan	235,451
Queens	160,893
Staten Island	179,530
NYC Total	794,368
Westchester	320,926
Con Edison System Total	1,115,294

### Storm Comparison – Number of Electric Customer Interruptions

Another indicator of the severity of Superstorm Sandy as compared to previous storms is the number of customers affected. The table below shows the number of customers interrupted during the past ten storms that affected our service territory. As shown on the table, there were five times as many customers impacted by Superstorm Sandy than by our previous largest storm, Hurricane Irene, which occurred last year. In terms of physical damage, we experienced ten times the amount of pole damage and five times the amount of transformer damage when comparing Sandy to Irene.

<b>Historical Storm Comparison</b>		
<b>Date</b>	<b>Type of Storm</b>	<b>Customers Interrupted</b>
29-Oct-12	Superstorm Sandy	1,115,000 *
28-Aug-11	Hurricane Irene	203,821
13-Mar-10	Nor'easter	174,800
29-Oct-11	Nor'easter	135,913
9-Sep-85	Hurricane Gloria	110,515
2-Sep-06	Tropical Storm Ernesto	78,300
25-Feb-10	Snow	65,200
18-Jan-06	Wind / Rain	61,486
31-Mar-97	Nor'easter	45,180
19-Oct-96	Nor'easter	41,830
<b>*Note: includes Nor'easter Athena</b>		

The distribution system also experienced a number of supply feeder outages due to the high winds, toppled trees, and flood conditions. During Sandy there were 488 feeder outages as compared to 132 in Irene. The 488 feeder outages are equivalent to approximately three months of summer supply feeder activity.



### **Steam System Impact and Customer Outages**

In advance of the storm, the Company isolated 26 sections of steam mains from the steam distribution system in Category 1 and 2 flood zone areas to prevent damage and potential steam pipe rupture from flood water contact with hot steam pipes. These steam main isolations interrupted service to 130 customers.

The Company's steam generating stations are designed to withstand a storm surge corresponding to a peak tidal water level of 12.1' at the Battery. The flooding from the historic tide levels overcame restraint barriers protecting critical station equipment. The storm surge levels resulted in shut-downs as follows:

- Shut down of 59<sup>th</sup> and 74<sup>th</sup> Street Steam Generating Stations (nearly 90% of total steam generating capacity being unavailable).
- Shut down of the First Avenue Tunnel.
- Isolation of steam service to additional customers.

In addition to storm surge flooding, high winds caused a building construction crane on West 57<sup>th</sup> in Manhattan to topple and hang precariously over the street. To avoid damage to the steam system under the street below, the Company isolated steam mains affecting 12 steam customers. In addition, as a result of the loss of electrical service to multiple networks, the Company isolated 142 steam customers in these areas. Fifty-three additional large commercial customers were curtailed early Tuesday, October 30<sup>th</sup>, due to forecasted loads in excess of available steam production capacity. There was also a period after the storm during which portions of the steam system were operated at pressures lower than normal due to shut-down steam generating stations. In total, 48 steam main segments (approximately 30 miles of steam pipe) and 561 customers were impacted by this weather event. Prior to and during the event, the Company issued notifications to keep customers informed of conditions affecting the restoration of steam service.

Flood waters breached the First Avenue Steam Tunnel in Manhattan and filled the tunnel with approximately 500,000 gallons of water, which was subsequently pumped out by November 1<sup>st</sup>. Electrical repairs were made in the tunnel, damaged insulation on the steam main was replaced, and the steam main was restored to service on November 14<sup>th</sup>. Minor damage and flooding was sustained in the Company's seven other utility tunnels.

### **Gas System Impact and Customer Outages**

The storm surge caused coastal flooding in the Bronx prompting the Company to isolate 147 gas services in Edgewater Park, 73 gas services in Locust Point, and 19 gas services on City Island, all located in the Bronx. As noted above, on West 57<sup>th</sup> Street in Manhattan, high winds caused a building construction crane to topple and hang precariously over the street. In order to avoid damage to the gas system under the street below, Gas Operations cut and capped a low pressure main affecting nine gas services. Additionally, uprooted trees in Queens and Westchester damaged 33 gas services, which had to be turned off.



As a result of the storm, power and communication outages affected approximately 45 percent of our Gas Operation Supervisory System (GOSS) SCADA points. As a pre-storm precaution, many of the automated stations throughout the system were isolated and placed on manual control. After the flood waters subsided, Pressure Control crews visited sites to assess the condition of equipment and electronics, as well as power and communications availability. Pressure Control also manually monitored pressure gauges throughout lower Manhattan and provided this information to Gas Control. Electric power and communications at the Meadowlands heater site was lost, resulting in Pressure Control providing on-site emergency generation to power electronic systems and manually performing station operations.

The Company's liquefied natural gas (LNG) plant sustained no damage to operating equipment and minor wind damage to the metallic siding of several buildings at the LNG site. The plant was subjected to storm surge coastal flooding from the noon and midnight high tides forecasted for Kings Point, NY. Automatic feeder transfer capability of the plant's salt water pump house electric breakers was preemptively removed to allow the switchgear to be taken out of service remotely in the event the building became inundated by the storm surge. The final midnight tidal surge was below the switchgear elevation and the pump house sustained no damage.

### **Storm Related Costs**

As a result of Superstorm Sandy, the Company incurred \$318 million in costs to repair and replace equipment and to restore customer service interruptions. Expenditures in Steam and Gas Operations were \$5 million and \$3 million, respectively. The remaining \$310 million was incurred within Electric Operations, of which \$81 million was

associated with capital and removal costs. The balance of \$229 million included \$12 million of Company straight time labor and \$217 million in incremental costs (overtime, mutual assistance and other outside support).



## VII. Restoration Response

### 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, SCADA systems, damage assessment reports from the field 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 of 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 available rapid restoration opportunities (switching) in advance of 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. Some customers were restored through switching operations as the distribution system was cleared of tree and limb contact faults. In the judgment of the Control Center Operating Authority, if quick restoration of customers were possible via switching after wires down have been cleared, the crew was assigned to restore outages prior to receiving the next wires down job.



### **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 and 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 to facilitate appropriate deployment of crews and the development of an estimated time of restoration.

### Site Safety

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

### **Resource Mobilization**

#### **Company Resources**

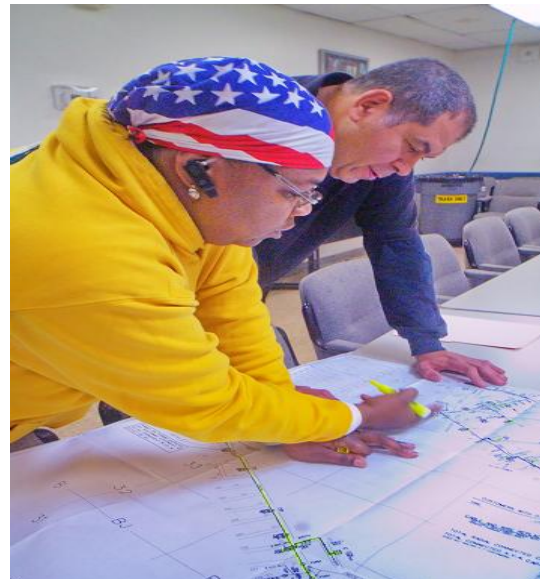
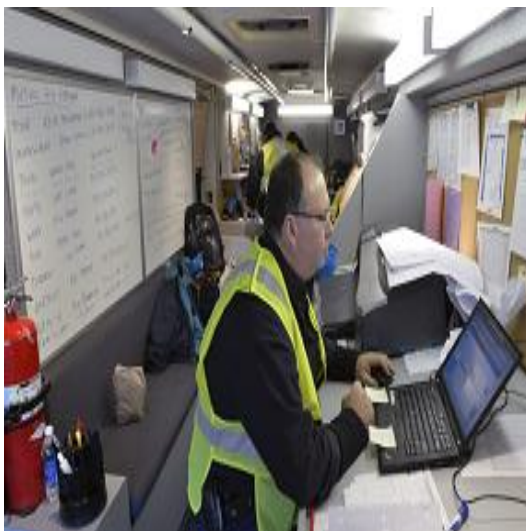
On a normal blue sky day, CECONY has approximately 200 Company and contractor overhead FTEs performing routine work.

Given the widespread nature of the damage, all organizations within the Company dedicated human resources to assist in restoration efforts on the gas, electric and steam systems.



### Damage Assessors

The Construction Coastal Storm Plan, which was developed from Hurricane Irene’s lessons-learned, required the decision to supplement in-house damage assessment staff at the “72 hour” interval (before storm arrival). Initiating calls for this support began October 25<sup>th</sup> at 1330 hours, before the “72 hour” action point. The crews began reporting to local hotels ahead of the storm on Sunday, October 28<sup>th</sup>, and the first reporting shift was on Monday, October 29<sup>th</sup> in all regions.



Con Edison mobilized a total of 263 supplemental assessors (approximately 130 two-person crews, 263 FTEs) for performing damage assessments. These supplemental



crews were comprised of contract and mutual assistance damage assessors. The 263 contract and mutual assistance damage assessors supplemented 366 company damage assessors for a total of 629 damage assessors at the peak of restoration efforts.

<b>Date</b>	<b>Day Shift</b>	<b>Night Shift</b>	<b>FTE Total</b>
28-Oct-12	0	30	30
29-Oct-12	230	137	367
30-Oct-12	292	116	408
31-Oct-12	317	114	431
1-Nov-12	474	106	580
2-Nov-12	500	107	607
3-Nov-12	438	159	597
4-Nov-12	448	155	603
5-Nov-12	472	142	614
6-Nov-12	489	140	629
7-Nov-12	445	151	596
8-Nov-12	457	152	609
9-Nov-12	456	49	505
10-Nov-12	194	0	194
11-Nov-12	61	0	61
12-Nov-12	12	0	12

### **Site Safety**

In preparation for Superstorm Sandy, Con Edison site safety personnel were assigned Sunday evening, October 28<sup>th</sup>, 2012 to both Bronx/Westchester (Worth Street) and Staten Island (Davis Ave). In addition, schedules were changed for the balance of our

Customer Operations field work force to start 12 hour shifts effective Monday morning. Finally, we enlisted the assistance of several vendors who could supply site safety personnel for 12 hour shifts beginning Monday morning. In this instance we also secured agreements with vendors who could supply rental vehicles, as needed. During Hurricane Irene, we established three site safety work locations. In anticipation for Superstorm Sandy, we established four site safety work locations: 1 Davis Avenue in Staten Island, 30 Worth Street in Yonkers, 511 Theodore Fremd Ave in Rye (new location) and 88-11 165<sup>th</sup> Street in Jamaica, Queens. Each facility was staffed with a unit leader, dispatchers, and support staff on each shift. Each facility was equipped with all necessary equipment and supplies needed for site safety.

In the aftermath of the storm, as reports of downed wires were received, site safety staffing was increased. Beginning Monday, October 29<sup>th</sup>, our staffing included Con Edison personnel and our traditional vendors, such as Power Survey, San Mateo and No Parking, etc. However, because of the extent of the damage of this storm, we added site safety personnel from a variety of different resources. For example, additional vendors, such as Nelson and NJB were brought on to watch wires beginning October 31st. In addition, National Guard soldiers began watching wires on November 3rd. Furthermore, we utilized personnel from two temporary employment agencies, Guidant and Industrial Staffing Services, who began watching wires on November 5<sup>th</sup>. Training for many of these supplemental site safety representatives was provided prior to assignment by Con Edison management at the Westchester Marriott in groups of approximately 100 persons at a time.

Con Edison's site safety staffing at the peak involved 1,747 individuals (1488 site safety representatives and 259 support staff). Site Safety personnel included 894 Con Edison personnel, 482 vendors and 112 soldiers from the National Guard. Site Safety support included 90 management and field supervisors, 49 dispatchers and clerical as well as 120 Command and Logistic support from the National Guard to support their soldiers. In comparison, the site safety response for Hurricane Irene and the October 29, 2011 snow storm involved 207 and 379 employees, respectively, plus about 250 site safety representatives provided by multiple vendors via existing purchase orders for each event.

## **Mutual Assistance**

### **Background**

Restoring energy services (electric and/or gas) after a major storm is a complex task that must be completed as quickly and safely as possible. A speedy restoration

requires significant logistical expertise, along with sufficient numbers of skilled workers and specialized equipment. Electric and gas utility companies affected by significant outages, typically call on other utilities for assistance to help speed restoration. This practice is known as mutual assistance. Mutual assistance is an essential part of utility business continuity planning. The affected company is able to temporarily increase the effective size of its workforce by "borrowing" skilled workers from other utilities, but only has to pay for those extra crews during times of need.

In 1955, the Edison Electric Institute's (EEI) Transmission & Distribution Committee established the EEI Mutual Assistance Program, which has become the cornerstone of electric utility mutual assistance during emergencies.



Electric sector mutual assistance has evolved over the years for numerous reasons including: increased customer expectations, safety of employees and the public, reliability required by critical/essential customers, regulatory expectations and the economic, social, and humanitarian impacts that large extended outages could have on the nation. To ensure quick and effective use of available resources, the electric sector mutual assistance is divided into nine Regional Mutual Assistance Groups (RMAGs) as follows:

1. Great Lakes Mutual Assistance Group (GLMAG)
2. Mid Atlantic Mutual Assistance Group (MAMA)
3. Mid West Mutual Assistance Group (MWMAG)
4. New York Mutual Assistance Group (NYMAG)
5. Northeast Mutual Assistance Group (NEMAG)
6. Southeastern Electric Exchange (SEE)
7. Texas Mutual Assistance Group (TMAG)
8. Western Region Mutual Assistance Group (WRMAG)
9. Wisconsin Mutual Assistance Group (WMAG)

Con Edison is a member of both the NYMAG and the MAMA group. The NYMAG companies are Consolidated Edison Inc. (Consolidated Edison Co. of NY and Orange & Rockland Utilities), Central Hudson Gas & Electric, National Grid, National Grid Long Island (LIPA), Northeast Utilities, New York State Electric & Gas (NYSEG) and First Energy. The MAMA group companies are Consolidated Edison Inc. (Consolidated Edison Co. of NY and Orange & Rockland Utilities), Public Service Electric & Gas, First Energy, Pepco Holdings Inc, PECO, PPL Electric Utilities, Baltimore Gas & Electric, Duquesne Light and UGI Utilities.

Con Edison's Emergency Management organization coordinates requests for mutual assistance for both Con Edison and Orange & Rockland. The mutual assistance commitments are then allocated between the two companies based on the extent of the damage to the respective distribution systems and the number of customers interrupted. This process of sharing mutual assistance resources between Con Edison and Orange & Rockland is defined in the Con Edison Emergency Response Plan which is filed annually with the New York Public Service Commission.

Gas sector mutual assistance is coordinated by Northeast Gas Association (NGA) and covers the six New England states, as well as New York and New Jersey. Con Edison is a local distribution company member of NGA.

### **Preparation/Response to Superstorm Sandy**

In preparation for Superstorm Sandy, the Company participated in Mutual Assistance conference calls with representatives from the NYMAG and the MAMA. The first call for Superstorm Sandy was the MAMA call at 1400 hours on October 25<sup>th</sup>. The first



NYMAG call for the storm was held that same afternoon at 1500 hours. Based on the Company's experience, such as with Hurricane Irene, the Company initially requested 1,000 FTE line workers to complement the Company's internal staffing levels as specified in the Company's Electric Emergency Response Plan (Electric ERP) for a Level 3-B storm. Because all the MAMA group companies were in the forecasted path of the hurricane, no company was in a position to release line workers to assist and all companies, with the sole exception of Duquesne Light, were seeking to acquire additional resources. The Company also participated in the NYMAG call at 1500 hours on October 25<sup>th</sup> and increased its request to 1,800 line workers, 150 damage assessors, and 160 vegetation workers. As was the case with the MAMA group companies, the NYMAG companies were unable to release any resources, and all were seeking to acquire additional resources because of the potential threat to their distribution systems from the storm.

Because the requests for line workers exceeded the ability of both the NYMAG and MAMA availability, a request was made through the Edison Electric Institute (EEI) Mutual Assistance Executive Committee to initiate a national RMAG call. National RMAG calls facilitate the distribution of available resources between the RMAGs and are typically initiated when there are unfilled requests for resources in more than one RMAG. A national RMAG call was scheduled for noon on October 26<sup>th</sup>.

Due to the size and strength of the storm, utility companies from Florida to Canada and as far west as Ohio were either seeking to acquire additional crews or holding their own crews in anticipation of damage to their energy delivery systems. On the October 26<sup>th</sup> national RMAG call the combined SEE, MAMA, NYMAG, and NEMAG requests for resources totaled 19,599 line FTEs. At the same time, the only resources available to deploy were 149 line FTEs from the MWMAG. These resources were divided between the MAMA and the NYMAG and were subsequently allocated to member companies. None of these resources were allocated to Con Edison.

The first mutual assistance resources assigned to Con Edison was a contingent of 32 line FTEs from San Diego Gas & Electric (SDG&E) on October 27<sup>th</sup>. On Sunday, October 28<sup>th</sup>, the Company again increased its request to 2,500 line workers, 450 tree workers, and 500 damage assessors. On October 28<sup>th</sup>, the Company was allocated 171 line FTEs from Pacific Gas & Electric (PG&E). On Tuesday, October 30<sup>th</sup>, the Company increased its request to 4,500 line workers, 1,000 tree workers and 500 damage assessors. On October 30<sup>th</sup>, the Company was allocated a contingent of 84 line workers from Southern California Edison (SCE).

Once assigned resources, the Company worked with the sending utilities to arrange transportation to New York for the vehicles, equipment, and personnel. The PG&E

personnel were transported by chartered air carrier to Westchester County Airport and arrived at 0200 hours on October 31<sup>st</sup>. The PG&E trucks and equipment were transported overland and arrived on November 1<sup>st</sup>. The SDG&E personnel were transported by the US Air Force and arrived at Stewart Air Force Base at 1600 hours on November 1<sup>st</sup>. The SDG&E trucks and equipment were transported overland and arrived on November 2<sup>nd</sup>. The SCE trucks and equipment were transported by the US Air Force and arrived at Stewart Air Force Base at 1600 hours on November 1<sup>st</sup>. The SCE personnel were transported by commercial air carrier and arrived on November 2<sup>nd</sup>.



In preparation for the potential for flooding in lower Manhattan, the Company requested underground network Mutual Assistance through the national RMAG process beginning on October 28<sup>th</sup>. The first group of underground network Mutual Assistance workers arrived on October 31<sup>st</sup>. In total, 403 underground network Mutual Assistance workers were secured through the Mutual Assistance process.

In addition to seeking resources through the Mutual Assistance process, the Company began calling utility contractors on Thursday, October 25<sup>th</sup>. By Sunday, October 28<sup>th</sup>, the Company had secured commitments for 193 contractor line, 260 damage assessor, 200 wire guard and 140 vegetation worker FTEs.

As the storm made landfall and weakened, utilities outside the affected area began to release additional resources. Many of these resources were made available to the Company through the Mutual Assistance process. The Company continued to seek additional resources until November 9<sup>th</sup>. After November 9<sup>th</sup>, additional resource requirements, including those due to additional outages caused by the November 10<sup>th</sup> Nor'easter, were met by transferring resources between Con Edison regions, and between Orange & Rockland utilities and Con Edison. The table below lists the external

overhead line resources available to the Company for the period October 28<sup>th</sup>, to November 11<sup>th</sup>.

<b>Date</b>	<b>External Overhead Line FTEs</b>
October 28	145
October 29	212
October 30	212
October 31	396
November 1	826
November 2	1,106
November 3	1,248
November 4	1,481
November 5	1,734
November 6	1,740
November 7	2,236
November 8	2,450
November 9	2,834
November 10	3,273
November 11	3,360

The peak number of overhead line resources was 3,360 FTEs on November 11<sup>th</sup>. This far exceeded the previous peak number of overhead line resources deployed by the Company in response to a storm.



The table below lists the approximate number of external overhead line FTEs used for recent major storms.

<b>Storm</b>	<b>Overhead Line FTEs</b>
March 2010 Nor'easter	910
Hurricane Irene	682
October 2011 Nor'easter	403
Superstorm Sandy	3,360

In addition to securing line workers through the Mutual Assistance process, the Company also secured other external resources as shown below:

<b>External Resources</b>	
Damage Assessors	263
Vegetation Workers	643
Underground	403
Site Safety	482*
Logistics Specialist	18
Base Camp Contractors	186
Electricians	280
Overhead Line	3360
<b>Total</b>	<b>5,635</b>

\*Note – Does not include 112 New York National Guard soldiers

The total number of external workers secured for the Sandy response was 5,635.

Superstorm Sandy caused damage and customer interruptions in Con Edison’s gas system, primarily as a result of the severe flooding from the record-setting storm tide. Con Edison participated in the conference calls hosted by NGA to discuss Mutual Assistance, starting on October 27<sup>th</sup> and continuing daily until November 12<sup>th</sup>, at which time they went to every other day, and then to as-need on November 19<sup>th</sup>. Con Edison did not request or receive any gas Mutual Assistance for Sandy. There were requests through the NGA calls from National Grid, NJ Natural Gas, and Southern Jersey Gas for Mutual Assistance. Con Edison was unable to provide Mutual Assistance immediately as a result of having urgent needs within our own system. As restoration of Con Edison’s gas system progressed, the Company was able to provide assistance to National Grid with Con Edison and contractor crews starting on November 14<sup>th</sup>. The response was increased on November 22<sup>nd</sup> and was increased again on December 1<sup>st</sup>. Con Edison also provided 4 leak survey crews and a supervisor with equipment to NJ Natural Gas on December 3<sup>rd</sup>.

In addition to the communications with other utilities through the RMAGs and NGA, Con Edison frequently communicated with other utilities to maintain the inventory required to repair and replace the unprecedented scope of infrastructure damaged by Sandy.

As crews replaced miles of cable, hundreds of poles and transformers, and other associated hardware, the Company's inventory of repair materials was reduced as the materials needed exceeded that utilized during any previous storm restoration by several times over. The Company monitored critical inventory levels of various size cable, splices (aluminum, copper, full tension, etc.), service grips, auto line connectors, fuse links, manhole ladders, ties, braces, and disconnect switches. When the Company's contracted material suppliers depleted their local inventories, the company contacted numerous utilities, in areas unaffected by Superstorm Sandy, in an effort to locate and obtain additional materials. Some of the companies that were contacted included:

PG&E (San Francisco),  
DTE (Detroit),  
Entergy (Mississippi),  
KCP&L (Kansas City),  
Com Ed (Chicago),  
Rural Electric Supply Cooperative (RESCO - multiple states),  
ONCOR (Texas),  
Duke Energy (North Carolina),  
Puget Sound (Washington State), FPL (Florida),  
Ameren (Illinois, Missouri),  
Border States Electric (vendor, North Dakota)

After engineers verified the suitability of materials that other utilities were willing to supply, arrangements were made by Con Edison's Logistics and Purchasing personnel to obtain materials.

## Staging Area and Base Camps



In response to Superstorm Sandy, Con Edison had to establish base camps, major staging areas, and flood command posts at various locations in Westchester and New York City to support Mutual Assistance crews, facilitate deployment of materials and equipment, and direct the restoration work from field locations closer to the damaged communities.

The table on the next page identifies the location of the field support facilities established for Superstorm Sandy response.

<b>Field Locations During Sandy Response</b>			
<b>Site</b>	<b>Location</b>	<b>Borough / County</b>	<b>Use</b>
1	Rye Playland	Westchester	Base Camp
2	FDR State Park	Westchester	Base Camp
3	Sprain Park	Westchester	Staging Area
4	Yonkers Raceway	Westchester	Staging Area
5	Saxon Woods	Westchester	Staging Area
6	450 Mamaroneck	Westchester	Staging Area
7	Armonk Pool	Westchester	Staging Area
8	Union Square	Manhattan	Staging Area
9	Maiden Lane	Manhattan	Staging Area
10	Hall of Science	Queens	Base Camp
11	CitiField	Queens	Base Camp
12	Old Howard Beach	Queens	Flood Command Post
13	Broad Channel	Queens	Flood Command Post
14	Neptune Ave	Brooklyn	Staging Area
15	Seagate	Brooklyn	Flood Command Post
16	Gerritsen Beach	Brooklyn	Flood Command Post
17	Brighton Beach	Brooklyn	Flood Command Post
18	Manhattan Beach	Brooklyn	Flood Command Post
19	Red Hook	Brooklyn	Flood Command Post
20	Miller Field	Staten Island	Base Camp /Command Post
21	Staten Island Mall	Staten Island	Staging Area





Con Edison had never used base camps before. These camps functioned both as staging sites and housing accommodation for the huge influx of Mutual Assistance workers. The camps housed people in tents and mobile sleeping units, provided showers, served hot meals, and handled laundry for crews.

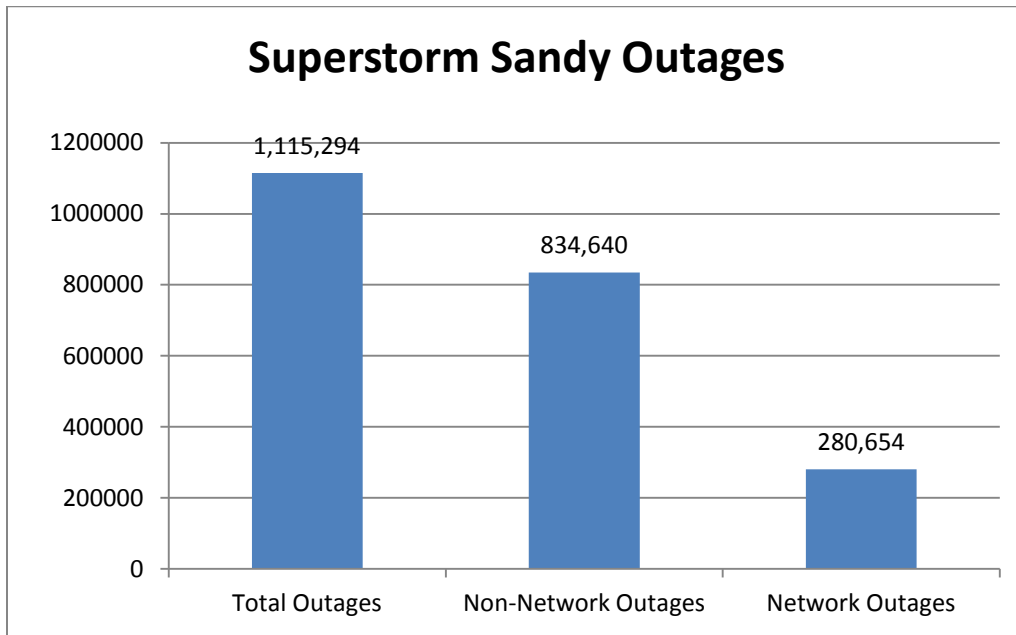
The Company contracted with Base Logistics on Tuesday, October 30<sup>th</sup> to establish a 1,000-person base camp at Rye Playland (Rye, New York), and on November 1<sup>st</sup> for two 500-person base camps, one at CitiField (Queens), and the other at Miller Field (Staten Island). On Friday, November 2<sup>nd</sup>, the Company contracted with Storm Services for a 500-person man base camp at Hall of Science (Queens), and on November 3<sup>rd</sup> for a 500-person base camp at FDR State Park (near Yorktown Heights, New York).



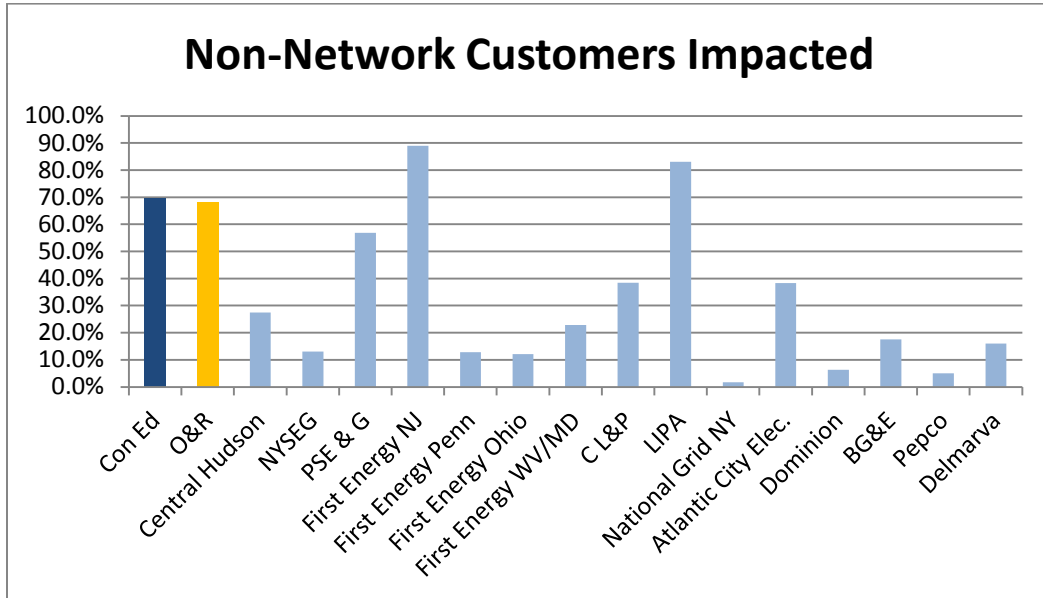
## Customer Outage Totals

Electric customer outages due to high winds started to escalate by 1400 hours on Monday October 29<sup>th</sup> and peaked on Tuesday, October 30<sup>th</sup> with more than 900,000 outages due to punishing winds and unprecedented flooding. Approximately 1,115,000 electric customers were interrupted due to the combination of outages caused by Sandy and the November 7<sup>th</sup> Nor'easter.

The following chart shows the number of outages of underground (network) customers and overhead (non-network) customers:



Sandy and the Nor'easter significantly impacted electric overhead systems across the entire region as demonstrated by the following chart which shows the peak percentage of overhead (non-network) customer outages experienced by 17 regional utilities:



Approximately 70% of Con Edison's customers supplied by the overhead distribution system were impacted at some point during this storm.



## **Restoration Strategy**

Restoration was long and frustrating for many customers, but the Company workforce and the army of supplemental staff worked around the clock to restore power to all of our customers as safely as possible. The process was complicated; many underground systems needed to be cleared of water and debris and then dried before the equipment could be repaired and restored to service. Flooding and downed trees created a significant challenge to restoring the overhead system, and hundreds of roads were blocked and needed to be cleared. Repairs were then prioritized to restore services to critical care customers, schools and polling places in advance of Election Day and to repair equipment that would restore the largest blocks of customers.

## **Bulk Power System and Substations Restoration Strategy**

Once the storm had passed, the Bulk Electric Team assessed the system and, while the storm was unprecedented in its scope, the robustness of Con Edison's second contingency design resulted in the large majority of substations and the transmission system remaining in operation and serving load.

The focus of restoration efforts for the transmission system was as follows:

1. Returning two Manhattan Substations (East 13<sup>th</sup> Street and East River) to service and picking up networks fed by those stations.
2. Restoring feeders and large scale generators to allow Staten Island customers to be returned to service.
3. Working with generators within the Con Edison service territory to provide light and power supplies to facilitate their return to service.
4. Working with the New York Independent System Operator and neighboring utilities to assess damage, estimate return dates and create a plan for restoration of inter-utility tie line feeders.
5. Assessing damage and prioritizing repairs on the transmission system.

## **Restoration of the East 13th Street and East River Substations and Associated Area Substations and Networks**

On Tuesday, October 30<sup>th</sup>, at 0600 hours, a Command Center was established at the East 13<sup>th</sup> Street Substation to manage the restoration of the East 13<sup>th</sup> St. Substation, the East River Substation and the East 15<sup>th</sup> St. Public Utility Regulating Station (PURS), all located in the Company's East River Complex adjacent to the East River. Each of the facilities had shut down due to flooding. The team was comprised of Central Operations Vice Presidents, General Managers, Area Managers, Project Managers, Project Engineers, Field Operations Planners, Central Engineering Schedulers and

administrative support staff. While all the customers impacted by the loss of East 13<sup>th</sup> Street and East River Substations were restored by 0504 hours on November 3<sup>rd</sup>, this team remained in place, working 24 hours a day, until November 11<sup>th</sup>, when these facilities had been adequately restored to maintain safe and reliable operation. Throughout this period, team meetings were conducted at the turnover of shifts to discuss accomplished tasks and next operational period activities. In addition, frequent conference calls were held with the Energy Control Center to discuss restoration status and objectives. There were also constant communications with East River Steam personnel to ensure that Steam and Electric activities were properly coordinated.

Based on area of expertise, sub-teams were created to assess, repair, and prepare for service the substation equipment necessary for station restoration based on priority. Such sub-teams included members from Protective Systems Testing, Auxiliary Systems Maintenance, Substation Operations Maintenance, and Electrical Construction, each addressing their respective areas of skill. Additional teams were formed and tasked with various specific assignments to address restoration needs. For example, teams were formed for the assessment of distribution area substations, connection of portable diesel generators for power supply to station load boards and batteries, and support of substation operators to assist with equipment switching and restoration.

These teams worked on the restorations plans to return service to our customers as quickly as possible.

These substations suffered a tremendous amount of flooding that damaged an extensive amount of equipment that is critical to feeder operation including the various components of the protective relaying and dielectric systems. Transmission feeders and equipment could not be restored to service until minimal amounts of these auxiliary systems were in service. Assessing the status of all the auxiliary systems for each feeder, transformer, breaker and bus section at East 13<sup>th</sup> Street Substation and East River Substation was critical to understanding which facilities could most quickly be returned to service and focusing efforts on those facilities. It was determined that the following minimum amount of equipment was required to restore customer load:

- three 138 kV transmission feeders to East 13<sup>th</sup> Street.
- two 69 kV transmission feeders to East River.
- two sub-transmission feeders to each of the five area stations fed by East 13<sup>th</sup> Street (due to some shared sub-transmission feeders to area stations, this meant eight sub-transmission feeders were required to these five area stations).
- two sub-transmission feeders to each of the two area stations fed by East River .

This minimum amount of equipment to supply the area substations was back in service by Friday evening, November 2<sup>nd</sup>. Between Friday night at 1651 hours and Saturday morning at 0504 hours, the ten lower Manhattan networks fed by the seven area substations were returned to service.

Network restoration occurred Friday, November 2<sup>nd</sup> into Saturday November 3<sup>rd</sup> as follows:

- Cooper Square Network at 1651 hours
- Chelsea Network at 1744 hours
- City Hall Network at 1855 hours
- Madison Square Network at 1903 hours
- Kips Bay Network at 0055 hours
- Greenwich Network at 0356 hours
- Park Place Network at 0400 hours
- Sheridan Square Network at 0423 hours
- Canal Network at 0440 hours
- Greeley Square Network at 0503 hours

Following this restoration of customer load, restoration efforts continued to re-establish system reliability and second contingency design capability.

### **Restoration of the Other Lower Manhattan and Brooklyn Networks**

Cortlandt Network supplied by Seaport No. 1 area substation, located about one city block from the East River was shutdown on October 29<sup>th</sup> at 2046 hours on account of the automatic opening of the station circuit switchers due to water intrusion in the relay cabinets. The network was restored on October 31<sup>st</sup> at 1353 hours.

Three distribution networks - Bowling Green and Fulton serving parts of lower Manhattan, and Brighton Beach serving portions of Brooklyn adjacent to the Atlantic Ocean- were preemptively shut down as tidal waters rose Monday evening to prevent extensive customer and network equipment damage. These networks were identified as located in the flood zones based on the original forecasted high water level of approximately 11.3 feet at the Battery.

In order to restore these networks, Electric Operations crews had to assess all distribution electric facilities in the flood areas to determine if equipment needed to be isolated before energization. Restoration crews were supplemented by hundreds of support crews including Company gas crews, contractors and mutual aid crews from other utilities. In order to assess damage, most facilities needed extensive pumping. Non-electric crews were dedicated to pumping activities ahead of restoration crews. In

addition to sea water, crews faced environmental hazards including diesel fuel, kerosene and raw sewage.

Extensive water damage was found in most locations, and defective equipment needed to be isolated before the networks could be energized. This involved over 250 sites and 1000 transformers and associated network protectors. Emergency procedures were implemented to expedite the isolation of high voltage feeders from damaged equipment to allow the restoration of non-damaged distribution equipment to service.

Once the assessment phase was completed, Engineering determined the minimum number of feeders required to energize each network grid safely. As the defective equipment was isolated, the remaining equipment was prepared for energization. This included preemptively closing equipment on feeders that would be restored to service to avoid overloads in any areas. Once the network grid was energized, customers that were not affected by the flood waters were restored.

- The Bowling Green network was preemptively shut down on October 29<sup>th</sup> at 1842 hours and restored on November 3<sup>rd</sup> at 0133 hours.
- The Fulton network was preemptively shut down on October 29<sup>th</sup> at 1900 hours and restored on November 3<sup>rd</sup> at 1503 hours.
- The Brighton Beach network was preemptively shut down on October 29<sup>th</sup> at 1954 hours and restored on October 31<sup>st</sup> at 1613 hours.

The Freedom network (World Trade Center) was manually removed from service at the customer's request due to flooding on October 29<sup>th</sup> at 2105 hours and was restored on November 4<sup>th</sup> at 0116 hours when the customer was ready to have the feeders energized.

### **Restoration of Staten Island Transmission Facilities**

During the storm multiple automatic operations on the Fresh Kills Substation 138KV bus led to the interruption of non-network customers supplied by Fresh Kills 33KV area substation. The loss of transmission supply due to flooding and wind resulted in the shutdown of three area substations and associated load areas on October 29<sup>th</sup> at 2143 hours: Fresh Kills 33 kV, Wainwright and Woodrow. The three area substations were restored on October 30<sup>th</sup>. Woodrow was restored at 0559 hours; Fresh Kills was restored at 1120 hours; and Wainwright was restored at 1300 hours. The non-network customers supplied from these area substations were also restored to service at those times except to the extent that distribution system damages precluded service restoration.

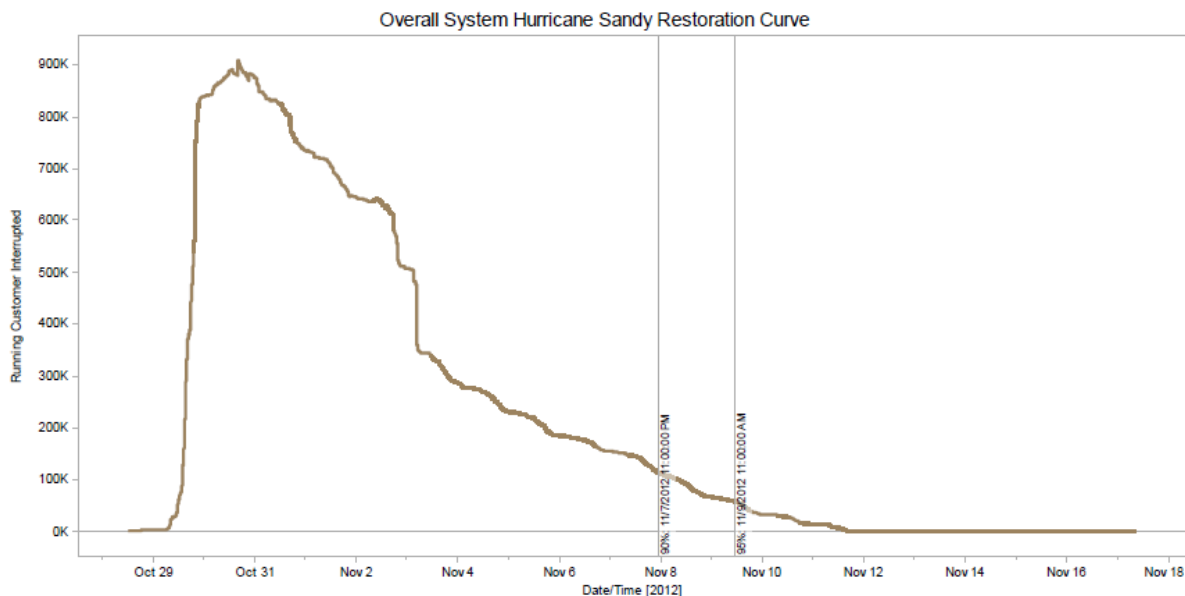


## Estimated Time of Restoration

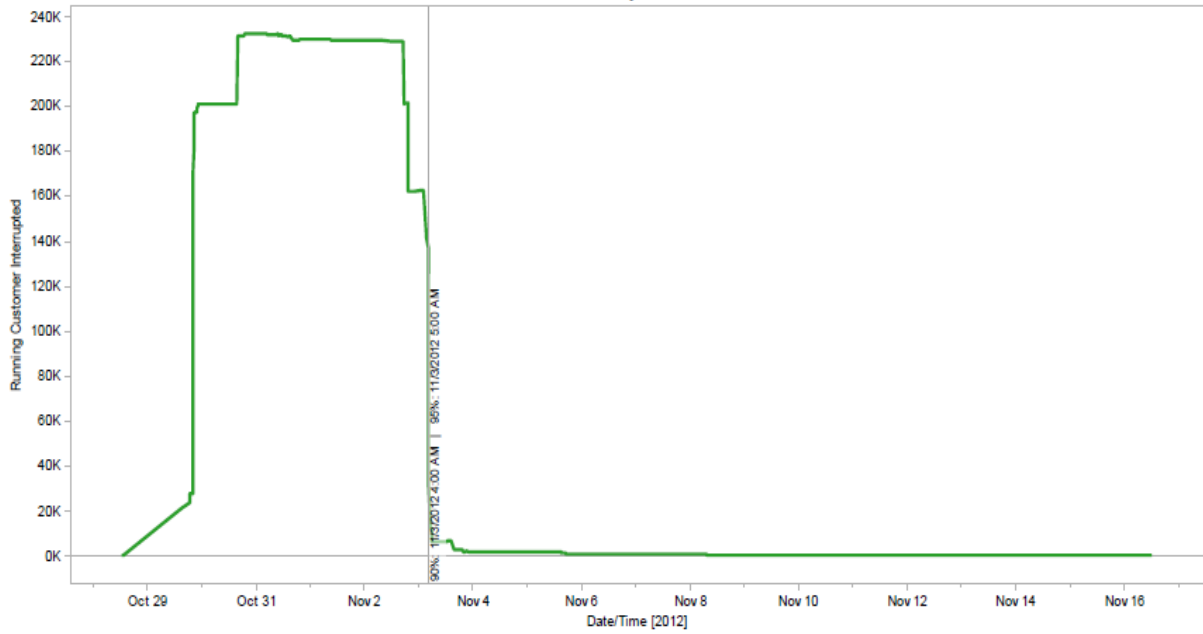
The combination of Sandy and the November 7<sup>th</sup> Nor'easter interrupted service to 1,115,000 customers representing approximately 19,225 lead tickets that included one or more individual restoration jobs in New York City and Westchester County. Due to the widespread nature of the storm (New York City – 781,000 customer outages / Westchester County – 334,000 customer outages), an estimated time of restoration (ETR) was established for each area: Manhattan – November 3<sup>rd</sup> at 2359 hours (4 days after the end of the storm) and Bronx/Westchester County, Brooklyn/ Queens, and Staten Island: November 9<sup>th</sup> at 2359 hours (10 days after the end of the storm). The “global” ETR for the Company’s entire service area was November 11<sup>th</sup> at 2359 hours. From the end of the storm on October 30<sup>th</sup>, the Company restored 50 percent of its electric customers within three days (November 2<sup>nd</sup>) and 90 percent of its customers within eight days (November 7<sup>th</sup>).

Overall, 95 percent of the service outages throughout the entire service area (about 1,059,250 customers) had been restored by November 9<sup>th</sup> at 1100 hours (10 days from the end of storm). The Company restored service to all storm-impacted customers that could accept service within 13 days (November 12<sup>th</sup>).

The following show the restoration curves for the entire Con Edison system as well for Manhattan and for Westchester County.

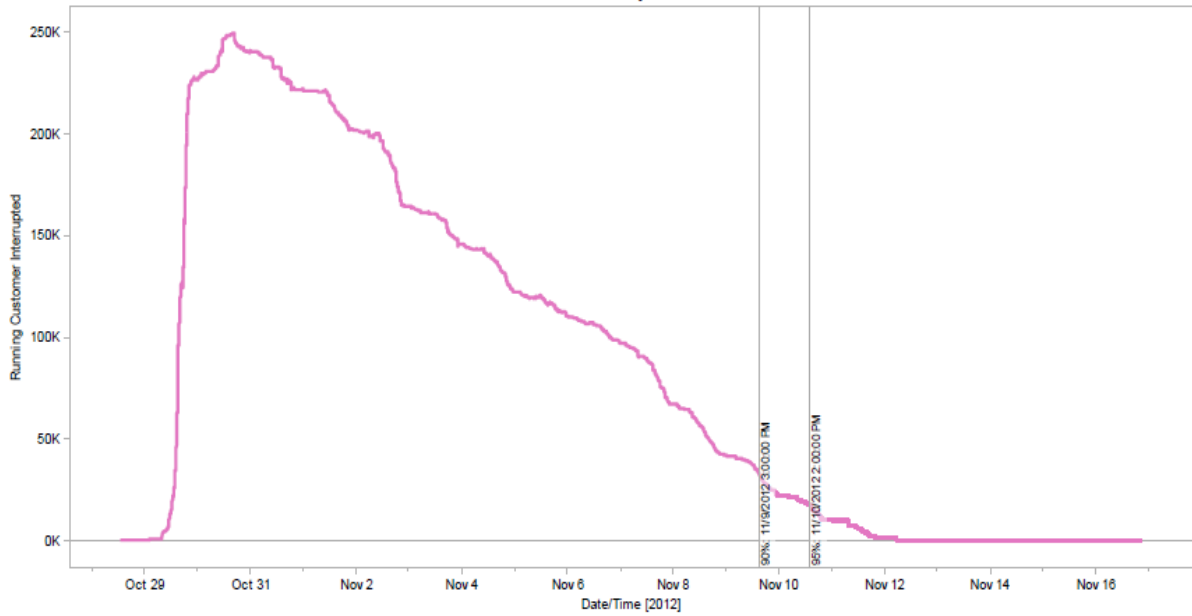


Manhattan Hurricane Sandy Restoration Curve



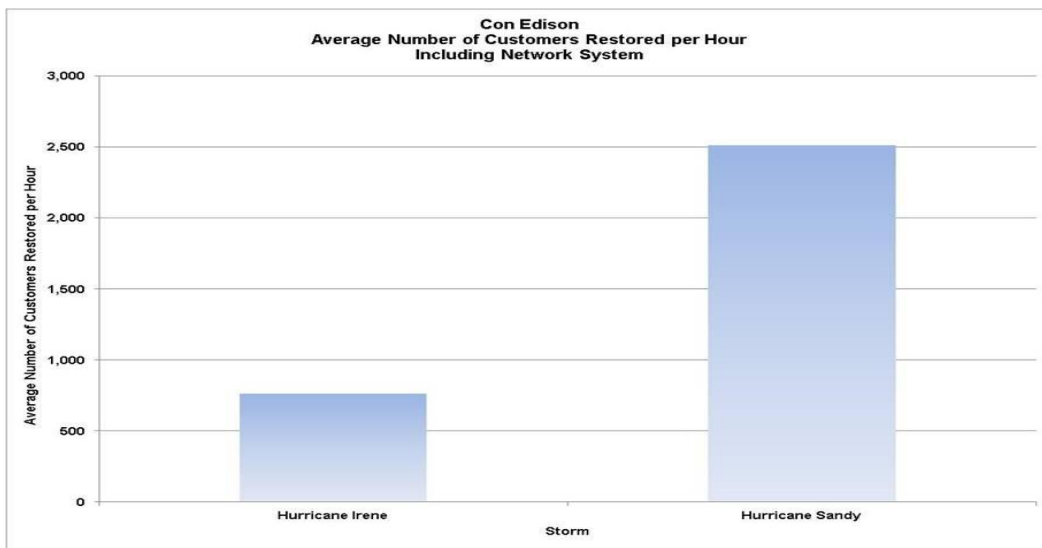
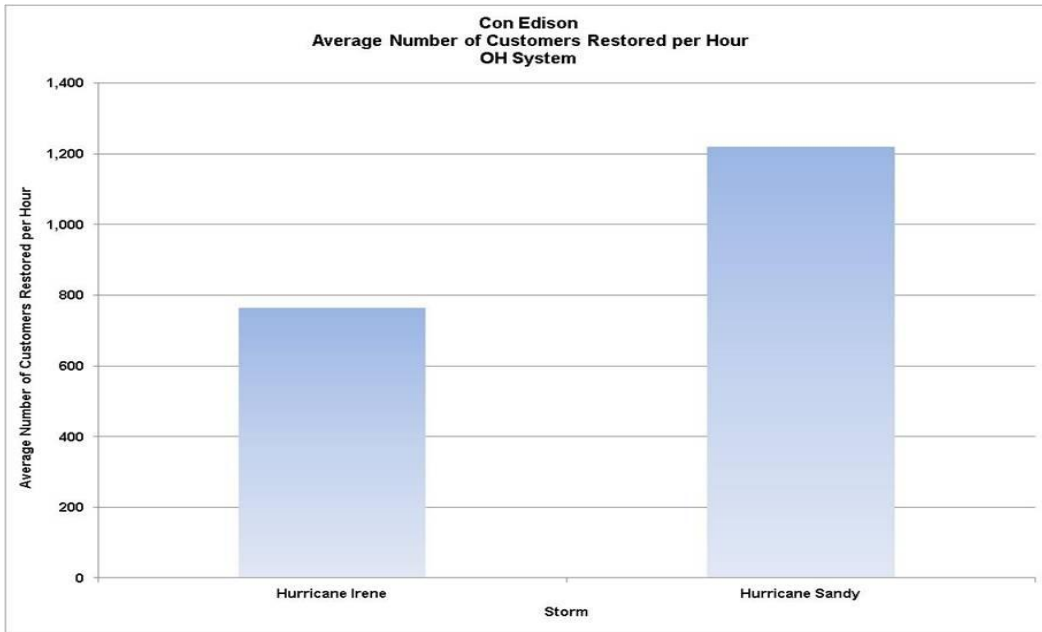
Full Borough  
Manhattan

Westchester Hurricane Sandy Restoration Curve



Full Borough  
Westchester

The two charts below display the average number of customer restored per hour during Hurricane Irene and Superstorm Sandy. The first chart contains the OH system outages only and the second includes all outages including the network system.

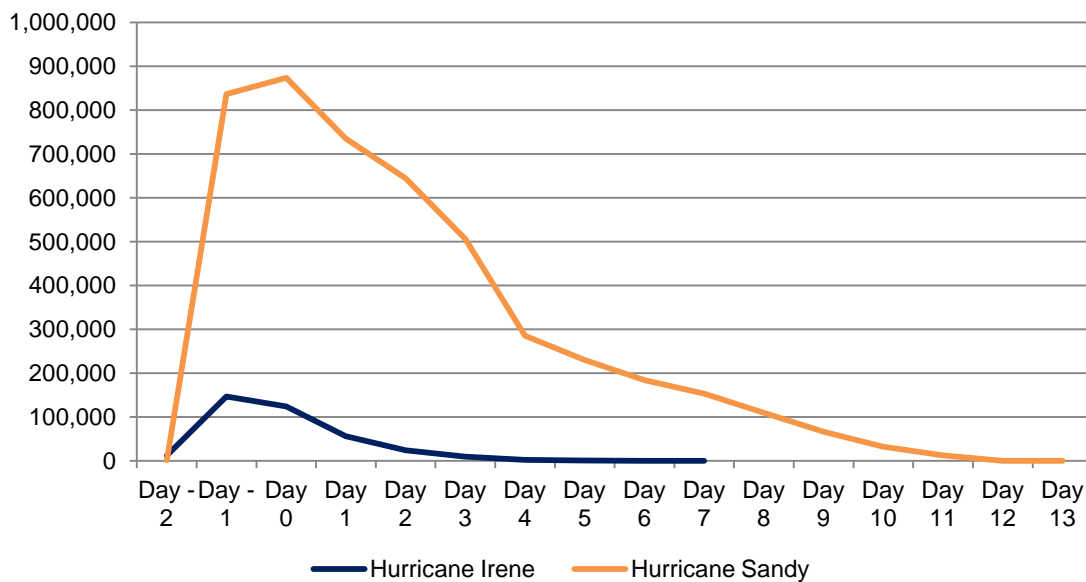


The average number of customers restored per hour for all outages during Superstorm Sandy was more than three times greater than during Hurricane Irene. The average

number of customers restored per hour, overhead outages only, was approximately 60 percent greater during Sandy than during Irene.

The chart below shows the average restoration time for Superstorm Sandy versus Tropical Storm Irene, the largest two storms to impact the region to date. The system outage impact from Sandy was approximately six times (500 percent) greater than that for Irene and while the average restoration time for Irene was 60 hours, the restoration time for Sandy was 94 hours, 28 percent more than that for Irene.

**Average Restoration Time Irene vs. Sandy**



### Steam System Restoration

Due to the physical arrangement of the steam system, the governing procedures applicable to steam system restoration provide for a sequence of actions that are necessary to restore service to our customers. First, our structures must be cleared of any debris and floodwaters, and pipes must be properly drained and warmed in order to safely re-energize the pipes with steam. Segments of the system are then energized in a careful process to avoid inducing water hammer. As a segment is completed, we can then re-establish service to the customers on that segment, if they are prepared to receive steam. The selection of the segments that were energized were prioritized by many factors. These included energizing sufficient outlets for our generating supply, establishing paths for access into the lower Manhattan area, maintaining adequate pressures in energized segments and choosing segments that provided opportunities to return the customers in this segment. The segments are energized in sequence, i.e., a segment is energized from a connecting energized section of steam main. This

sequencing process precluded a simple focus on restoring a certain type of customer such as residential. Each of the segments often contained a mix of residential and commercial customers. Once a segment was restored, Con Edison restored customers within each segment to address hospitals, critical care and residential facilities and did not omit customers on a segment unless they indicated they were not available for steam.

The steam system restoration effort began on October 30<sup>th</sup> with the Company performing damage assessments and developing a restoration plan that matched available system capacity with customer demand. To minimize restoration times, the Company energized steam distribution mains and restored additional steam generating capacity in parallel. By Thursday, November 1<sup>st</sup>, enough steam generating capacity had been restored to allow the restoration of steam customers to begin. Customer restorations continued as generating capacity and distribution mains were being restored. By Monday, November 5<sup>th</sup>, the Company had restored sufficient generating capacity to accommodate the return to service of all steam customers for the forecasted loads; however, the Company still needed to restore certain steam mains in order to deliver this supply to many of the affected customers. To facilitate this restoration process in both the generating stations and the distribution system, the Company brought in a number of internal and external support crews. Restoration of steam production capacity, distribution mains, and customer services continued through the week. The restoration was phased such that customers in areas least impacted by the storm were restored first. While these customers were being restored, other crews were preparing steam mains for service by pumping out the piping structures and equipment structures, cold draining the steam mains, and warming up/pressuring the steam mains. Crews worked their way south by energizing distribution steam mains followed by customers fed from such steam mains within those geographic locations. Crews worked their way south because no steam generation supply was available south of 14<sup>th</sup> Street and so there was no means to bring steam from the south of Manhattan simultaneously with bringing steam from the north. The time required to restore the steam distribution mains was heavily impacted by the level of flooding that occurred; additional time was required for safely draining and warming/pressurizing these steam mains.

By Saturday, November 10<sup>th</sup>, the Company had increased system capacity to approximately 60% and restored all steam services that were ready to accept steam. Steam system customers isolated due to the extensive flooding in Manhattan, and who were ready to accept steam service, were all returned to service by Saturday, November 10<sup>th</sup>. As of December 31<sup>st</sup>, a single customer has yet to be re-established pending repairs to its equipment.

## **Gas System Restoration**

The gas system restoration efforts began on October 30<sup>th</sup>. By November 1<sup>st</sup>, the majority of the customers in the Bronx were fully restored. In the days following the storm, additional customer locations were found to have flooded basements. Customer piping and appliances/equipment were isolated and warning tags were issued where either the customer piping or appliances/equipment were found to have been submerged. These areas included West 19<sup>th</sup> Street and West 26<sup>th</sup> Street near the West Side Highway and Battery Place near West Street in Manhattan. We also found that water had infiltrated areas of the low pressure gas system affecting gas customers, particularly in the South Street/Front Street/Water Street area of lower Manhattan, and Stuyvesant Town near Avenue C in Manhattan. We believe that, in most cases, the water entered the gas system through indoor customer appliances. However, the infiltration of the Company's low pressure gas system did not result in any customer interruptions. Water was removed from the Company's mains and services before any of the customers were ready to accept gas service. Those customers that could take service were restored by November 10<sup>th</sup>.

As of December 31<sup>st</sup>, a total of 5 services have yet to be re-established pending customer repairs.

These remaining customers are tracked daily to monitor progress on their repairs: Restoration Update for Flood Damaged Customers (Appendix E).

## **Coastal Area Response**

Severe flood damage in the coastal communities of Brooklyn, Queens, Staten Island and Manhattan made it unsafe to restore electric service in these communities without first isolating the flood damaged customers. A process was quickly developed, with assistance from the NYC Department of Building (DOB), to inspect each property and assess the impact of the flood waters on the property's electrical system. Properties with flood damaged electrical systems were then isolated from the Con Edison delivery system, allowing for a safe restoration of the affected area. Working with the DOB, an expedited self-certification process was developed to restore electric service to customers who were isolated due to flood damaged electrical systems (Appendix D).



Con Edison established nine Mobile Command Centers, which included Customer Outreach Vans, throughout the flood damaged areas to provide a local presence and help manage the restoration work. The locations of the mobile command centers were communicated through media releases and our company web site.



With the flood damaged customers isolated, Con Edison and Mutual Aid crews were able to repair the electric system damage to the storm affected areas. Customers that were isolated from the system, due to flood damage, were restored to service when they provided a self certification form completed by their electrician.

The number of customers that remain without service is monitored daily: Restoration Update for Flood Damaged Customers (Appendix E).



## VIII. Stakeholder Communications

Communication 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. As described in more detail below, the Company's communications during the storm included:

- Called 1.38 million customers to provide information on global and local service restoration estimates, voltage reduction, potential and actual outages.
- Called more than 52,000 Life sustaining equipment and critical-care customers to provide information about restoration times.
- Sent service restoration e-mail blast between November 2nd and 3rd to customers serviced by Canal, Chelsea, Cooper Square, and Greeley Square electric networks.
- Staffed call centers to handle more than 1.2 million calls from October 28<sup>th</sup> through November 11<sup>th</sup>.
- Staffed nine outreach advocate locations to reach 27,000 customers. Five Russian-speaking customer service representatives assisted our Russian customers in Brighton Beach.
- Maintained ongoing communications with:
  - Large customers, including Peter Cooper Village, Waterside, Verizon, NY Stock Exchange.
  - Government agencies, including NYC OEM, MTA, Port Authority, New York City Police Department (NYPD), FDNY, NYCHA, DOE, Department of Homeland Security, Army Corps of Engineers, DEP, Board of Elections, Westchester County Department of Emergency Services.
- Updated 150 elected New York City officials and staff about the progress of our restoration efforts through daily conference calls beginning October 27<sup>th</sup>. Made daily calls to up to 75 elected officials in Westchester, in addition to a daily call to representatives from 43 municipalities beginning November 2<sup>nd</sup>.
- Maintained a strong social media presence before, during, and after the storm. Con Edison's 6,500 Twitter followers jumped to more than 22,750 by November 5<sup>th</sup>. More than 1,650 tweets were sent from @ConEdison, and press releases we posted were re-tweeted 2,500 times.
- Saw more than 2.2 million visitors to conEd.com from personal computers between October 26<sup>th</sup> and November 10<sup>th</sup>, and 550,000 visits from mobile devices for the same period. ConEd.com's Newsroom site, which is updated with every press release, saw almost 109,000 visits since October 31<sup>st</sup>. The Con

Edison home page was also updated to provide resources, including links to FEMA and the Red Cross, and information on how to expedite service restoration from storm-damaged equipment.

- Updated the Public Service Commission daily starting the evening of October 27<sup>th</sup>, including additional communications as events unfolded.

## Media Contacts

Media Relations issued 48 press releases from October 26<sup>th</sup> to November 12<sup>th</sup> (Appendix F – 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, how to report an outage and track ETRs, and updated outage and restoration information.

Con Edison's CEO, Kevin Burke, participated in three televised New York City press conferences held by Mayor Bloomberg. On November 8<sup>th</sup>, the Chairman appeared at a news briefing with Westchester County Executive Rob Astorino. In addition, there were daily press briefing calls with John Miksad, Senior Vice President of Electric Operations that included dozens of media outlets such as *The New York Times*, *Wall Street Journal*, *Reuters*, *Staten Island Advance*, and multiple TV and radio outlets. The Company also held a press briefing and tour of the flood damaged East River Generating Station and adjoining 13<sup>th</sup> Street Substation with John McAvooy, Senior Vice President of Central Operations. Con Edison also provided regular media access to the CERC, which both local and network media frequently used to file reports, as well as conduct interviews of senior Con Edison officials. Media interviews and photo opportunities were also provided at the Company's crew staging areas at Rye Playland and the Hall of Science in Queens. Media staff at Con Edison's 4 Irving Place headquarters responded on an ongoing, 24-hour basis to thousands 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**

Starting on Saturday, October 27<sup>th</sup>, the Company's Government Relations staff conducted 16 daily conference calls for New York City elected officials. Between 75 and 150 elected officials and staff participated in these daily calls. Starting Friday, November 2<sup>nd</sup>, 11 daily conference calls were held with elected officials in Westchester, and between 30 and 75 elected officials and staff participated in these calls.

On Friday, October 26<sup>th</sup>, Con Edison's Westchester County Public Affairs staff held a Municipal Conference Call to advise the participants on pre-mobilization preparation.

Beginning Monday, October 29<sup>th</sup>, Con Edison's Public Affairs staff from the Westchester region invited representatives of the 40 municipalities we serve, including WCDES, to daily municipal conference calls regarding our road clearing and restoration efforts in the County. Federal, State and County government representatives as well as Public Service Commission Staff also participated in the conference calls.

Further support of the Westchester municipalities included the establishment of the Muni-Liaison Desk, and the deployment of Municipal Liaisons to the 38 requesting municipalities. These individuals coordinated Company road clearing efforts in conjunction with municipal Department of Public Works employees.

In addition to the ongoing coordination between Con Edison personnel and the City and Westchester governments, Public Affairs had more than 2,500 interactions with elected officials, community boards, and municipal officials via phone or e-mail to address specific inquiries and customer issues.

The Company also distributed press releases, videos, photos, and information notices to elected officials, community boards, and other officials throughout the event and restoration period.

## **E-mail, Web and Social Media**

On Saturday, October 27<sup>th</sup>, in anticipation of the storm, Con Edison sent an e-mail to 1.3 million customers (Appendix G – Blast E-Mail). The e-mail 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 Customer Central pages. On November 2<sup>nd</sup> and 3<sup>rd</sup>, the Company also sent four separate service restoration e-mail blasts to customers serviced by the Canal, Chelsea, Cooper Square, and Greeley Square networks.

For the first nine months of 2012, the Company averaged 26,366 visits per day to its website, conEd.com. During the period of October 26<sup>th</sup> – November 12<sup>th</sup> [18 days], Con Edison's website use rose dramatically. The Company had more than 2,155,000 visits

during the 18-day period, or more than 118,000 visits, on average, per day. Visits on a single day topped 300,000 on November 1, 2012. During the 18-day period, more than 400,000 visits – over 18% of total visits – or more than 22,000 visits per day, on average, were from mobile devices.



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 (Appendix H – Online Outage 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 home page during the Superstorm Sandy event.

Once established, dry ice and Customer Outreach information/van locations (also publicized in press releases) were posted on the outage map.

The home page of the Company website ([www.conEd.com](http://www.conEd.com)) was switched from a “blue sky” to a “storm” display (Appendix I – Web Site Storm Display). This included additional home page links for:

- Online outage map
- NYC OEM and WCDES
- Customer assistance information

- Storm damage/restoration videos and photos

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

A gallery of storm restoration videos and photos was posted to the website. The 25 videos were also posted to Con Edison's YouTube channel and had more than 40,000 total public views. The photos had more than 100,000 views.

Con Edison also responded to customers via social media. The Company made use of Twitter by responding to customer questions or sharing restoration information and other information that was directly relevant to customers. Prior to Superstorm Sandy (October 29<sup>th</sup>) Con Edison had about 7,800 Twitter followers for its three accounts. Following the storm, the company had about 24,000 followers with most - 22,496 - following the Company's main Twitter account @ConEdison. The Company also saw more than 2,800 re-tweet of the press release information issued on Twitter. A number of notable users directly re-posted Con Edison tweets and messages, including @NYGovCuomo, @311NYC, and @nydailynews. After Sandy, the Con Edison Facebook page had 845 likes, an increase of 380 likes. Using social media to communicate is an important aspect of Con Edison's commitment to reaching customers wherever they are, utilizing newer communication channels.

### **Central Information Group (CIG)**

The System Operation department controls activities on the electric transmission, distribution, and steam systems, and also coordinates key links to the New York Independent System Operator (NYISO) and generating plants within Con Edison's service area. Con Edison's Central Information group (CIG) is a section within the System Operation department and is responsible for acquiring and disseminating accurate and timely information on reportable incidents to affected Company organizations as well as to specified regulatory, governmental, and environmental agencies (CIG does not handle customer communications).

Examples of external agencies that may be contacted by CIG include: the United States Department of Energy (DOE); the New York State Department of Public Service (NYDPS); the New York State Department of Environmental Conservation (DEC); the New York City Department of Environmental Protection (DEP); the WCDES; and the NYC OEM.

A timeline of CIG communications with federal, state or municipal departments, agencies or officials relating to Superstorm Sandy is shown on Appendix J. CIG also



communicated with these agencies relating to environmental incidents, employee or contractor accidents, and security or media events.

### **Con Edison Emergency Management**

Con Edison's Emergency Management organization was responsible for serving as the primary liaison between the Company and outside agencies during Superstorm Sandy.

In preparation for, and in response to, Superstorm Sandy, Con Edison Emergency Management deployed Con Edison liaisons -- personnel from numerous organizations within the Company -- to staff various governmental agencies around-the-clock to facilitate timely communications between Con Edison and these governmental agencies. The work performed by Con Edison's liaisons is described below.

### **Various Emergency Operations Centers (EOCs)**

Con Edison provided liaisons to Emergency Operations Centers or similar established bodies at the following government agencies:

- NYC OEM.
- Westchester County.
- NY State Division of Homeland Security and Emergency Services (DHSES).
- Westchester County Fire Dispatch Center (commonly referred to as 60 Control).

In addition to these liaisons, trained Company employees called "Municipal Liaisons" were assigned to various cities, towns, and villages in Westchester County. These Municipal Liaisons typically reported to an Emergency Operations Center that was staffed by the local police, fire, or public works employees. The role of the Municipal Liaisons was to assist the municipal leaders in prioritizing and coordinating work involving the Company's electric distribution system. Each Municipal Liaison was assigned one or more electrical overhead crews to assist the municipality in clearing fallen trees entangled in Company wires from roadways. The Municipal Liaison also assisted in coordinating the restoration of critical facilities such as hospitals, police and fire dispatch centers, water treatment plant, etc.

Con Edison also had at least one liaison working at its corporate emergency response center (CERC) to coordinate communication between the Company and various government agencies and organizations. To facilitate communication with the NYPD, an NYPD Operations Division officer was stationed at CERC.

The majority of the communications between the various Company liaisons and governmental agency personnel were oral communications and took place either face-

to-face or over the telephone. With regard to electronic communications, an electronic communications log was maintained by the Liaison Officer at CERC. This log summarizes many of the verbal and telephone communications with external agencies and the Liaison Officer (Appendix K –Liaison Officer Log). Based on a review of e-mails and discussions with Company representatives at the various EOCs, the following is a summary of typical communications during the preparation and response to Super-storm Sandy:

## **Communications Prior to Superstorm Sandy (October 23 – 29, 2012)**

### **Communications with New York State and Federal Agencies and Departments**

On October 27<sup>th</sup>, four experienced Company managers were deployed to the New York State Division of Homeland Security and Emergency Services (DHSES) in Albany to provide information and status updates to DHSES and other state agencies—including the New York Public Service Commission, the New York Department of Transportation (DOT), the New York National Guard, and the New York State Energy Research and Development Authority. Representatives from the Federal Emergency Management Authority (FEMA), the Army Corps of Engineers, and the U.S. Department of Agriculture were also present at DHSES, and Con Edison employees provided these federal agencies with regular updates and information as well. The Company coordinated with the Public Service Commission and the Department of Public Service regarding the approaching storm.

Company representatives also communicated with the Port Authority of New York and New Jersey and provided, among other things, updates regarding a potential storm surge to the Port Authority's director of emergency management. Additionally, Con Edison employees participated in National Weather Service briefings beginning on October 24<sup>th</sup>, and Company meteorologists participated in conference calls with the National Weather Service and/or the National Hurricane Center on October 25<sup>th</sup>, 26<sup>th</sup>, and 27<sup>th</sup>.



## Communications with New York City Agencies and Departments



In the pre-Sandy period, Company representatives liaised with several New York City agencies, including NYC OEM, the New York City Parks Department, the New York City Department of Environmental Protection (DEP), the New York City Department of Transportation (DOT), and the Mayor's Office. Beginning on October 24<sup>th</sup>, for example, Con Edison's Emergency Management organization participated in NYC OEM's Coastal Storm Steering Committee conference calls to review storm preparation actions being taken by public and private entities within New York City. The Company also provided updates to NYC OEM and other agencies beginning on October 25<sup>th</sup> that concerned, among other things, Company preparations; electric, gas, and steam outages; network and load-area shutdowns and restorations; workout center evacuation locations; expected mutual aid; and staging areas. Additionally, Company representatives were present at NYC OEM's Emergency Operations Center beginning on October 28<sup>th</sup>.

With regard to the content of the Company's communications with New York City agencies, among other things Con Edison employees discussed and obtained workout center evacuation locations with NYC OEM; provided a list of steam customers in potentially affected areas to NYC OEM, DEP, and the Mayor's Office; provided OEM with relevant customer messages; alerted NYC OEM, DEP, the New York City Housing Authority, and the Mayor's office to the potential that certain networks could be shut down by a storm surge; exchanged lists of sensitive customers in likely affected areas with NYC OEM; provided updates on, among other things, potential power disruptions to various New York City agencies; communicated with DOT regarding power supplies to the Brooklyn Battery Tunnel and the Battery Park underpass; and participated in a Debris Management Task Force conference call with NYC OEM and more than a dozen other agencies.

Con Edison also communicated regularly with the NYPD. Among other things, the Company provided the NYPD with life-sustaining equipment information for several at-risk networks; placed a Manhattan electric operations manager in the Lower Manhattan

Security Initiative offices in lower Manhattan to monitor video feeds for seawater surge levels; informed the NYPD that certain sensitive steam customers had been provided with information about potential outages; and invited an NYPD Operations Division officer into the CERC when it was activated. On October 28<sup>th</sup>, the Company also communicated with the NYPD about the potential for flooding in certain networks, and communicated with the NYPD, NYC OEM, DOT, and the Tri-borough Bridge and Tunnel Authority regarding moving certain mobile emergency generators.

### Communications with Westchester County Agencies and Departments



Con Edison communicated with several Westchester County agencies and departments beginning on Tuesday, October 23<sup>rd</sup>. On that day, for example, Con Edison representatives requested a waiver to allow Company trucks to use Westchester County parkways normally reserved for passenger cars in the event of a major storm. The Company also submitted a request to the Westchester County Department of Emergency Services on October 23<sup>rd</sup> for permission to use pre-determined locations to serve as crew staging areas.

Beginning on October 25<sup>th</sup>, Con Edison participated in a daily conference call led by the WCDES—which included town, village, and city officials—to promote situational awareness. During these calls, Con Edison provided updates on preparations, weather forecasts, and mutual aid, among other subjects. On October 26<sup>th</sup>, Con Edison received approval from Westchester County for the use of Saxon Woods Park, FDR Park, and Sprain Ridge Park as staging areas. On October 27<sup>th</sup>, Con Edison Municipal Liaisons and Coordinators were assigned shifts that provided around-the-clock coverage. And on October 28<sup>th</sup>, Company representatives were deployed to the Westchester County Fire Dispatch Center to work in a coordinated effort to respond to high-priority calls.

Additionally, early on October 29<sup>th</sup>, Company representatives were deployed to the WCDES Emergency Operations Center, where they provided around-the-clock

coverage. Present at the Emergency Operations Center were representatives from the Westchester County Departments of Public Works, Transportation, Social Services, Health, Public Safety, Information Technology, and Emergency Services, as well as representatives from the New York State Office of Emergency Management, the New York State Office of Fire Prevention and Control, and the American Red Cross.

### **Communications During Super Storm Sandy (October 29 – 30, 2012)**

When Superstorm Sandy arrived on October 29<sup>th</sup> and October 30<sup>th</sup>, Con Edison communicated with a number of state, federal, and municipal departments and agencies, including the New York State Division of Homeland Security and Emergency Services (DHSES), the NYC OEM, the NYPD and FDNY, the New York City DEP, the WCDES, and the New York City Mayor's Office, among many others already noted. Additionally, Con Edison employees were deployed to the NYC OEM Emergency Operations Center, the WCDES Emergency Operations Center, and the Westchester County Fire Dispatch Center.

Con Edison informed numerous state, federal, and municipal departments and agencies as networks were shut down on October 29<sup>th</sup>. Among other things, Con Edison informed the New York City agencies present at the NYC OEM Emergency Operations Center of network shutdowns and customer outages, and likewise informed the NYPD representative present at the Con Edison CERC. The Company also communicated with WCDES regarding the condition of the Con Edison system, customer outages, and weather reports. Finally, the Company conveyed priority life-safety response locations to key agencies and departments, coordinated efforts with municipalities through the use of Municipal Liaisons, communicated with the U.S. Coast Guard about harbor conditions and the need to raise oil-spill awareness, communicated with DHSES regarding dry-ice and water-pumping resources, and spoke with the City of New York about a dangling crane mast in Manhattan and the corresponding need to isolate steam and gas under local streets.

### **Communications During Restoration (October 30, 2012)**

After Superstorm Sandy, Con Edison continued to work closely with state, federal, and municipal agencies and departments to restore services. Along with other agencies and departments, Con Edison communicated about outages and restoration with the NYC OEM, the NYPD and FDNY, the Metropolitan Transit Authority (MTA), the New York City Housing Authority, the New York City DEP, the Mayor's Office, the Office of the Speaker of the New York City Council, the New York City DOT, the New York City Department of Sanitation, the New York City Department of Education, the New York

City Department of Information Technology and Telecommunications, and the New York City Department of Health and Mental Hygiene (DHMH). Among other things, Con Edison provided outage restoration progress information to these agencies and departments, and researched and answered hundreds of questions concerning outages. The Company provided DOT with contact information to help facilitate debris management and wire-clearing activities on critical roads. The Company also assisted DHSES with the procurement of fuel, and helped obtain National Guard soldiers and New York State Department of Environmental Conservation workers to assist with tasks related to pumping, generators, electrical safety, and logistics.

Con Edison additionally communicated with Westchester County municipalities by maintaining Municipal Liaison staffing until restoration was complete. This helped support cut-and-clear and road-closure efforts, and also enabled affected municipalities to obtain updates on power outages and critical facilities affected by the storm. In order to provide additional information to municipalities, Municipal Liaisons were provided with information regarding restoration crews to disseminate. Either a Municipal Liaison or a Municipal Coordinator would contact the relevant mayor or town supervisor with this information on a daily basis before 10:00 a.m. Then, once restoration was complete, Con Edison provided a dedicated email address to municipalities so that they would have another easy way to communicate with the Company.

As examples of the nature of Con Edison's communications with state, federal, and municipal agencies and departments after Superstorm Sandy, Con Edison representatives worked with the New York City Parks Department on downed-tree issues and staging area usage refinements; had daily meetings with the New York City Housing Authority, the DHSES, the DOB, the New York City Department of Housing Preservation and Development (DHPD), and the U.S. Army Corps of Engineers regarding various developments; and worked on the Portable Generator/Water Pumping Task Force, which included DHMH, DHPD, the New York City Mayor's Office, DHSES, the U.S. Army Corps of Engineers, DEP, NYC OEM, and the U.S. military, the National Guard, and the Federal Emergency Management Agency (FEMA).

Con Edison also worked with DOB, NYC OEM, and the New York City Mayor's Office on issues relating to water-damaged homes, and the New York City Mayor's Office on sharing information about power outages, electric repair affidavits, system repairs, customer communications, and heavily damaged communities. This resulted in, among other things, the announcement of the New York City Rapid Repairs program on November 9th. Additionally, Con Edison disseminated daily updates on restoration

progress in hard-hit communities to a key group of 12 agencies. Con Edison provided customer outage data each day to NYC OEM.

Finally, Con Edison worked with the WCDES and the Westchester County Parks Department to establish multiple base camps in Westchester, and the FDNY and the City of New York to establish base camps in New York City. Con Edison also worked with WCDES on the restoration of service to priority locations involving public safety; continued to provide updates to agencies on steam and natural gas outages and restorations; worked with DHSES and FEMA on gasoline and diesel fuel supply issues; worked with DHSES, FEMA, and the National Guard to obtain personnel for wire guarding duties; and coordinated with the Port Authority of New York and New Jersey on the delivery of vital spare parts needed for restoration.

## Customer Communications

### Outbound Call Campaigns

Information on the Company's efforts related to Superstorm Sandy and the November Nor'easter is provided below.

### Calls Made Prior To and After the Storm

From October 26<sup>th</sup> through October 29<sup>th</sup>, automated pre-storm warning calls were made to customers whose records indicate that life sustaining equipment is used at their premises or that a medical hardship existed. Additionally, automated pre-storm warning calls were made to critical customers such as nursing homes and hospitals. The message provided customers with a special telephone number that they could call that receives the highest priority for answering at the Company's Call Center. The text of the message follows:

#### **Life Sustaining Equipment Message:**

*This is an important message from Con Edison. Our records indicate that there is life sustaining equipment in your premises. The metropolitan area is expecting severe storm weather. There is the possibility that your electric service could be interrupted. For this reason, you should consider making plans if service is interrupted by going to a hospital, calling 911 or making other arrangements to ensure your equipment remains*

*operable. We recommend battery back-up for life sustaining equipment. If we can be of assistance, or if you have any questions, please call us at 1-877-582-6633.*

**Medical Hardship Message:**

*This is Con Edison calling with an important message. Our records indicate that you have a Medical Hardship in your premises. Severe storm weather threatens our area. There is a possibility that your electric service may be interrupted. For this reason, you should consider making plans to go to a hospital, call 911 or make other arrangements to ensure your health, if service is interrupted. If we can be of assistance, or if you have any questions, please call us at 1-877-582-6633.*

**Critical Customer Message:**

*This is an important message from Con Edison. Severe storm weather threatens our area. There is the possibility that your electric service could be interrupted. For this reason, you may wish to review or initiate your emergency preparedness plan as it pertains to power supply. Should your electric service be interrupted, please contact Con Edison at 877-427-2255. Once again, that number is 877-427-2255. Thank you.*

From October 30<sup>th</sup> through November 11<sup>th</sup> automated daily post-storm calls were made to customers using life sustaining equipment, customers with medical hardship, and critical location customers. The text of the message follows:

**Life Sustaining Equipment Message:**

*This is an important message from Con Edison. Our records indicate that there is life sustaining equipment in your premises. The metropolitan area recently experienced severe storm weather. There is the possibility that your electric service could be interrupted or has been interrupted. For these reasons, you should consider going to a hospital, call 911 or make other arrangements to ensure your equipment remains operable. If you need to speak with a representative, call 1-877-582-6633, that number is 1-877-582-6633. We recommend battery backup for life sustaining equipment.*

**Medical Hardship Message:**

*This is Con Edison calling with an important message. Our records indicate that you have medical hardship in your premises. The metropolitan area recently experienced severe storm weather. There is the possibility that your electric service could be interrupted or has been interrupted. For these reasons, you should consider going to a*

hospital, calling 911 or making other arrangements to address your health needs. If you need to speak with a representative, call 1-877-582-6633.

### **Critical Location Message:**

*This is an important message from Con Edison. The metropolitan area recently experienced severe storm weather. There is the possibility that your electric service could be interrupted or has been interrupted. For this reason, you may wish to review or initiate your emergency preparedness plan as it pertains to power supply. Should your electric service be interrupted, please contact Con Edison at 877-427-2255. Once again, that number is 877-427-2255. Thank you.*

### **Call to Life Sustaining Equipment Customers Predicted to Be without Service**

During the event, life sustaining equipment customers predicted to be out of service were contacted to determine their welfare, confirm if service was interrupted and to issue trouble reports as needed. Customers we were unable to reach by phone were referred to local emergency services such as the NYPD and Westchester municipalities. Due to the magnitude and severity of the storm, in addition to providing this information to local emergency services, the Company dispatched employees to visit the homes of customers we were unable to reach by telephone.

### **County Specific Messages at the Call Center**

Starting October 29<sup>th</sup> the Company began to place county specific messages about electric service outages on the telephone system. The messages provided callers with the number of customers affected in their areas and the estimated restoration time. When applicable, the message was updated to include information about Company Outreach Advocates and ice distribution (Appendix L – County Specific Messages).

### **Outbound Calls to Inform Customers of Estimated Time of Restoration**

The calls shown below were made to customers in particular load areas to inform them of restoration times for electric service in their areas (global restoration times).



ID	DATE	CAMPAIGN	TOTAL CONTACTS
424	10/30/12	Brighton Beach Global	22185
442	11/1/12	Fresh Kills Global	33392
443	11/1/12	Fox Hills Global	51911
444	11/1/12	Wainwright Global	4090
445	11/1/12	Battery Park Global	22475
447	11/1/12	Chelsea Global	23655
448	11/1/12	Cooper Square Global	55920
449	11/1/12	Cortlandt Global	1603
450	11/1/12	Fulton Global	3320
453	11/1/12	MLSE Battery Park Global	29
457	11/1/12	MLSE Cortlandt Square Global	47
459	11/1/12	MLSE Kips Bay Global	43
460	11/1/12	MLSE Madison Square Global	111
461	11/1/12	MLSE Park Place Global	41
462	11/1/12	MLSE Sheridan Square Global	52
463	11/1/12	Park Place Global	4027
466	11/2/12	Canal_CityHall_Freedom_Greely_Greenwich Global	24438
468	11/2/12	Brooklyn Global	4666
469	11/2/12	Staten Island Global	9556
470	11/2/12	Queens Global	14521
471	11/2/12	Bronx Global	5676
472	11/2/12	Westchester Global	37951

In addition, on November 1<sup>st</sup> a call was made to all customers in Brooklyn (except for customers in the Brighton Beach network), Queens, Bronx, Staten Island and Westchester to provide them with information based on our preliminary assessment.

### Large Customers

As the storm impacts to major customers became apparent (in particular, flooding damage), the Customer Project Managers (CPMs) in the Energy Services department communicated with major customer to assess issues and coordinate requests. The request included information regarding impacts and status of the local Con Edison distribution system, requests for isolation for customer repairs and technical assistance with the placement of temporary generators. These communications were handled by telephone and e-mail.



Since the storm, the CPMs have continued to work closely with customers to help facilitate the timely and safe return of power. In the vast majority of cases, customer repairs took far longer than anticipated to complete. Many large buildings suffered considerable damage to multiple systems including telephone, boilers, elevator controls and life safety systems.

### **Communicating with Steam Customers**

Communications between the Company and its steam customers before, during, and after the storm were essential in facilitating restoration. As described in more detail below and in Appendix M – Communication with Steam Customers, the Company’s outreach during the storm included:

- Called steam customers in flood prone areas prior to storm’s arrival.
- Issued 20 service-related communications to steam customers, including phone calls and e-mails.
- Made than 1,000 customer contacts (phone calls / e-mails) to provide information on preemptive measures, service curtailment, and service restoration.
- Provided consistent scripts and messages to our customer service representatives, who where staffing the customer service center.
- Maintained ongoing communications with hospitals, nursing homes, hotels and large commercial/residential buildings.
- Updated the Public Service Commission daily starting the morning of October 31<sup>st</sup>, including additional communications as events unfolded.
- Updated the Company’s Steam Operations website: “Hurricane Sandy Response.”

## Reporting Emergencies

### Reporting Emergencies at the Call Center

Customers that called 1-800-752-6633 were able to report electric service problems by speaking with a Customer Service Representative (CSR) at the Company's Call Centers or using an interactive voice response application to report their electric service problem and to obtain specific information about restoration efforts and the estimated restoration time. Customer reports of gas and steam service problems were handled by CSRs.

CSRs use the Desktop Emergency Application to document information about customers' service problems and to generate a trouble ticket that is routed to a Control Center for action. The Desktop Emergency Application has a standardized script utilized by CSRs when handling emergency related customer calls to ensure needed information is obtained consistently. The Desktop Emergency Application also provides CSRs with System Trouble Analysis and Response system (STAR) information for electric customers that they provide to customers including: area outage information, estimated number of customers affected, status of jobs, and ETR. Customers that call to report service problems will receive an automated outbound call with an ETR.

### Communications with At-Risk Customers

Well in advance of severe weather, Con Edison receives weather alerts from national weather services and other agencies, including the Office of Emergency Management. From October 26<sup>th</sup> through October 29<sup>th</sup>, 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.

Outage Management System indicated that approximately 1,100 LSE customers were potentially impacted during this event. Customer Service Representatives (CSRs) made telephone calls to LSE customers suspected to be impacted. We were unable to contact 769 customers by telephone, resulting in referrals sent to the New York City Police Department for any New York City resident and corresponding Westchester County Police Departments for Westchester residents. In addition to providing this information to local emergency services, the Company dispatched employees to visit the homes of customers we were unable to reach by telephone.

### Critical Care Customers

Energy Services personnel assigned to CERC and to regional teams maintained communication with our critical care customers (hospitals and nursing homes) during Superstorm Sandy. Contact was maintained, throughout the restoration period, with critical care customers that experienced a service interruption.

The following table details the number of hospitals and nursing homes impacted in each of the five boroughs and Westchester County.

<b>Borough/County</b>	<b>Number of Hospitals</b>	<b>Number of Nursing Homes</b>
Bronx	0	11
Brooklyn	1	7
Manhattan	14	8
Queens	0	6
Staten Island	5	4
Westchester	2	14

Coney Island Hospital (Brooklyn) remains closed as the New York City Health and Hospitals Corporation continues to make repairs on its badly damaged service equipment.

### Emergency Generators Deployment

In Sandy, we deployed;

Approximately 30 generators for Con Edison locations (substations, generating stations, staging areas, 4 Irving Place and other facilities).

Approximately 20 generators for customers (hospitals, nursing homes, polling stations, schools).

### Customer Outreach Efforts Following Superstorm Sandy

Customer Outreach mobilized on October 31<sup>st</sup> to help customers affected by Superstorm Sandy. This effort ultimately spanned 51 days and over 2,000 man hours, and was divided into two phases: Dry Ice Distribution, Restoration Services.

## Dry Ice Distribution / Restoration Services

During the initial stages of the restoration effort, Outreach customer information centers were co-located with dry ice distribution sites throughout New York City and Westchester County. Between October 31<sup>st</sup> and November 9<sup>th</sup>, sites were established at the following locations:



- **Bronx** – Hutchinson Metro Center (1200 Waters Place)  
PS 83 (950 Rhinelander Avenue)
- **Brooklyn** – Brighton Beach/Coney Island (530 Neptune Avenue)  
MCU Park (1904 Surf Avenue)  
Our Lady of Solace Church (2866 West 17th Street)
- **Manhattan** – Union Square (the northwest corner of Union Square Park)
- **Queens** – JHS 226 (121-10 Rockaway Boulevard)  
PS 130 (200-01 42 Avenue)  
Baisley Pond Park (North Conduit Avenue)  
Kissena Park (Kissena Boulevard)
- **Staten Island** – Great Kills – Gateway National Park (Hyland Boulevard & Buffalo Street)  
The New York Parks Department (Father Capodanno Boulevard)  
Miller Field (New Dorp Lane)
- **Westchester** – Yonkers Raceway (810 Yonkers Avenue, Yonkers)  
Westchester County Center (198 Central Avenue, White Plains)  
Armonk Community Park (Business Park Drive, Armonk)

Over this ten-day period, Outreach assisted 17,486 customers, to whom 28,655 bags of dry ice were distributed – or roughly 557,000 pounds. The breakdown by location was as follows:

Borough/County	Customers	Bags of Ice Distributed
Bronx	2871	6142
Brooklyn	1688	1592
Manhattan	4081	4046
Queens	2622	4835
Staten Island	2591	5132
Westchester	3633	6908
<b>TOTALS</b>	<b>17,486</b>	<b>28,655 (557,000 lbs.)</b>

### Command Post/Restoration Center Support



Beginning on November 9<sup>th</sup>, Outreach was assigned to the command posts and restoration centers that had been established in the hardest hit areas of Brooklyn, Queens, Staten Island and Westchester County. The centers in Brooklyn, Queens and Staten Island were staffed by Outreach Advocates through Monday, December 3<sup>rd</sup>, while the Westchester Disaster Recovery Center remained open through December 21<sup>st</sup>.





In total, Outreach assisted 10,577 customers during the second phase of the restoration effort. The following is a list of the locations that were staffed, along with customer counts for each:

Location	Customers Assisted
Brighton Beach	1,207
Broad Channel, Queens	834
Gerritsen Beach, Brooklyn	1802
Gravesend, Brooklyn	42
Manhattan Beach, Brooklyn	320
Old Howard Beach, Queens	2610
Red Hook, Brooklyn	429
Seagate, Brooklyn	1148
Staten Island	2006
White Plains, Westchester County	179
<b>TOTALS</b>	<b>10,577</b>



## 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 could require Con Edison to provide reimbursement for spoilage losses.

## IX. Lessons Learned

One of the guiding principles at Con Edison is continuous improvement. Following each significant event the Company conducts an After Action Review (AAR) to determine how best to improve future performance.<sup>1</sup> In the aftermath of Superstorm Sandy, the Company established an executive-level team to review the performance of its systems, processes and plans; identify lessons learned; and develop an action plan to enhance future responses. The team's focus is to improve internal business processes to provide more timely and accurate information to customers and external stakeholders, and to evaluate and implement initiatives in system hardening, storm planning and preparation, and storm response and communication. Some of the areas identified for evaluation include:

- Reassess the range of extreme weather conditions that could affect our service area and revise our designs, plans, and procedures as appropriate.
- Perform an internal staffing assessment to determine appropriate staffing levels for critical restoration skills.
- Identify additional restoration and logistical resources.
  - Improve our ability to obtain mutual assistance and overhead line contractor resources prior to storms.
  - Update alternates and stocking levels for critical materials.
  - Secure additional contractors for key logistic functions such as staging area support, base camps, food and fuel support.
  - Identify and implement systems to enhance resource management during storm response.

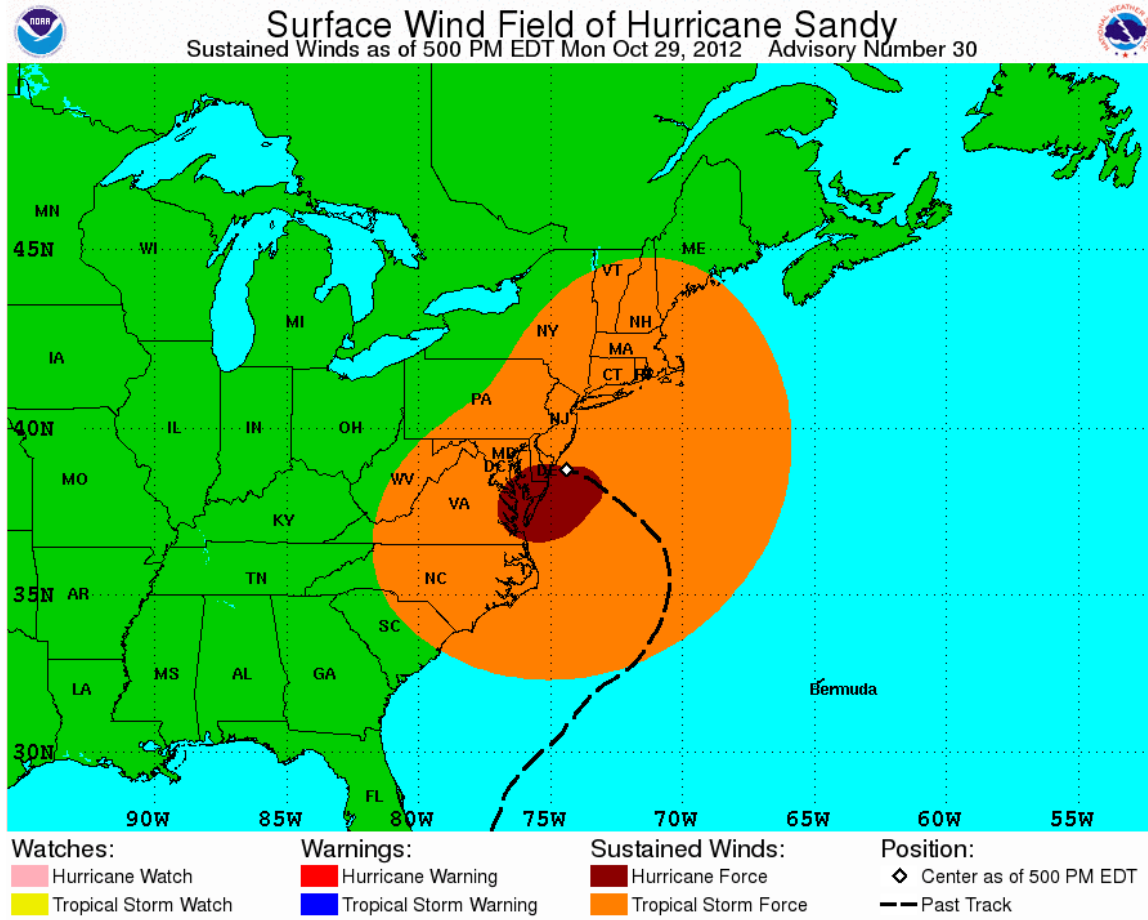
Con Edison recognizes the importance of safe, prompt and efficient power restoration to the communities we serve and we are committed to working together with other stakeholders to determine the most cost-effective ways to mitigate the impact of natural disasters on our energy systems and the public.

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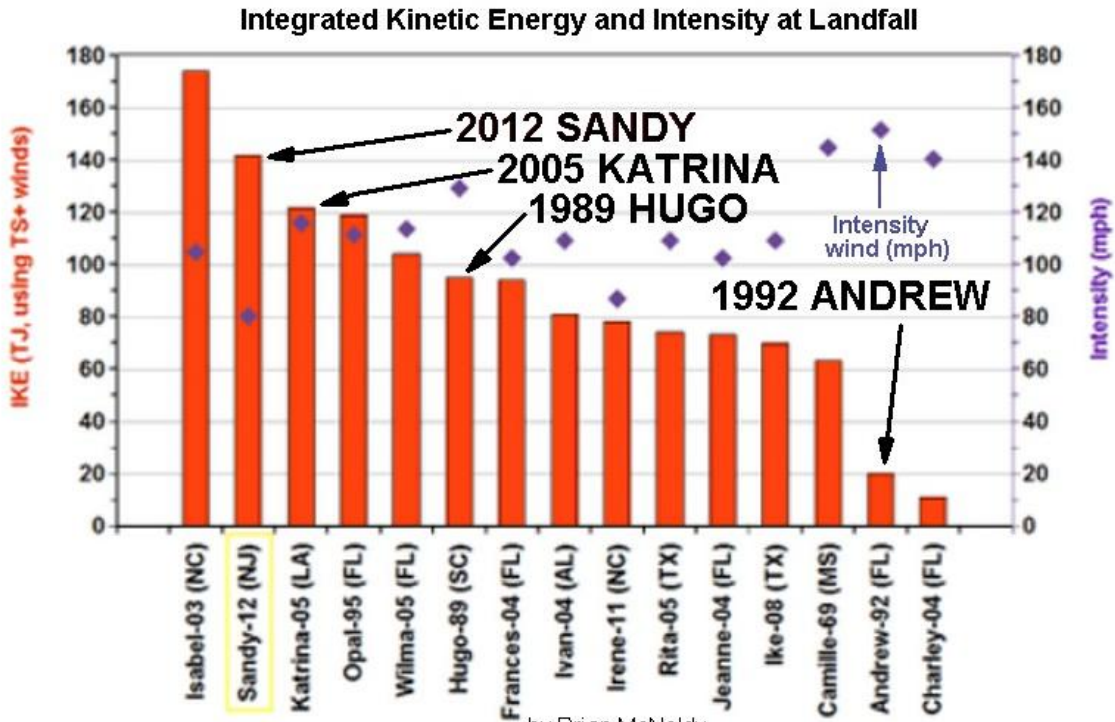
<sup>1</sup> Following Hurricane Irene and the October 2011 Nor'easter, the Company identified, and implemented, several improvements in its storm response plans. These improvements included augmenting portions of its Corporate Coastal Storm Plan; enhancing its storm contractor procurement process, improving its wire down site safety process, enhancing its Municipal Liaison process and upgrading its Outage Management System (OMS).

# X. Appendices

## Appendix A – Tropical Storm Force Wind Extent

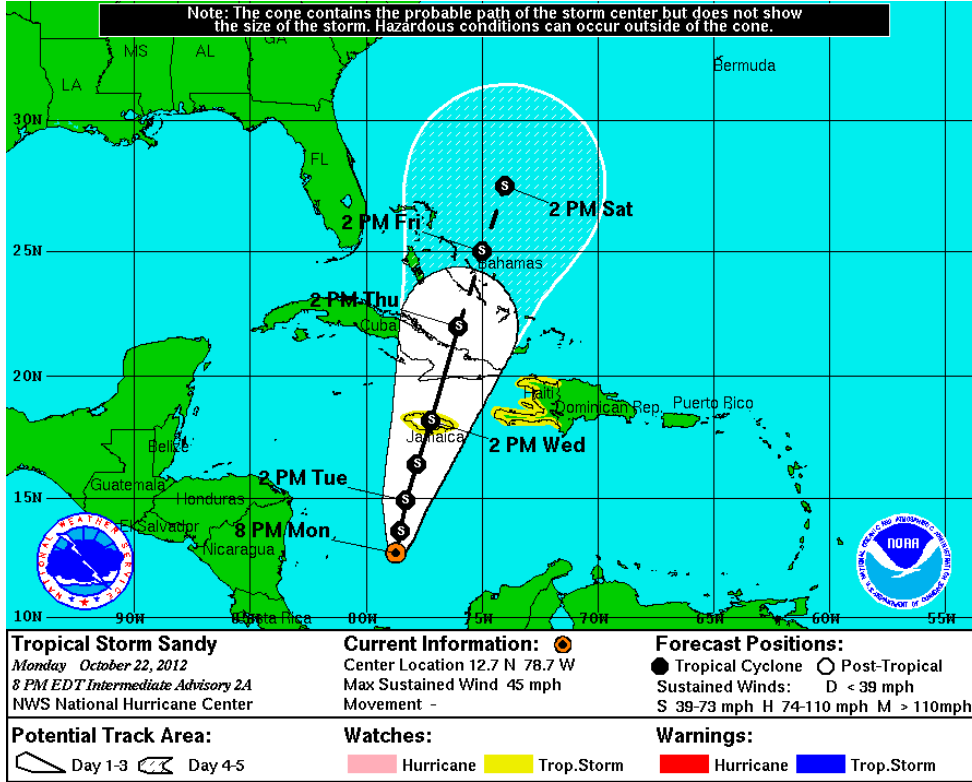


## Appendix B – Strongest Tropical Cyclones in the Atlantic Basin

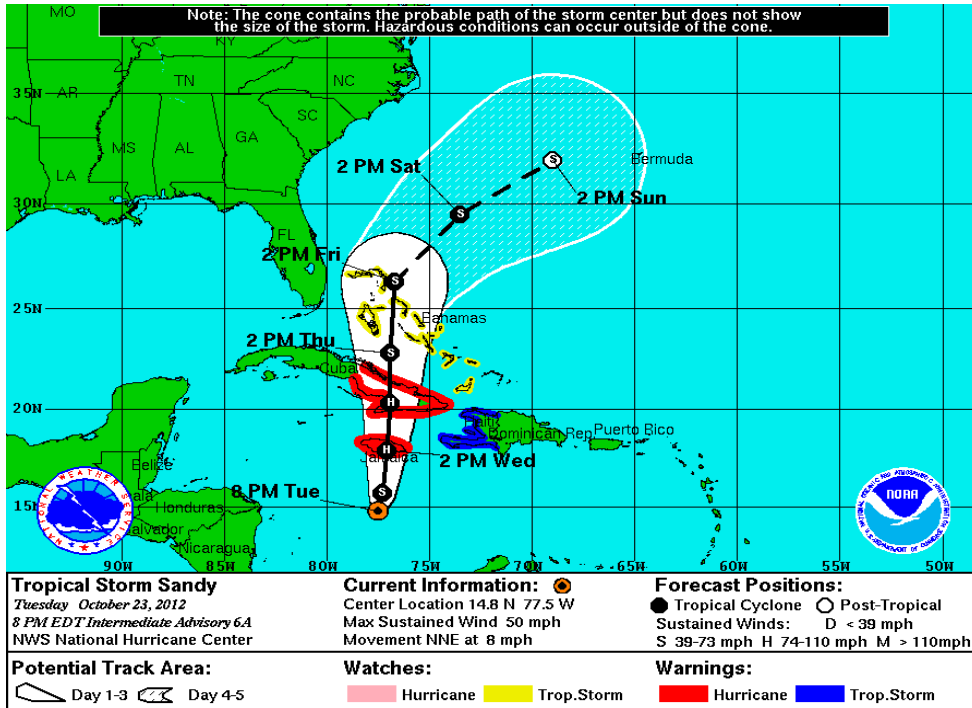


# Appendix C – National Hurricane Center Track Maps

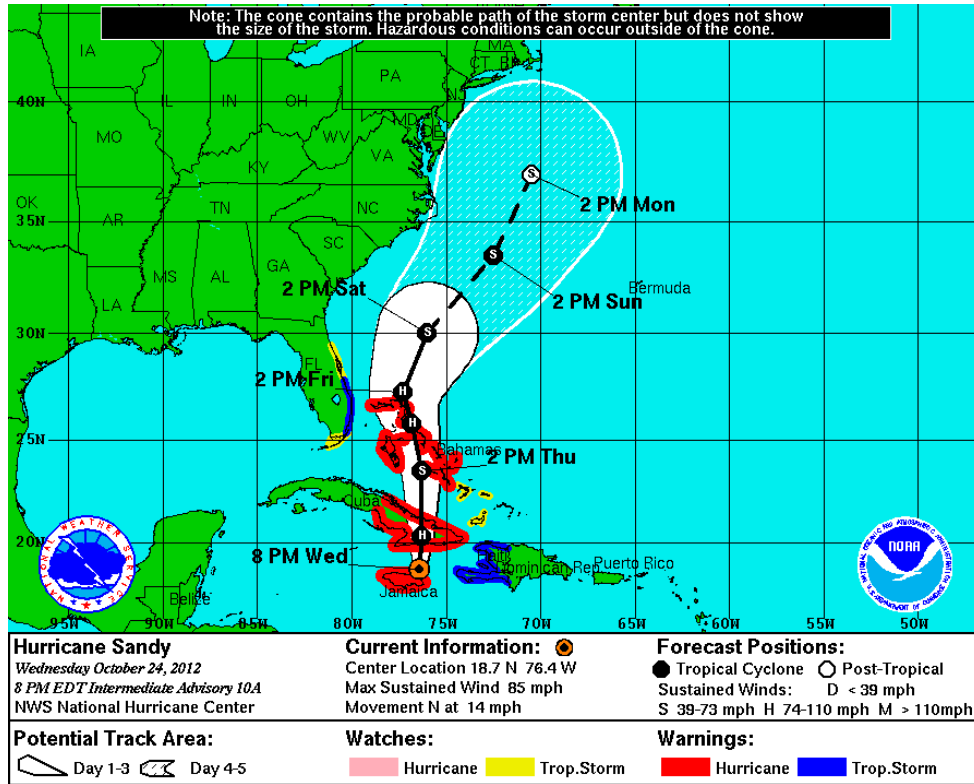
Monday, October 22 -20:00 hrs



Tuesday, October 23 – 20:00 hrs

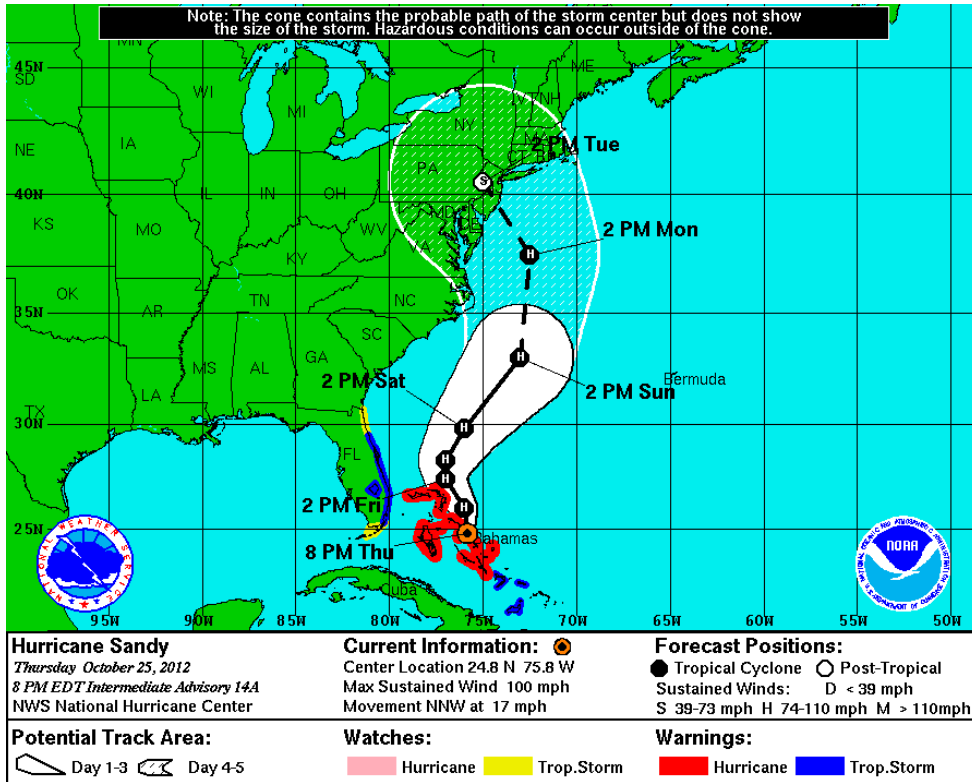


Wednesday, October 24 – 20:00 hrs

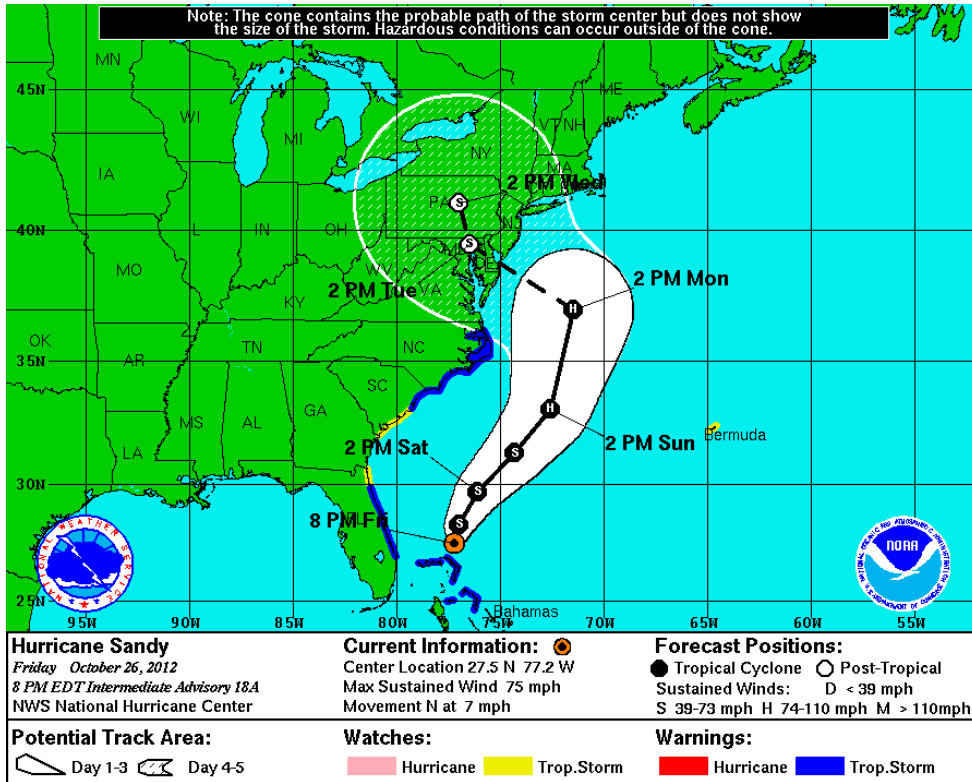




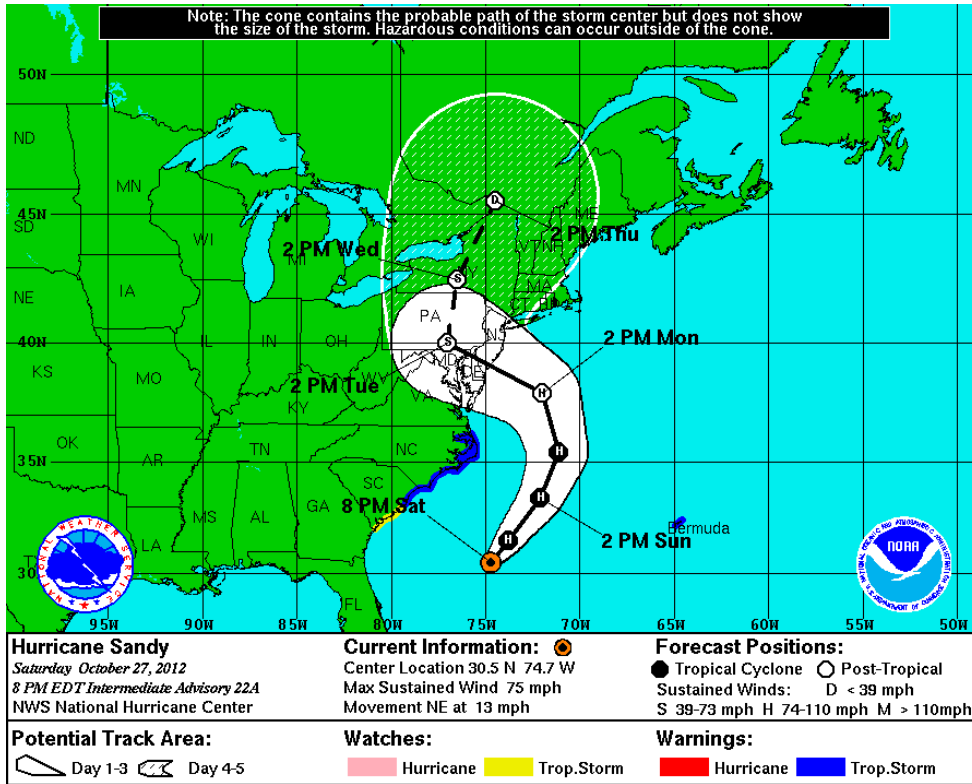
Thursday, October 25 – 20:00 hrs



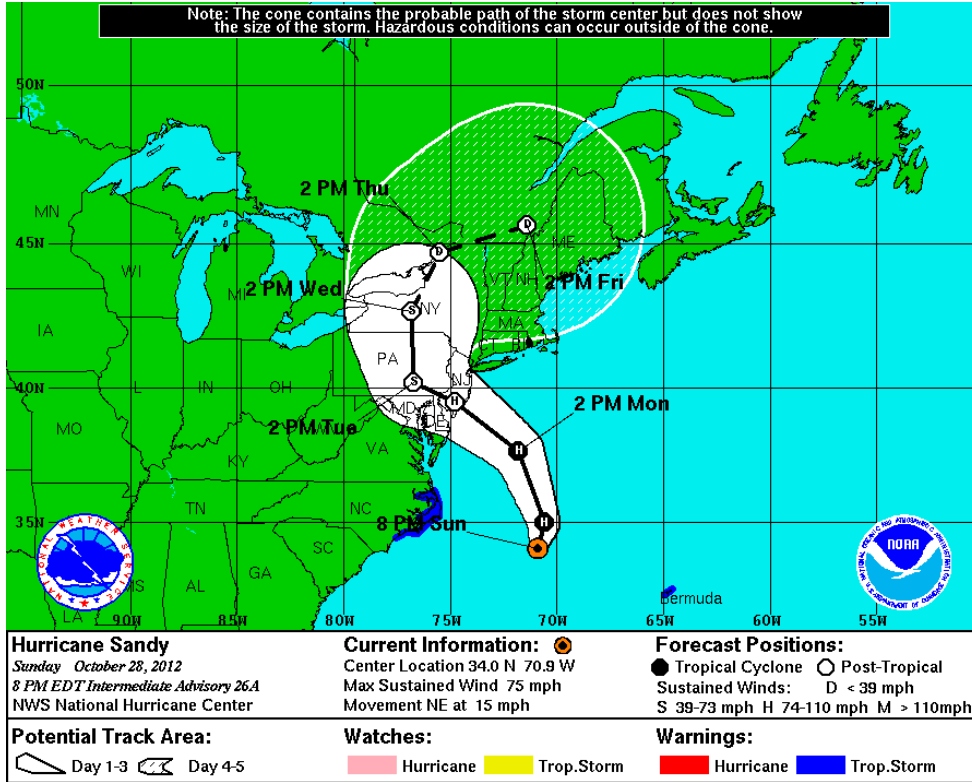
Friday, October 26, 2012 – 20:00 hrs



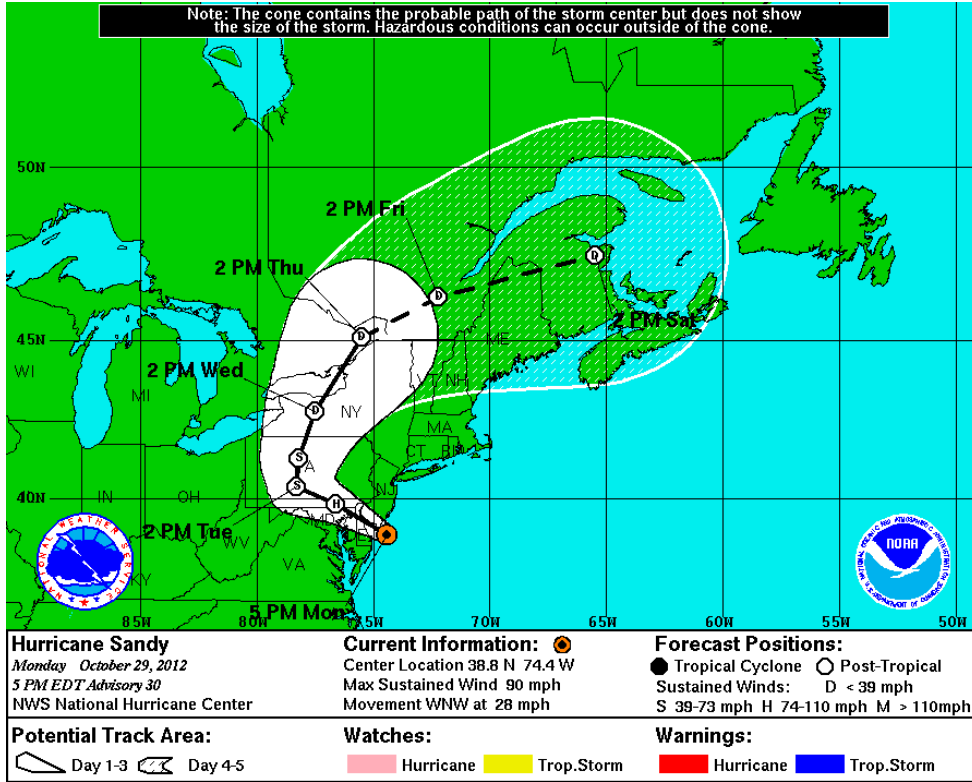
Saturday October 27 – 20:00 hrs



Sunday, October 28 – 20:00 hrs



Monday, October 29 – 20:00 hrs



## Appendix D – Simplified Certification Process



### **Simplified Certification Process Helps Restore Service Faster**

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

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

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

[Plumber Inspector Form](#)    [Plumber Repair Form](#)    [Electrician Inspector Form](#)    [Electrician Repair Form](#)

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

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

You may fax your Self Certification Form to:

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

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

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

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

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

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

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

## Appendix E – Restoration Update for Flood Damaged Communities



### Restoration Update for Flood-Damaged Communities December 31, 2012, 15:00hrs

#### Staten Island

Customers Affected: 11,460

- **Summary of Restoration Progress**

<b>Customers Currently Out of Service</b>	<b>Total Customers Restored</b>	<b>Percentage of ConEd System Ready</b>	<b>Percentage of ConEd Assessment Completed</b>	<b>Customers Requiring Self-Certification</b>
473	10,987	100%	100%	473





**Restoration Update for Flood-Damaged Communities  
December 31, 2012, 15:00hrs**

**Old Howard Beach, Queens  
Customers Affected: 2,801**

- **Summary of Restoration Progress**

<b>Customers Currently Out of Service</b>	<b>Total Customers Restored</b>	<b>Percentage of ConEd System Ready</b>	<b>Percentage of ConEd Assessment Completed</b>	<b>Customers Requiring Self-Certification</b>
153	2,648	100%	100%	153



**Restoration Update for Flood-Damaged Communities**  
**December 31, 2012, 15:00hrs**

**Broad Channel, Queens**  
**Customers Affected: 954**

- **Summary of Restoration Progress**

<b>Customers Currently Out of Service</b>	<b>Total Customers Restored</b>	<b>Percentage of ConEd System Ready</b>	<b>Percentage of ConEd Assessment Completed</b>	<b>Customers Requiring Self-Certification</b>
108	846	100%	100%	108



**Restoration Update for Flood-Damaged Communities  
December 31, 2012, 15:00hrs**

**Seagate, Brooklyn  
Customer Affected: 1,093**

- **Summary of Restoration Progress**

<b>Customers Currently Out of Service</b>	<b>Total Customers Restored</b>	<b>Percentage of ConEd System Ready</b>	<b>Percentage of ConEd Assessment Completed</b>	<b>Customers Requiring Self-Certification</b>
17	1,076	100%	100%	17



**Restoration Update for Flood-Damaged Communities  
December 31, 2012, 15:00hrs**

**Gerritsen Beach, Brooklyn  
Customer Affected: 2,326**

- **Summary of Restoration Progress**

<b>Customers Currently Out of Service</b>	<b>Total Customers Restored</b>	<b>Percentage of ConEd System Ready</b>	<b>Percentage of ConEd Assessment Completed</b>	<b>Customers Requiring Self-Certification</b>
159	2,167	100%	100%	159



**Restoration Update for Flood-Damaged Communities  
December 31, 2012, 15:00hrs**

**Red Hook, Brooklyn  
Customer Affected: 256**

- **Summary of Restoration Progress**

<b>Customers Currently Out of Service</b>	<b>Total Customers Restored</b>	<b>Percentage of ConEd System Ready</b>	<b>Percentage of ConEd Assessment Completed</b>	<b>Customers Requiring Self-Certification</b>
23	233	100%	100%	23



**Restoration Update for Flood-Damaged Communities  
December 31, 2012, 15:00hrs**

**Brighton Beach / Sheepshead Bay, Brooklyn  
Customer Affected: 11,216**

- **Summary of Restoration Progress**

<b>Customers Currently Out of Service</b>	<b>Total Customers Restored</b>	<b>Percentage of ConEd System Ready</b>	<b>Percentage of ConEd Assessment Completed</b>	<b>Customers Requiring Self-Certification</b>
47	11,169	100%	100%	47



**Restoration Update for Flood-Damaged Communities**  
**December 31, 2012, 15:00hrs**

**Manhattan Beach, Brooklyn**  
**Customer Affected: 1,193**

- **Summary of Restoration Progress**

<b>Customers Currently Out of Service</b>	<b>Total Customers Restored</b>	<b>Percentage of ConEd System Ready</b>	<b>Percentage of ConEd Assessment Completed</b>	<b>Customers Requiring Self-Certification</b>
17	1,176	100%	100%	17



December 31, 2012, 15:00hrs

Superstorm Sandy Aftermath: Remaining Gas Customers Not Ready to Accept Service

	Bronx		Manhattan		Westchester		Queens		Total	
	Services	Customers	Services	Customers	Services	Customers	Services	Customers	Services	Customers
TOTAL STORM-AFFECTED SERVICES & CUSTOMERS:	240	240	106	3893	18	18	27	106	391	4,257
SERVICES & CUSTOMERS FULLY RESTORED:	235	235	64	2817	10	10	26	105	335	3,167
NO GAS TO HOS (DUE TO C/C or MAIN ISOLATION):	0	0	3	3	2	2	0	0	5	5
GAS TO HOS/CUSTOMER NOT READY FOR TURN-ON:	5	5	39	1073	6	6	1	1	51	1,085
TOTAL SERVICES & CUSTOMERS YET TO BE RESTORED:	0	5	3	1076	2	8	0	1	5	1,090

## Appendix F – Press Releases

### Con Edison Media Relations

October 26, 2012

8:00 a.m.

#### CON EDISON EYEING HURRICANE SANDY'S PATH TO NEW YORK

**NEW YORK** – Con Edison is closely monitoring Hurricane Sandy and is preparing for possible damage in the company's service area.

Forecasts show that tidal surges associated with this storm on Monday, and especially Tuesday, could be worse than Hurricane Irene's last year.

All company personnel and field crews are preparing for high winds, heavy rains, and flooding conditions that could wallop electric, gas and steam systems when the storm moves into New York City and Westchester County.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison will continue to provide updates through the media as the storm moves closer.

In addition, important information also will be posted on the company's Web site, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>  
In the event the hurricane hits 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 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 working. 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.

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.

###

## **Con Edison Media Relations**

October 27, 2012

1:15 p.m.

### *CON EDISON PREPARING FOR POSSIBLE DAMAGE TO OVERHEAD AND UNDERGROUND EQUIPMENT AS HURRICANE SANDY HEADS NORTH*

#### **Utility Reminds Customers to Put Safety First**

**NEW YORK** – Con Edison is preparing for the possibility that Hurricane Sandy will cause damage to both its overhead and underground energy-delivery equipment, and is urging its customers to take safety precautions.

The hurricane's fierce winds are likely to topple trees into overhead lines and transformers, causing customers to lose power.

The company is also preparing for the possibility that it will have to shut down underground electrical distribution equipment if the storm surge floods low-lying areas, such as parts of lower Manhattan. Shutting down underground equipment can avoid extensive damage and allow company crews to restore power to customers more quickly. The company may have to curtail steam service to buildings in flooded areas as well.

Forecasts show that tidal surges associated with this storm on Monday, and especially Tuesday, could be worse than Hurricane Irene's last year.

Con Edison will have extra crews ready to respond to any problems that occur with the electric, gas and steam systems caused by the storm. Thousands of company employees and field crews will be working around the clock to restore power. The company has also secured nearly 500 outside utility contractors to assist with storm restoration, and is working to secure additional mutual aid from utilities in other states.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison will continue to provide updates through the media as the storm moves closer.

In addition, important information also will be posted on the company's Web site, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

In the event the hurricane hits 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 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 working. 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.

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.

###

## **Con Edison Media Relations**

October 28, 2012

3:30 p.m.

### *CON EDISON BRACING FOR HURRICANE SANDY*

#### ***Storm Could Damage Overhead and Underground Equipment***

**NEW YORK** – Con Edison continues to monitor Hurricane Sandy and is bracing for the possibility the storm will damage overhead and underground equipment.

Con Edison will have thousands of company employees and field crews working around the clock ready to respond to any problems that occur with electric, gas, and steam systems. The company has secured over 700 external contractors, including line workers, tree crews and damage assessors, to assist with storm restoration.

Customer outages may occur because of high winds that may topple trees into overhead lines and transformers.

The company is also preparing for the possibility that it will have to shut down underground electrical equipment if the storm surge floods low-lying areas, such as parts of lower Manhattan, Brooklyn and Queens. Shutting down underground equipment may avoid extensive damage to company and customer equipment, and allow company crews to restore power to customers more quickly.

In the event of major flooding, the company would have to wait for flood waters to recede before workers could enter some facilities to begin assessing damage. As equipment is inspected 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 is also in the process of shutting down steam service to some buildings in areas of Manhattan that may be prone to flooding. If the steam pipes were to get inundated with flood water externally, the temperature difference could make the pipes dangerous.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison will continue to provide updates through the media as the storm moves closer. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

In the event the hurricane hits 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 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 working. 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.

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.

###



## **Con Edison Media Relations**

October 29, 2012

10:30 a.m.

### *CON EDISON ON HIGH ALERT AS SANDY HEADS TOWARD NEW YORK*

**NEW YORK** – As Hurricane Sandy charges toward New York, Con Edison is closely monitoring its path and is preparing for electrical outages.

As of 10 a.m. today, the utility reported just over 3,600 customers without electrical power, mostly in Brooklyn. Company crews are working to restore power outages for as long as wind conditions remain safe to do so.

The company is also preparing for the possibility that it will have to shut down underground electrical equipment if the storm surge floods low-lying areas, such as parts of lower Manhattan, Brooklyn and Queens. Shutting down underground equipment may avoid extensive damage to company and customer equipment, and allow company crews to restore power to customers more quickly.

In the event of major flooding, the company would have to wait for flood waters to recede before workers could enter some facilities to begin assessing damage. As equipment is inspected 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.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison will continue to provide updates through the media as the storm moves closer.

In addition, important information also will be posted on the company's Web site, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:

- Be sure to fully charge your cell phone, lap top and other mobile devices, as well as any extra batteries, so that you will still be able to communicate in the event you lose power.
- 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. 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 working. 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.

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.

###

## **Con Edison Media Relations**

October 29, 2012

4:45 p.m.

### ***CON EDISON REPORTS 68,700 CUSTOMERS WITHOUT ELECTRICAL SERVICE DUE TO HURRICANE SANDY***

#### ***Utility Advises Customers of Possible Service Shutdowns***

**NEW YORK** – The wrath of Hurricane Sandy has knocked out electrical service to 68,700 Con Edison customers and the number is likely to grow, as heavy winds knock trees into overhead wires.

At 4:45 p.m., the company reported 21,800 customers without service in Westchester County, 18,500 in Staten Island and 18,200 in Queens, as the Hurricane has struck the New York metropolitan area with more destructive force than previously anticipated.

The company is also monitoring flooding conditions that could be at their most severe tonight. Con Edison has notified Manhattan customers from 36th Street south that the company may have to shut off their electrical service if the underground electrical equipment becomes inundated with water.

The company has provided the same message to certain customers in flood-prone areas of Brooklyn, Queens, and the Bronx.

Seawater can damage underground electrical equipment. Shutting the equipment down can help to limit the damage. That means the company would be able to restore service to customers faster.

Con Edison has also cut steam service to 140 customers in Manhattan. If steam pipes become inundated in water on the outside, the difference in temperature can make them dangerous.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison will continue to provide updates through the media as the storm moves closer.

In addition, important information also will be posted on the company's Web site, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

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.
- If you still have electrical power, be sure to fully charge your cell phone, lap top and other mobile devices, as well as any extra batteries, so that you will still be able to communicate in the event that you do lose power.
- 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 working. 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.

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.

###

### **Con Edison Media Relations**

October 29, 2012

7:20 p.m.

## CON EDISON SHUTS OFF POWER TO PART OF LOWER MANHATTAN

### Action will Speed Restoration, Protect Equipment

**NEW YORK** – Con Edison has begun the process of shutting off electrical service to a portion of Lower Manhattan, a move that will protect both company and customer equipment, and allow for quicker restoration after Hurricane Sandy passes.

The company cut service to two areas. The first is bounded by the following streets: Frankfort Street to the north; William Street to the west; Wall Street to the south; and the East River. The second area is bounded by Broadway to the west; Wall Street to the north; and the southern tip of Manhattan.

The areas include about 6,500 customers. Con Edison reported that as of 7 p.m. there were more than 156,000 customers in New York City and Westchester County without electrical service due to Hurricane Sandy.

Sea water from Hurricane Sandy's storm surge threatened to flood the underground electrical delivery system, prompting the shutdown. The shutdown will help avoid extensive damage to company and customer equipment, and allow company crews to restore power to customers more quickly.

The company will have to wait for flood waters to recede before workers can enter some facilities to assess damage. As equipment is inspected 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 monitor underground electrical delivery equipment in other areas of Manhattan south of 36th Street, along with section of Brooklyn, Queens and the Bronx, for flooding and possible shutdowns.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison will continue to provide updates through the media as the storm moves closer. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

In the event the hurricane hits 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 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 working. 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.

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.

###

## Con Edison Media Relations

October 29, 2012

8:00 p.m.

### *CON EDISON SHUTS OFF POWER TO A PORTION OF BROOKLYN*

#### *Action will Speed Restoration, Protect Equipment*

**NEW YORK** – Con Edison has begun the process of shutting off electrical service to a part of Brooklyn, a move that will protect both company and customer equipment, and allow for quicker restoration after Hurricane Sandy passes.

The company cut service to an area that is bounded by the following streets: Shell Road, Gravesend Neck Road and East 15th to East 16th Street to the north; Coney Island Creek to the west; the Atlantic Ocean to the south; and Sheepshead Bay to the east.

The area includes about 28,200 customers. Con Edison reported that as of 8 p.m. there were more than 220,000 customers in New York City and Westchester County without electrical service due to Hurricane Sandy.

This is in addition to a portion of Lower Manhattan, where the company cut service to two areas. The first is bounded by the following streets: Frankfort Street to the north; William Street to the west; Wall Street to the south; and the East River. The second area is bounded by Broadway to the west; Wall Street to the north; and the southern tip of Manhattan.

Sea water from Hurricane Sandy's storm surge threatened to flood the underground electrical delivery system, prompting the shutdown. The shutdown will help avoid extensive damage to company and customer equipment, and allow company crews to restore power to customers more quickly.

The company will have to wait for flood waters to recede before workers can enter some facilities to assess damage. As equipment is inspected 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 monitor underground electrical delivery equipment in other areas of Manhattan south of 36th Street, along with section of Brooklyn, Queens and the Bronx, for flooding and possible shutdowns.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power.



Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison will continue to provide updates through the media as the storm moves closer. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

In the event the hurricane hits 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 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 working. 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.

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.

###

**Con Edison Media Relations**

October 29, 2012

9:00 p.m.

**Con Edison Reports Power Outages to Areas of Mid to Lower Manhattan**

**NEW YORK** – Con Edison is reporting power outages to a large section of Manhattan stretching from East 39th Street to the lower tip of Manhattan. The outage was caused by flooding in company substations and engineers are working to correct the problem. The Company said approximately 250,000 customers in Manhattan are without power.

###

## **Con Edison Media Relations**

October 30, 2012

1:30 a.m.

### ***WORST STORM DAMAGE EVER RIPS CON EDISON EQUIPMENT***

**NEW YORK** – More than 650,000 customers in New York City and Westchester County lost electrical power due to Hurricane Sandy, Con Edison said early today.

"This is the largest storm-related outage in our history," said Con Edison Senior Vice President for Electric Operations John Miksad. The previous record was more than 200,000 customers affected by Hurricane Irene in 2011.

Miksad cautioned crews must assess damage prior making to repairs, but early today low-lying areas of New York City and Westchester County remained under water.

Challenges include, for example, more than 200 wires down on Staten Island. In Westchester County, more than 180 roads are closed.

Restoring electrical service to underground equipment demands cleaning all components of sea water, drying and testing to make it safe to restore power.

Here are the latest outages as of 1 a.m. Tuesday:

Manhattan: 193,000 customers

Westchester County: 158,000

Queens: 74,000

Brooklyn: 71,000

Staten Island: 76,000

Bronx: 38,000

Safety for customers and Con Edison employees is the company's No. 1 priority.

Con Edison restores lines that will return 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.

To report outages, Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison will continue to provide updates through the media as the storm moves closer. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

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. 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 working. 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.

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.

# # #

## **Con Edison Media Relations**

October 30, 2012

11:30 a.m.

### *Hurricane Sandy Update*

#### *CON EDISON ASSESSING DAMAGE, MAKING REPAIRS TO RESTORE POWER*

**NEW YORK** – Con Edison is assessing damage and restoring service after Hurricane Sandy toppled trees and flooded underground equipment in the most devastating storm in company history.

The company estimates that customers in Brooklyn and Manhattan served by underground electric equipment should have power back within four days. Restoration to all customers in other areas served by overhead power lines will take at least a week.

As of 11 a.m., the company reported approximately 780,000 customers without electrical service. That included about 250,000 customers in Manhattan, 180,000 in Westchester County, 108,000 in Queens, 109,000 in Staten Island, 87,000 in Brooklyn, and 45,000 in the Bronx.

The outages were roughly split between the company's underground and overhead systems. The company has already restored power to approximately 140,000 of the 930,000 customers impacted at some point by the storm.

In overhead areas, many roads are blocked by fallen trees or flooded. Restoring electrical service to underground equipment demands cleaning all components of sea water, drying and testing to make it safe to restore power.

The previous record number of storm outages in Con Edison territory occurred last year, when Hurricane Irene caused about 203,000 customers to lose service.

In addition to the 250,000 electric customers without electricity in Manhattan, every steam customer south of 42nd Street lost service. In some cases, Con Edison disconnected steam customers to protect the system from flooding conditions. The restoration times of those customers is still being evaluated.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison will continue to provide updates through the media as the storm moves closer. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

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. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- If you still have power, charge your cell phones, lap tops and other mobile devices, so that they'll work if you do lose power.
- 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 working. 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.

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.

###

**Con Edison Media Relations**

October 30, 2012

10:30 p.m.

*TRANSMISSION PROBLEMS FROM HURRICANE SANDY  
AFFECT 160,000 CUSTOMERS IN BROOKLYN, STATEN ISLAND*

**NEW YORK** – Problems on high voltage systems supplying power to southern Brooklyn and central portions of Staten Island required the company to cut electrical power. Hurricane Sandy and its aftermath triggered the problems spanning two boroughs.

These areas include approximately 160,000 customers.

Neighborhoods affected include Gerritsen Beach, Marine Park, Midwood, East Flatbush and Flatbush in Brooklyn, and Tottenville, Annadale, Eltingville, Great Kills, Dongan Hills, and Westerleigh on Staten Island.

The company also has reduced voltage by 8 percent to customers in the Ocean Parkway, Flatbush, Bay Ridge, Windsor Terrace, Kensington, Borough Park, Dyker Heights and Bensonhurst areas.

Company crews are working now to repair the problem. Con Edison has asked customers in the affected area to turn off all electrical appliances to avoid potential damage to the appliances when power is restored. Con Edison regrets the inconvenience to customers.

Customers can report outages and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They can also call 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. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The equipment problems in Brooklyn and Staten Island have no effect on the rest of the Con Edison system. Con Edison will provide updates to affected customers both directly and through the media as the situation warrants. The company is in constant communication with the New York City Office of Emergency Management.

###



## **Con Edison Media Relations**

October 31, 2012

5:25 a.m.

### *CON EDISON WARNS TRICK OR TREATERS: DOWNED WIRES MASK TROUBLE ON HALLOWEEN*

**NEW YORK** – Hurricane Sandy could play dangerous tricks on kids looking for a good time on Halloween night, so Con Edison is offering safety tips to avoid problems.

Here are some suggestions for children to have a safe night:

- Avoid any downed electrical wires or equipment. Treat any wire that's in the street or on lawns as if it's carrying electricity, which can carry painful shocks. They also should avoid any puddles or standing water, which can conduct electricity. More than 5,000 wires fell to Sandy's wicked ride through our area.
- Be careful crossing streets, especially at corners with no red lights. Hold on to younger brothers, sisters and friends when crossing the street. Be sure to look both ways.
- Carry a flashlight when walking even if the street is lighted, but definitely if Hurricane Sandy snuffed out street lights.
- Wear a safety vest. They not only are cool but keep little trick or treaters visible to drivers and others.
- Never go into a stranger's house. Make sure mom or dad, a guardian, or an older sister or brother, is within sight.
- Children should always let their parents know where they are going.
- Children are urged to be careful near Con Edison work sites in their neighborhoods.

Con Edison crews and contractors are working to restore electricity in hundreds of neighborhoods in New York City and Westchester County.

Customers can report downed power lines, outages and check service restoration status online by computer or mobile device at [www.conEd.com](http://www.conEd.com). They can also call 1-800-75-CONED (1-800-752-6633). When reporting an outage, have your Con Edison account number available, if possible, and report whether your neighbors have also lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

## **Con Edison Media Relations**

October 31, 2012

Noon

## **CON EDISON CREWS BATTLING DOWNED WIRES, TREES TO RESTORE POWER TO CUSTOMERS**

**NEW YORK** – Con Edison crews have restored electrical service to 109,000 customers who lost power due to the unprecedented destruction of Hurricane Sandy.

As of 11 a.m., crews were working to restore power to about 786,000 customers still without service. That included approximately 237,000 customers in Manhattan, 115,000 in Staten Island, 109,000 in Queens, 108,000 in Brooklyn, 40,000 in the Bronx, and 176,000 in Westchester County.

Customers in Manhattan and Brooklyn who are served by underground electric equipment should have power back within three days. Restoration to all customers in other areas served by overhead power lines will take at least a week.

Restoring service to customers affected by a storm as destructive as Sandy is arduous and, if not done properly, dangerous. The storm knocked down more than 100,000 primary electrical wires in overhead areas. There are also thousands of secondary wires down.

In addition, some roads were blocked by trees or flooding.

In areas served by underground electrical equipment damaged by the largest storm surge in New York City history, the equipment must be cleaned of seawater, dried, inspected and tested before it can be safely placed back in service.

Con Edison has secured assistance from 1,400 external contractors and mutual aid workers from utilities as far west as California.

Downed electrical wires pose a hazard at any time, but particularly on Halloween when youngsters will be trick-or-treating. Here are some safety tips:

- Avoid any downed electrical wires or equipment. Treat any wire that's in the street or on lawns as if it's carrying electricity, which can carry painful shocks. They also should avoid any puddles or standing water, which can conduct electricity.
- Be careful crossing streets, especially at corners with no red lights. Hold on to younger brothers, sisters and friends when crossing the street. Be sure to look both ways.
- Carry a flashlight when walking even if the street is lighted, but definitely if Hurricane Sandy snuffed out street lights
- Wear a safety vest. They not only are cool but keep little trick or treaters visible to drivers and others.

- Never go into a stranger's house. Make sure mom or dad, a guardian, or an older sister or brother, is within sight.
- Children should always let their parents know where they are going.
- Children are urged to be careful near Con Edison work sites in their neighborhoods.

###

**Con Edison Media Relations**

October 31, 2012

3:30 p.m.

**CON EDISON TO DISTRIBUTE DRY & WET ICE TO CUSTOMERS AFFECTED BY HURRICANE**

**NEW YORK** – Con Edison will distribute ice at six locations starting at 4 p.m. today to customers who are without power due to Hurricane Sandy. The company will also have personnel at the locations to answer customers' questions.

These are the locations:

**Brooklyn (dry ice)**

Walgreen's, 532 Neptune Ave. (between W. 5th & 6th Streets)

**Bronx (dry ice)**

1200 Waters Place at the entrance to the Hutchinson Metro Center

**Queens (dry ice)**

121-10 Rockaway Blvd.

**Staten Island (dry ice)**

The entrance to Great Kills Park on Buffalo Street

**Westchester County (dry ice)**

Yonkers Raceway, 810 Yonkers Ave., Yonkers

**Manhattan (wet ice)**

Union Square Park, Union Square East and East 17th Street.

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

# # #

## **Con Edison Media Relations**

October 31, 2012

8:45 p.m.

### **HURRICANE SANDY UPDATE**

#### ***CON EDISON RESTORES POWER TO LOWER MANHATTAN, BROOKLYN NETWORKS***

**NEW YORK** – Con Edison restored power this afternoon to customers in two underground electrical networks that were taken out of service Monday night as the floodwaters from Hurricane Sandy were surging.

One network is in lower Manhattan and serves 2,000 customers. The customers are in an area roughly bounded by Vesey Street on the north; West Street on the west; Broadway and State Street on the east; and the southern tip of Manhattan to the south.

The second area is in the Brighton Beach area of Brooklyn and serves about 28,200 customers. The area includes these neighborhoods: Coney Island, Seagate, Brighton Beach, Manhattan Beach, and Sheepshead Bay.

The utility noted that though it has restored power to the networks, some buildings may still be without electricity due to basement flooding or damage to local equipment.

Company crews continue to work to restore power to customers who are served by underground and overhead electrical equipment.

As of 8 p.m., Con Edison reported approximately 719,000 customers out of service. That included 227,000 in Manhattan, 113,000 in Queens, 74,000 in Brooklyn, 100,000 in Staten Island and 38,000 in the Bronx. In Westchester County, the company reported 168,000 customers out of service.

Con Edison also reminds customers to be extremely cautious before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison will continue to provide updates through the media as the storm moves closer. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

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. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- If you still have power, charge your cell phones, lap tops and other mobile devices, so that they'll work if you do lose power.
- 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 working. 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.

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.

# # #

## **Con Edison Media Relations**

November 1, 2012

5:15 a.m.

### **HURRICANE SANDY UPDATE**

#### **CON EDISON RESTORES 225,000 CUSTOMERS**

**NEW YORK** – Con Edison crews – working around the clock – have restored electricity to more than 225,000 customers since Hurricane Sandy's departure.

The hurricane is the worst natural disaster to strike Con Edison's customers.

Safety for customers, Con Edison employees, and contractors is the No. 1 priority. Crews still face hundreds of wires down in New York City and Westchester County, where more than 600 roads are closed. Trees also block access to wires and equipment throughout the system and hundreds of vaults are flooded.

The company expects to make significant progress restoring electricity over the next two days due to Wednesday's damage assessment and field work planning. Additional crews from around the country continue arriving from as far away as California to assist New Yorkers. Cargo planes are unloading their equipment and will be assigned throughout the area.

Con Edison restored power on Wednesday to customers served by two underground electrical networks that were taken out of service Monday night as the floodwaters from Hurricane Sandy were surging.

One network is in lower Manhattan and serves 2,000 customers. The customers are in an area bordered by Vesey Street on the north; West Street; Broadway and State Street on the east; and the Battery's southern tip.

The second area is Con Edison's Brighton Beach network, serving about 28,200 customers and includes Coney Island, Seagate, Brighton Beach, Manhattan Beach, and Sheepshead Bay.

The utility noted that although it has restored power to the networks, some buildings may still be without electricity due to basement flooding or damage to local equipment.

As of 4:30 a.m. today, Con Edison reported approximately 676,000 customers out of service. That included 227,000 in Manhattan, 103,000 in Queens, 59,000 in Brooklyn, 83,000 in Staten Island and 36,000 in the Bronx. In Westchester County, the company reported 166,000 customers out of service.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account



number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison will continue to provide updates through the media as the storm moves closer. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:

- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.
- 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. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- If you still have power, charge your cell phones, lap tops and other mobile devices, so that they'll work if you do lose power.
- 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 working. 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.

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.

# # #

**Con Edison Media Relations**

November 1, 2012

12:30 pm

**HURRICANE SANDY UPDATE**

***CON EDISON TO DISTRIBUTE DRY ICE TO CUSTOMERS  
AFFECTED BY HURRICANE***

**NEW YORK** – Con Edison will distribute dry ice at seven locations starting at Noon today to customers who are without power due to Hurricane Sandy. Dry ice will be distributed until supplies run out. The company will also have personnel at the locations (except the IBM Complex in Westchester County) to answer customers' questions.

These are the locations:

**Brooklyn**

Walgreen's, 532 Neptune Ave. (between W. 5th & 6th Streets)

**Bronx**

Radcliff Avenue (Between Morris Park Avenue & Rhineland Avenue) Bronx, NY 10462

**Queens**

121-10 Rockaway Blvd.

**Staten Island**

The entrance to Great Kills Park on Buffalo Street

**Westchester County**

IBM Complex/Town Park at Business Park Dr. parking lot. Set GPS for 200 Business Park Drive.

Yonkers Raceway - 810 Yonkers Avenue

**Manhattan**

Union Square Park – 14th Street and Union Square West (South Side)

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

# # #

## **Con Edison Media Relations**

November 1, 2012

1 p.m.

### ***CON EDISON EXPECTS TO RESTORE VAST MAJORITY OF CUSTOMERS BY NEXT WEEKEND*** ***Underground System to be Restored by End of This Week***

**NEW YORK** – Con Edison said today that based on an assessment of the unprecedented damage caused by Hurricane Sandy, it expects to restore the vast majority of customers who lost power by the weekend of Nov. 10 and 11. The remaining customer restorations could take an additional week or more.

About 900,000 customers served by underground and overhead electrical distribution equipment in New York City and Westchester County lost power due to the superstorm that walloped the area.

Con Edison crews have restored power to about 250,000 customers who were affected by the storm. As of 11 a.m., the company was working to restore power to about 650,000 customers still out of service.

Customers served by underground networks in Mid- to Lower Manhattan who lost power during the storm will have service by this Saturday.

Crews restoring service in those underground areas have pumped massive amounts of water out of the facilities. They must also clean all components of the seawater from the equipment. Equipment must be dried, repaired or replaced, and inspected before it can be safely put back into service.

In areas served by overhead electrical distribution equipment, crews have had to contend with more than 100,000 downed wires, as well as blocked roads and flooding.

But Con Edison is marshalling resources from near and far to conduct the largest customer restoration in its history. The company has commitments from more than 1,600 external contractors and mutual aid workers from as far west as California.

Most of these contractor and mutual aid crews have already arrived and the rest are expected to arrive in the next few days. Crews specialize in tree cutting, repairing overhead lines and underground equipment, as well damage assessments.

Customers should use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of flooded basements.

Con Edison has assigned 1,000 site safety workers to monitor areas where there may be hazards.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison will continue to provide updates through the media as the storm moves closer. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:

- Do not go near downed wires. 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 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.
- Weather updates and news on power outages can be heard on most local radio and television stations.

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.

# # #

## **Con Edison Media Relations**

November 1, 2012

10:30 p.m.

### **HURRICANE SANDY UPDATE**

#### **CON EDISON RESTORES 55,000 WESTCHESTER CUSTOMERS**

**NEW YORK** – Con Edison has restored more than 55,000 customers in Westchester by late Thursday evening. Almost 201,000 customers were affected by Hurricane Sandy in the county alone. Con Edison will continue to work around the clock to restore the remaining customers.

Con Edison expects to restore the vast majority of customers by next weekend.

Con Edison faces several challenges in its Westchester restoration efforts, including the extensive damage in the area. This includes more than 3000 primary wires that are down and 500 roads that are currently blocked by fallen trees or other debris.

Con Edison is marshalling resources from near and far to conduct the largest customer restoration in its history. Contractors and mutual aid crews have been arriving or are en route from across the country. Crews specializing in tree cutting, repairing overhead lines and underground equipment, as well as damage assessment, are being assigned.

Con Edison continues system-wide restoration efforts for approximately 930,000 customers affected since the inception of the storm in both New York City and Westchester County.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison is providing updates through the media as the storm restoration continues. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:

- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how

deep the water is and probe it with a wooden stick, if necessary, to gauge the depth.  
Keep children out of basements where there is water.

- Do not go near downed wires. 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 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.
- Weather updates and news on power outages can be heard on most local radio and television stations.

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.

# # #

## **Con Edison Media Relations**

November 2, 2012

5:30 a.m.

### **HURRICANE SANDY UPDATE**

#### **CON EDISON RESTORES 320,000 CUSTOMERS**

**NEW YORK** – Con Edison crews have restored electricity to more than 320,000 customers since Hurricane Sandy's departure.

The hurricane is the worst natural disaster to strike Con Edison's customers.

Safety is the No. 1 priority for our customers, Con Edison employees, and contractors. Crews still face thousands of wires down in New York City and Westchester County, where more than 500 roads are closed. Trees also block access to wires and equipment throughout the system and hundreds of vaults are still flooded.

The company expects to make significant progress restoring electricity over the next seven days due to Thursday's damage assessment and field work planning.

Additional overhead crews from around the country continue arriving from as far away as California to help get power back.

The utility said although it has restored power to some areas of Manhattan, more than 100 buildings may still be without electricity due to basement flooding or damage to local equipment.

As of 5 a.m. today, Con Edison reported approximately 570,000 customers out of service. That included 226,000 in Manhattan, 84,000 in Queens, 35,000 in Brooklyn, 54,000 in Staten Island and 31,000 in the Bronx. In Westchester County, the company reported 140,000 customers out of service.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison will continue to provide updates through the media as the storm moves closer. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:



- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.
- 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. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- If you still have power, charge your cell phones, lap tops and other mobile devices, so that they'll work if you do lose power.
- 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 working. 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.

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.

# # #

### **Con Edison Media Relations**

November 2, 2012  
9:45 a.m.

### **CON EDISON TO DISTRIBUTE DRY ICE TO CUSTOMERS AFFECTED BY HURRICANE**

**NEW YORK** – Con Edison will distribute dry ice at seven locations starting at noon today to customers who are without power due to Hurricane Sandy. Dry ice will be distributed until 6 p.m.

or until supplies run out. The company will also have personnel at the locations (except the IBM Complex in Westchester County) to answer customers' questions.

These are the locations:

**Brooklyn**

Walgreen's, 532 Neptune Ave. (between W. 5th & 6th Streets)

**Bronx**

1846 Radcliff Avenue (Between Morris Park Avenue & Rhineland Avenue) Bronx, NY 10462

**Queens**

Francis Lewis Playground PS130 at Francis Lewis Blvd & 42 Avenue

**Staten Island**

The entrance to Great Kills Park on Buffalo Street

**Westchester County**

IBM Complex/Town Park at Business Park Dr. parking lot. Set GPS for 200 Business Park Drive, Armonk, NY.

Yonkers Raceway - 810 Yonkers Avenue

**Manhattan**

Union Square Park - 14th Street and Union Square West (South Side)

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

# # #

## Con Edison Media Relations

November 2, 2012

11:15 a.m.

### Hurricane Sandy Update

#### CON EDISON RESTORES 84,000 STATEN ISLAND CUSTOMERS

**NEW YORK** – Con Edison has restored electrical service to 84,000 Staten Island customers who were knocked out of service by Hurricane Sandy.

More than 139,000 Staten Island customers were affected by Hurricane Sandy's wrath and several reports call the city's southernmost borough "the epicenter" of Sandy's fury in New York City.



Con Edison and out-of-town crews are working around the clock to restore the remaining customers. There are more than 100 personnel from Chain Electric from Louisiana who will assist with the island's restoration. Take a look at Con Edison crews in action on Staten Island: <http://youtu.be/nC0azcI6JB8>.

Con Edison crews are nearly two-thirds of the way to restoring the Island's customers affected by Sandy. Utility truck access to downed power lines challenged restoration in many areas. More than 900 wires were toppled and many streets were impassable due to flooding, fallen trees or other debris.

Con Edison is marshalling resources from near and far to conduct the largest customer restoration in its history. Contractors and mutual aid crews have been arriving or are en route from as far away as California. Crews specializing in tree cutting, repairing overhead lines and underground equipment, as well as damage assessment have been assigned.

Con Edison continues system-wide restoration efforts for approximately 570,000 customers in both New York City and Westchester County without power.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account

number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison is providing updates through the media as the storm restoration continues. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:

- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.
- Do not go near downed wires. 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 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.
- Weather updates and news on power outages can be heard on most local radio and television stations.

Con Edison 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.

# # #

## **Con Edison Media Relations**

November 2, 2012

4:00 p.m.

### *Statement from Con Edison*

Con Edison today will begin the process of restoring power to mid- and Lower Manhattan following repairs to its East 14th Street substation. We will continue working through the weekend reinforcing our underground systems and repowering critical transmission lines needed for reliability. Some buildings with flooded basements or damaged electrical equipment will not have power restored until repairs are made by building owners.

Customers should use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of flooded basements. Customers should be aware of any appliances or equipment that they may have left on prior to losing power, and take appropriate safety measures. If customers have any concerns about their electrical equipment they should contact the building owner or an electrician.

If they continue to experience any power problems, they should notify us at [www.coned.com](http://www.coned.com) or call 1-800-75CONED (1-800-752-6633).

# # #

## **Con Edison Media Relations**

November 3, 2012

7:00 a.m.

### **HURRICANE SANDY UPDATE**

#### ***CON EDISON RESTORES 70 % OF CUSTOMERS HIT BY 'WORST STORM'***

**NEW YORK** – Con Edison crews have restored electricity to more than 645,000 customers, or approximately 70 percent of all those who lost power since Hurricane Sandy slammed through New York.

The hurricane is the worst natural disaster to strike Con Edison's customers in the company's history.

Safety remains the No. 1 priority for customers, Con Edison employees, and contractors. Crews are facing thousands of downed wires in New York City and Westchester County. The company is working closely with emergency services personnel to open blocked roads and streets.

Weekend goals for Con Edison and out-of-town crews are to restore electricity to schools for Monday, and polling places for Tuesday. Those restorations are nearing 100 percent for accessible buildings. Some cannot be re-energized since they are in flood zones with damage that bars the safe re-introduction of electricity.

The company expects to make significant progress restoring electricity over the next seven days by planning work and sharing it with hundreds of overhead crews from around the country.

Also restored on Friday night and early today are the majority of Manhattan areas knocked out when the East River swept through Con Edison's East 13th Street substation.

The utility said although it has restored power to some areas of Manhattan, more than 100 buildings may still be without electricity due to basement flooding or damage to local equipment.

As of 7 a.m. today, Con Edison reported approximately 280,000 customers out of service. That included 5,800 in Manhattan, 81,000 in Queens, 31,000 in Brooklyn, 31,000 in Staten Island and 25,000 in the Bronx.

In Westchester County, the company reported 107,000 customers out of service. Originally, 206,000 were affected by the hurricane.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power.

Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison will continue to provide updates through the media as the storm moves closer. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:

- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.
- 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. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- If you still have power, charge your cell phones, lap tops and other mobile devices, so that they'll work if you do lose power.
- 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 working. 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.

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.

# # #



**Con Edison Media Relations**

November 3, 2012

10:15 a.m.

**CON EDISON TO DISTRIBUTE DRY ICE TO CUSTOMERS AFFECTED BY HURRICANE**

**NEW YORK** – Con Edison will distribute dry ice at seven locations starting at 10 a.m. today to customers who are without power due to Hurricane Sandy. Dry ice will be distributed until 4 p.m. or until supplies run out. The company will also have personnel at the locations to answer customers' questions.

These are the locations:

**Brooklyn**

Walgreen's, 532 Neptune Ave. (between W. 5th & 6th Streets)

**Bronx**

PS 83 at 1846 Radcliff Avenue (Between Morris Park Avenue & Rhineland Avenue) Bronx, NY 10462

**Queens**

Baisley Pond Park at 155 St and Baisley Blvd. in South Jamaica

Flushing in the parking lot at the Kissena Park Velodrome near Booth Memorial Avenue

**Staten Island**

Great Kills - Gateway National Park at Hylan Blvd & Buffalo Street

**Westchester County**

Westchester County Center at 198 Central Avenue in White Plains

Yonkers Raceway - 810 Yonkers Avenue

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

# # #

## **Con Edison Media Relations**

November 3, 2012

10:00 p.m.

### **HURRICANE SANDY UPDATE**

#### ***CON EDISON JOINED BY THOUSANDS OF OUT OF STATE CREWS***

**NEW YORK** – Con Edison is being joined by an army of mutual aid crews from various states and Canada that will help restore service knocked out by Hurricane Sandy.

Nearly 2,000 out-of-town crews are being deployed in New York City and Westchester County from various staging areas. An additional 400 crews are scheduled to arrive in the Con Edison service territory by Sunday.

Con Edison has established Mutual Aid Base Camps and staging areas at Rye Playland in Rye, Citifield in Queens, and Miller Field in Staten Island. Con Edison is building additional base camps in FDR State Park in Yorktown Heights and the Queens Hall of Science.

Con Edison crews have restored electricity to more than 700,000 customers, or approximately 70 percent of all those who lost power since Hurricane Sandy slammed through New York. Nearly 950,000 Con Edison customers were affected by the storm.

The hurricane is the worst natural disaster to strike New York and Con Edison's customers.

Safety remains the No. 1 priority for customers, Con Edison employees, and contractors. Crews are facing thousands of downed wires in New York City and Westchester County. The company is working closely with emergency services personnel to open blocked roads and streets.

In addition to restoring electricity to homes and businesses, weekend goals include bringing electricity to schools for Monday, and polling places for Tuesday. Those restorations are nearing 100 percent for accessible buildings.

Some cannot be re-energized since they are in flood zones with damage that prevents the safe re-introduction of electricity.

The company expects to make significant progress restoring electricity over the next seven days by planning work and sharing it with hundreds of overhead crews from around the country.

As of 10 p.m., Con Edison reported approximately 246,000 customers out of service. That included 7,300 in Manhattan, 74,000 in Queens, 24,000 in Brooklyn, 27,000 in Staten Island and 15,000 in the Bronx.

In Westchester County, the company reported 99,000 customers out of service. Originally, 210,000 customers in the county were affected by the hurricane.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Con Edison will continue to provide updates through the media as the storm moves closer. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:

- Never operate a portable electric generator indoors or in an attached garage. Be sure to place the generator outside where exhaust fumes will not enter into enclosed spaces. Only operate a generator outdoors in a well-ventilated, dry area, away from air intakes to the home. The generator should be protected from direct exposure to rain and snow.
- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.
- 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. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.
- If you still have power, charge your cell phones, lap tops and other mobile devices, so that they'll work if you do lose power.
- 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 working. 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.

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.

# # #

## **Con Edison Media Relations**

November 4, 2012

9:45 a.m.

### **HURRICANE SANDY UPDATE**

#### **CON EDISON RESTORES 75% OF CUSTOMERS HIT BY HURRICANE SANDY**

##### ***Thousands of Mutual Aid Crews in New York***

**NEW YORK** – Con Edison has repowered more than 727,000 customers, or more than 75 percent, of all those who lost electricity since Hurricane Sandy pounded New York five days ago.

As of 9:30 a.m. today, Con Edison said approximately 210,000 customers were without electricity, out of an estimated 940,000 affected. Con Edison expects to have the vast majority of those impacted by the storm restored by next weekend.

"The men and women of Con Edison, along with thousands of utility workers from around the country, are working with determination and professionalism to put our customers back in service," said Craig Ivey, president of Con Edison. "We are running an aggressive, coordinated restoration campaign in response to the worst storm ever to hit New York. We will continue working around the clock until every home and business owner whose equipment was not damaged by the storm has power."

More than 2,000 utility workers from as far away as California are working in New York City and Westchester County to assist in restoration efforts. More than 300 additional outside utility workers are scheduled to arrive in New York today. Since Friday, Con Edison has been building two new base camps in FDR State Park in Yorktown Heights and at the Queens Hall of Science to host the out-of-town crews.

Con Edison already had camps and staging areas at Rye Playland in Rye, Citifield in Queens, and Miller Field in Staten Island.

The safety of customers and workers remains Con Edison's No. 1 priority. Crews have been responding to more than 100,000 downed wires in New York City and Westchester County. The company is working closely with emergency services personnel to open blocked roads and streets.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power.

Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:

- Never operate a portable electric generator indoors or in an attached garage. Be sure to place the generator outside where exhaust fumes will not enter into enclosed spaces. Only operate a generator outdoors in a well-ventilated, dry area, away from air intakes to the home. The generator should be protected from direct exposure to rain and snow.
- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.
- 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. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.

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.

# # #

**Con Edison Media Relations**

November 4, 2012

10:00 a.m.

**CON EDISON TO DISTRIBUTE DRY ICE TO CUSTOMERS AFFECTED BY HURRICANE**

**NEW YORK** – Con Edison will distribute dry ice at six locations starting at 10 a.m. today to customers who are without power due to Hurricane Sandy. Distribution will continue until 4 p.m. or until supplies run out. The company will also have personnel at the locations to answer customers' questions.

These are the locations:

**Brooklyn**

MCU Park (Cyclones Stadium) - 1904 Surf Ave. (Between West 17th and West 19th streets), parking lot section 1B

**Queens**

Baisley Pond Park at 155th Street and Baisley Boulevard in South Jamaica

The parking lot at the Kissena Park Velodrome near Booth Memorial Avenue in Flushing

**Staten Island**

Father Capodanno Boulevard and Hunter Avenue (Parking lot near the Staten Island Parks Department)

**Westchester County**

Westchester County Center at 198 Central Ave. in White Plains

Yonkers Raceway - 810 Yonkers Ave. in Yonkers

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

# # #

**Con Edison Media Relations**

November 4, 2012

1:15 p.m.

*CON EDISON ASKS CUSTOMERS IN MID AND LOWER  
MANHATTAN TO CONSERVE ELECTRICITY*

**NEW YORK** – Con Edison is urging customers in the areas of Mid- and Lower Manhattan that were affected by outages during Hurricane Sandy to conserve energy as best as possible while crews work to reinforce the company's underground systems.

The company says customers can help by refraining from using non-essential appliances, such as washers and dryers. The company is also in contact with building owners to limit their use of certain elevator banks or other equipment.

The utility is reinforcing its underground system and customer cooperation will help ensure uninterrupted electric service. The affected area is south of 39th Street on the east side of Manhattan and south of 31st Street on the west side.

Some buildings in the affected area are unable to receive Con Edison electrical service yet because their own equipment was damaged by the storm and needs repair.

Customers can report outages and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They can also call 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. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

# # #

**Con Edison Media Relations**

November 4, 2012

10:00 p.m.



## HURRICANE SANDY UPDATE

### *CON EDISON RESTORES 80% OF CUSTOMERS HIT BY HURRICANE SANDY*

**NEW YORK** – Con Edison has restored service to more than 770,000 customers, or approximately 80 percent of all those who lost electricity from the ravages of Hurricane Sandy.

As of 10 p.m., Con Edison said approximately 180,000 customers were without electricity, out of an estimated 950,000 affected. That includes 5,000 out in Manhattan, 45,000 in Queens, 22,000 in Brooklyn, 16,000 in Staten Island and 10,000 in the Bronx.

In Westchester County, the company reported 79,000 customers out of service. County wide, approximately 140,000 customers had their service restored.

Con Edison expects to have the vast majority of those impacted by the storm restored by next weekend.

More than 2,000 utility workers from as far away as California are working in New York City and Westchester County to assist in restoration efforts. More than 300 additional outside utility workers arrived in New York today. Since Friday, Con Edison has been building two new base camps in FDR State Park in Yorktown Heights and at the Queens Hall of Science to host the out-of-town crews.

Con Edison already had camps and staging areas at Rye Playland in Rye, Citifield in Queens, and Miller Field in Staten Island.

The safety of customers and workers remains Con Edison's No. 1 priority. Crews have been responding to more than 100,000 downed wires in New York City and Westchester County. The company is working closely with emergency services personnel to open blocked roads and streets.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:

Never operate a portable electric generator indoors or in an attached garage. Be sure to place the generator outside where exhaust fumes will not enter into enclosed spaces. Only operate a generator outdoors in a well-ventilated, dry area, away from air intakes to the home. The generator should be protected from direct exposure to rain and snow.

- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.
- 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. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.

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.

# # #

**Con Edison Media Relations**

November 5, 2012

11:30 a.m.

**CON EDISON TO CONTINUE DRY ICE DISTRIBUTION FOR CUSTOMERS AFFECTED BY HURRICANE**

**NEW YORK** – Con Edison will distribute dry ice at five locations starting at noon today to customers who are without power due to Hurricane Sandy. Distribution will continue until 6 p.m. or until supplies run out. The company will also have personnel at the locations to answer customers' questions.

These are the locations:

**Brooklyn**

MCU Park (Cyclones Stadium) - 1904 Surf Ave. (Between West 17th and West 19th streets), parking lot section 1B

**Queens**

Baisley Pond Park at 155th Street and Baisley Boulevard in South Jamaica

**Staten Island**

Father Capodanno Boulevard and Hunter Avenue (Parking lot near the Staten Island Parks Department)

**Westchester County**

Westchester County Center at 198 Central Ave. in White Plains

Yonkers Raceway - 810 Yonkers Ave. in Yonkers

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

# # #

## **Con Edison Media Relations**

November 5, 2012

11:30 a.m.

### *HURRICANE SANDY UPDATE*

#### *CON EDISON RESTORES NEARLY 84% OF CUSTOMERS HIT BY HURRICANE SANDY*

##### *Monitoring New Storm Forecast for Later in Week*

**NEW YORK** – Con Edison crews, working around the clock, have restored electric service to more than 800,000 customers, or nearly 84 percent of all those who lost their power from Hurricane Sandy's fury.

As of 10 a.m. today, Con Edison said approximately 156,800 customers were without electricity, out of an estimated 950,000 affected. That includes 3,500 out in Manhattan, 40,800 in Queens, 22,800 in Brooklyn, 15,000 in Staten Island and 6,700 in the Bronx.

In Westchester County, the company reported 68,000 customers out of service. Approximately 150,700 customers had their service restored.

Con Edison expects to have the vast majority of those impacted by the storm restored by the weekend.

While Con Edison continues to return electricity to customers since Hurricane Sandy moved out, the company is monitoring the rain and wind forecasted for later this week. The company said high winds and heavy rains could delay work on homes and businesses affected by Hurricane Sandy and could cause additional outages.

Con Edison continues to urge customers in the areas of Mid- and Lower Manhattan that were affected by outages during Hurricane Sandy to conserve energy as best as possible while crews work to reinforce the company's underground systems.

The company says customers can help by refraining from using non-essential appliances, such as washers and dryers. The company is also in contact with building owners to limit their use of certain elevator banks or other equipment.

More than 2,400 utility workers from as far away as California are working in New York City and Westchester County to assist in restoration efforts. More than 200 additional outside utility workers are arriving in New York today and tomorrow. Since Friday, Con Edison has been building two new base camps in FDR State Park in Yorktown Heights and at the Queens Hall of Science to host the out-of-town crews. Con Edison has camps and staging areas at Rye Playland in Rye, Citifield in Queens, and Miller Field in Staten Island.

The safety of customers and workers remains Con Edison's No. 1 priority. Crews have been responding to more than 100,000 downed wires in New York City and Westchester County. The company is working closely with emergency services personnel to open blocked roads and streets.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:

- Never operate a portable electric generator indoors or in an attached garage. Be sure to place the generator outside where exhaust fumes will not enter into enclosed spaces. Only operate a generator outdoors in a well-ventilated, dry area, away from air intakes to the home. The generator should be protected from direct exposure to rain and snow.
- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.
- 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. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.

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. # # #

## **Con Edison Media Relations**

November 5, 2012

11:00 p.m.

### **HURRICANE SANDY UPDATE**

#### ***CON EDISON RESTORES NEARLY 87% OF CUSTOMERS HIT BY HURRICANE SANDY***

#### ***Monitoring New Storm Headed to New York***

**NEW YORK** – Con Edison crews, working around the clock, have restored electric service to more than 846,000 customers, or nearly 87 percent of all those who lost their power from Hurricane Sandy's fury.

As of 10 p.m. today, Con Edison said approximately 127,000 customers were without electricity, out of an estimated 960,000 affected. That includes approximately 2,000 out in Manhattan, 28,000 in Queens, 22,000 in Brooklyn, 13,000 in Staten Island, and 6,000 in the Bronx.

In Westchester County, the company reported 56,000 customers out of service, while approximately 170,000 customers have had their service restored.

Con Edison expects to restore the vast majority of those affected by Hurricane Sandy by the weekend.

While Con Edison continues to return electricity to customers since Hurricane Sandy moved out, the company is monitoring the Nor'easter forecast for Wednesday. The expected high winds and heavy rains could delay restorations and may cause additional outages.

Con Edison continues to urge customers in Mid- and Lower Manhattan affected by outages to conserve energy as much as possible while crews work to reinforce the underground electric system.

The company says customers can help by refraining from using non-essential appliances, such as washers and dryers. The company also is in contact with building owners to encourage limiting use of certain elevator banks or other equipment.

More than 2,500 utility workers from as far away as California are working in New York City and Westchester County to assist in restoration efforts. More than 500 additional outside utility workers are scheduled to arrive in New York on Tuesday. Since Friday, Con Edison has built two new base camps in FDR State Park in Yorktown Heights and at the Queens Hall of Science to host the out-of-town crews. Con Edison has camps and staging areas at Rye Playland, Westchester County, Citifield in Queens, and at Miller Field in Staten Island's Great Kills Park.

The safety of customers and workers is Con Edison's No. 1 priority. Crews have been responding to more than 100,000 downed wires in New York City and Westchester County. The company is working closely with emergency services personnel to open blocked roads and streets.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Important information will be posted on the company's website, [www.conEd.com](http://www.conEd.com).

For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:

- Never operate a portable electric generator indoors or in an attached garage. Be sure to place the generator outside where exhaust fumes will not enter into enclosed spaces. Only operate a generator outdoors in a well-ventilated, dry area, away from air intakes to the home. The generator should be protected from direct exposure to rain and snow.
- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.
- 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. If a power line falls on your car while you're in it, stay inside the vehicle and wait for emergency personnel.

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.

# # #

**Con Edison Media Relations**

November 6, 2012

11:40 a.m.

**CON EDISON TO CONTINUE DRY ICE DISTRIBUTION FOR CUSTOMERS AFFECTED BY HURRICANE**

**NEW YORK** – Con Edison will distribute dry ice at five locations starting at noon today to customers who are without power due to Hurricane Sandy. Distribution will continue until 5 p.m. or until supplies run out. The company will also have personnel at the locations to answer customers' questions.

These are the locations:

**Brooklyn**

2865 West 19th Street - two blocks from MCU Park (Cyclones Stadium)

**Queens**

155 St. and Baisley Blvd. (Baisley Pond Park, South Jamaica)

**Staten Island**

Father Capodanno Blvd. and Hunter Ave. (parking lot near the Staten Island Parks Department)

**Westchester County**

198 Central Avenue West Lot (Westchester County Center)

810 Yonkers Avenue (Yonkers Raceway)

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

# # #



## **Con Edison Media Relations**

November 6, 2012

Noon

### *CON EDISON CONTINUES RESTORATION WHILE MONITORING NOR'EASTER HEADING OUR WAY*

#### **New Storm Stalking New York Could Cause More Outages**

**NEW YORK** – Con Edison crews and thousands of outside utility workers continue to work around the clock in an autumn chill to restore customers knocked out of service by Hurricane Sandy, while also monitoring the Nor'easter expected to hit the New York area Wednesday.

The coming storm is expected to pack rain and heavy winds. Those winds could topple trees into overhead power lines, causing customers to lose electricity. The conditions could also cause a delay in the utility's restoration of customers out of service due to Hurricane Sandy.

As of 11 a.m. today, Con Edison said approximately 118,000 customers were without electricity, out of about 980,000 affected by the hurricane. Con Edison has restored power to about 88 percent of the customers affected by the hurricane. The customers out of power include approximately 1,400 in Manhattan, 26,000 in Queens, 22,000 in Brooklyn, 12,000 in Staten Island, and 5,500 in the Bronx.

In Westchester County, the company reported approximately 51,000 customers out of service.

Con Edison continues to urge customers in Mid- and Lower Manhattan who were affected by Hurricane Sandy outages to conserve energy as much as possible while crews work to reinforce the underground electric system.

The company says customers can help by refraining from using non-essential appliances, such as washers and dryers. The company also is in contact with building owners to encourage limiting use of certain elevator banks or other equipment.

More than 2,500 utility workers from as far as California are assisting the in restoration. More than 500 additional utility workers are scheduled to arrive in New York on Tuesday. Since Friday, Con Edison has built base camps in FDR State Park in Yorktown Heights and at the Queens Hall of Science to host the out-of-town crews. Con Edison also has camps and staging areas at Rye Playland, Westchester County, Citifield in Queens, and at Miller Field in Staten Island's Great Kills Park.

The safety of customers and workers is Con Edison's priority. Crews have been responding to more than 100,000 downed wires and is working with emergency services personnel to open blocked roads.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company is advising its customers to pay close attention to reports from city and municipal officials. Important information will be posted on [www.conEd.com](http://www.conEd.com). For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:

- Never operate a portable electric generator indoors or in an attached garage. Be sure to place the generator outside where exhaust fumes will not enter into enclosed spaces. Only operate a generator outdoors in a well-ventilated, dry area, away from air intakes to the home. The generator should be protected from direct exposure to rain and snow.
- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.
- Do not go near downed wires. Treat 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 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 you have power, charge your cell phones, lap tops and other mobile devices, so that they'll work if you do lose power.
- 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 working. 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.

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.

# # #

## **Con Edison Media Relations**

November 7, 2012

1:30 a.m.

### *CON EDISON ADDS MORE CREWS FOR RESTORATION AS NOR'EASTER LOOMS*

#### ***Today's Storm May Cause More Outages***

**NEW YORK** – Con Edison crews working on around-the-clock restorations from Hurricane Sandy will get more help on Wednesday when 300 mutual aid workers arrive just in time for a Nor'easter's arrival.

With fresh crews coming to New York City and Westchester County, more than 3,000 utility workers will be repairing Sandy's damage.

The new weather system approaching the region on Wednesday will bring rain and heavy winds that could slam trees into power lines.

The new storm could delay Con Edison's customer restorations. Crews repairing overhead lines and equipment cannot work in high winds.

Con Edison has built base camps in FDR State Park in Yorktown Heights and at the Queens Hall of Science to host the out-of-town crews. Con Edison also has camps and staging areas at Rye Playland, Westchester County, Citifield in Queens, and at Miller Field in Staten Island's Great Kills Park.

As of midnight, Con Edison has restored power to over 90 percent of the customers affected by the hurricane, with approximately 79,000 customers without electricity out of about 980,000 affected. Customers out of power include approximately 400 in Manhattan, 13,000 in Queens, 15,000 in Brooklyn, 3,300 in Staten Island, and 4,500 in the Bronx.

In Westchester County, the company reported approximately 41,000 customers out of service.

Con Edison also is advising customers in various shore communities with flood and wind damage to electric and gas equipment that the New York City Building Code requires a licensed electrician to certify that their systems can be safely energized. This process is coordinated through the NYC Department of Buildings. Self Certification Forms can be found at [www.coned.com](http://www.coned.com).

The damaged shore communities are located in Brooklyn and Queens in Gerritsen Beach, Sea Gate, Red Hook, Sheepshead Bay, Brighton Beach, Manhattan Beach, Howard Beach, Broad Channel and Brookville.

Communities in Staten Island include Arrochar, South Beach, Midland Beach, New Dorp Beach, Oakwood Beach, Butler Manor, and Tottenville.

There are approximately 20,000 customers in these communities who will not be restored until their electrical equipment is replaced or repaired.

Customers requiring inside-the-premises electrical work are not listed on the Con Edison Outage Map, and are not included in the total number of outages reported by the company.

Con Edison continues to urge customers in Mid- and Lower Manhattan who were affected by Hurricane Sandy outages to conserve energy as much as possible while crews work to reinforce the underground electric system.

The company says customers can help by refraining from using non-essential appliances such as washers and dryers. Con Edison also is in contact with building owners to encourage limiting use of certain elevator banks or other electrical equipment.

The safety of customers and workers is Con Edison's number one priority. Crews have been responding to more than 100,000 downed wires and are working with emergency services personnel to open blocked roads.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company urges customers to pay close attention to reports from city and municipal officials. Important information will be posted on [www.conEd.com](http://www.conEd.com). For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:

- Never operate a portable electric generator indoors or in an attached garage. Be sure to place the generator outside where exhaust fumes will not enter into enclosed spaces. Only operate a generator outdoors in a well-ventilated, dry area, away from air intakes to the home. The generator should be protected from direct exposure to rain and snow.
- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.

- Do not go near downed wires. Treat 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 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 you have power, charge your cell phones, lap tops and other mobile devices, so that they'll work if you do lose power.
- 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 working. 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.

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.

# # #

## Con Edison Media Relations

November 7, 2012

1:50 p.m.

### *CON EDISON RESTORES 900,000 CUSTOMERS; WORKING TO HELP CUSTOMERS WITH DAMAGED EQUIPMENT*

#### *Utility Prepared For Another Storm On Its Way*

**NEW YORK** – With a Nor'easter bearing down on Con Edison's service area today, thousands of company and out-of-state utility workers battled to restore thousands of customers without power from Hurricane Sandy.

While more than 90 percent of the nearly 1 million customers affected by Sandy have been restored, the company continued efforts to restore the approximately 70,000 customers whose equipment can be safely re-energized. In addition, the company is working with the New York City Buildings Department to expedite the restoration of about 20,000 customers in Staten Island, Brooklyn and Queens whose own electrical equipment was damaged by flooding and cannot be safely re-energized without repairs and an inspection by an electrician.



Customers requiring inside-the-premises electrical work are not listed on the Con Edison Outage Map or included in the total number of outages reported by the company. Con Edison and the New York City Buildings Department are collaborating to guide customers through the process of repairing their own equipment. For information, click here: <http://www.coned.com/es/Energy-Services-Flyer.pdf>

Con Edison's army of employees, mutual aid workers and contractors have restored service to about 910,000 customers since Hurricane Sandy's storm surge flooded underground electrical equipment and fierce winds toppled trees into power lines. As of 1 pm., the company reported these customer outage numbers: 12,500 in Queens, 10,400 in Brooklyn, 4,200 in the Bronx, 3,500 in Staten Island and 450 in Manhattan.

In Westchester, there were about 39,000 customers out of service and some communities were hit particularly hard by tree damage, downed wires and road closures.

The company is also bracing for another storm. A Nor'easter packing rain and heavy winds is

expected to hit the Greater New York region. It could knock trees into power lines, causing more outages. The new storm could delay Con Edison's customer restorations. Crews repairing overhead equipment cannot work safely in high winds.

Con Edison continues to urge customers in Mid- and Lower Manhattan who were affected by Hurricane Sandy outages to conserve energy as much as possible while crews work to reinforce the underground electric system. Customers can help by refraining from using non-essential appliances such as washers and dryers. Con Edison is in contact with building owners to encourage limiting use of certain elevator banks or other electrical equipment.

The safety of customers and workers is Con Edison's number one priority. Crews have been responding to more than 100,000 downed wires and are working with emergency services personnel to open blocked roads.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company urges customers to pay close attention to reports from city and municipal officials. Important information will be posted on [www.conEd.com](http://www.conEd.com). For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:

- Never operate a portable electric generator indoors or in an attached garage. Be sure to place the generator outside where exhaust fumes will not enter into enclosed spaces. Only operate a generator outdoors in a well-ventilated, dry area, away from air intakes to the home. The generator should be protected from direct exposure to rain and snow.
- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.
- Do not go near downed wires. Treat 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 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 you have power, charge your cell phones, lap tops and other mobile devices, so that they'll work if you do lose power.
- 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 working. 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.

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. Con Edison is also getting strong assistance from numerous state and federal agencies.

# # #

## **Con Edison Media Relations**

November 8, 2012

2:30 a.m.

### *NOR'EASTER PUMMELS NEW YORK; CON EDISON CONTINUES RESTORATION*

**NEW YORK** – Con Edison crews and out-of-state utility workers restored electricity to more than 90 percent of the nearly 1 million customers affected by Hurricane Sandy.

A Nor'easter yesterday knocked out electricity to approximately 55,000 customers in New York City and Westchester County.

Crews were working to restore 67,000 customers from Hurricane Sandy when the latest storm hit.

The new storm temporarily delayed Con Edison's customer restorations. Crews repairing overhead equipment cannot work safely in high winds.

Con Edison continues efforts to restore the approximately 72,000 customers whose equipment can be safely re-energized. In addition, the company is working with the New York City Buildings Department to expedite the restoration of about 30,000 customers in Staten Island, Brooklyn and Queens whose electrical equipment was damaged by flooding and cannot be safely re-energized without repairs and an inspection by an electrician.

Customers requiring inside-the-premises electrical work are not listed on the Con Edison Outage Map or included in the total number of outages reported by the company. Con Edison and the New York City Buildings Department are collaborating to guide customers through the process of repairing their own equipment. For information, click here: <http://www.coned.com/es/Energy-Services-Flyer.pdf>

Con Edison crews, mutual aid workers and contractors have restored service to about 957,000 customers from both storms. As of 2:30 a.m. the company reported these outages from both storms: 21,000 in Queens, 7,000 in Brooklyn, 4,000 in the Bronx, 3,900 in Staten Island and 140 in Manhattan.

In Westchester, there were about 35,000 customers out of service and some communities were hit particularly hard by tree damage, downed wires and road closures.

Con Edison continues to urge customers in Lower Manhattan who were affected by Hurricane Sandy outages to conserve energy as much as possible while crews work to reinforce the underground electric system. Customers can help by refraining from using non-essential appliances such as washers and dryers. Con Edison is in contact with building owners to encourage limiting use of certain elevator banks or other electrical equipment.

The safety of customers and workers is Con Edison's number one priority. Crews have been responding to more than 100,000 downed wires and are working with emergency services personnel to open blocked roads.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company urges customers to pay close attention to reports from city and municipal officials. Important information will be posted on [www.conEd.com](http://www.conEd.com). For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>

Con Edison offers the following safety tips:

- Never operate a portable electric generator indoors or in an attached garage. Be sure to place the generator outside where exhaust fumes will not enter into enclosed spaces. Only operate a generator outdoors in a well-ventilated, dry area, away from air intakes to the home. The generator should be protected from direct exposure to rain and snow.
- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.
- Do not go near downed wires. Treat 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 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 you have power, charge your cell phones, lap tops and other mobile devices, so that they'll work if you do lose power.
- 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 working. 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.

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. Con Edison is also getting strong assistance from numerous state and federal agencies.

# # #

## **Con Edison Media Relations**

November 8, 2012

9:00 a.m.

### **CON EDISON TO CONTINUE DRY ICE DISTRIBUTION FOR CUSTOMERS AFFECTED BY HURRICANE**

**NEW YORK** – Con Edison will distribute dry ice at four locations starting at 12 p.m. today to customers who are without power due to Hurricane Sandy. Distribution will continue until 5 p.m. or until supplies run out. The company will also have personnel at the locations to answer customers' questions.

These are the locations:

#### **Brooklyn**

2865 West 19th Street - two blocks from MCU Park (Cyclones Stadium)

#### **Queens**

155 St. and Baisley Blvd. (Baisley Pond Park, South Jamaica)

#### **Staten Island**

Father Capodanno Blvd. and Hunter Ave. (parking lot near the Staten Island Parks Department)

#### **Westchester County**

In Armonk at the IBM Complex/Town Park at Business Park Dr. Parking Lot. Set GPS for 200 Business Park Drive

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

# # #

## **Con Edison Media Relations**

November 8, 2012

4:20 p.m.

### *Hurricane Sandy Update*

#### **CON EDISON CREWS BATTLE BACK AFTER 2ND STORM TO HIT REGION**

**NEW YORK** – Thousands of Con Edison and out-of-state utility workers today continued their massive power restoration effort for New York City and Westchester County customers impacted by both Hurricane Sandy and last night's Nor'easter.

As of 4 p.m. today, approximately 990,000 customers had been restored, out of over 1 million affected by both events. Crews are working around the clock to restore the remaining 66,000 customer outages this weekend.

Many of the outages still left in the company's service area involve small numbers of customers, slowing the drop in the overall number of customer outages. For example, there are approximately 3,600 restoration jobs in Westchester that involve 11 or fewer customers.

The company is also working with the New York City Buildings Department to expedite the restoration of an additional 35,000 customers in Staten Island, Brooklyn and Queens whose electrical equipment may have been damaged by flooding and cannot be safely re-energized without repairs by an electrician.

The customers requiring inside-the-premises electrical work are not listed on the Con Edison Outage Map or included in the total number of outages reported by the company. Con Edison and the New York City Buildings Department are collaborating to guide customers through the process of repairing their own equipment. For information, click here: <http://www.coned.com/es/Energy-Services-Flyer.pdf>.

Crews are working to restore outages in the following areas: Queens, 23,000; Brooklyn, 9,000; Staten Island, 3,400; the Bronx, 3,600; and Westchester, 26,000.

Con Edison continues to urge customers in Lower Manhattan who were affected by Hurricane Sandy outages to conserve energy as much as possible while crews work to reinforce the underground electric system. Customers can help by refraining from using non-essential appliances such as washers and dryers. Con Edison is in contact with building owners to encourage limiting use of certain elevator banks or other electrical equipment.

The safety of customers and workers remained Con Edison's highest priority, as crews responded to thousands of downed wires and hundreds of blocked roads.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company urges customers to pay close attention to reports from city and municipal officials. Important information will be posted on [www.conEd.com](http://www.conEd.com). For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>.

Con Edison offers the following safety tips:

- Never operate a portable electric generator indoors or in an attached garage. Be sure to place the generator outside where exhaust fumes will not enter into enclosed spaces. Only operate a generator outdoors in a well-ventilated, dry area, away from air intakes to the home. The generator should be protected from direct exposure to rain and snow.
- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.
- Do not go near downed wires. Treat 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 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 you have power, charge your cell phones, lap tops and other mobile devices, so that they'll work if you do lose power.
- 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 working. 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.

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. Con Edison is also getting strong assistance from numerous state and federal agencies.

# # #



## **Con Edison Media Relations**

November 8, 2012

11:00 p.m.

### *CON EDISON RESTORES MORE THAN 1 MILLION CUSTOMERS; WORKING WITH CUSTOMERS WITH DAMAGED EQUIPMENT*

**NEW YORK** – After battling the affects of both Hurricane Sandy and a crippling Nor'easter last night, Con Edison and out-of-state utility workers have restored power to more than 1 million customers in New York City and Westchester County.

As of 11p.m., more than 1,000,000 customers had been restored. Thousands of Con Edison crews will continue to work around the clock to restore the remaining 45,000 customer outages this weekend.

Many of the outages still left in the company's service area involve small numbers of customers, slowing the drop in the overall number of customer outages. For example, there are approximately 3,600 restoration jobs in Westchester that involve 11 or fewer customers.

The company is also working with the New York City Buildings Department to expedite the restoration of an additional 35,000 customers in Staten Island, Brooklyn and Queens whose electrical equipment may have been damaged by flooding and cannot be safely re-energized without repairs by an electrician.

The customers requiring inside-the-premises electrical work are not listed on the Con Edison Outage Map or included in the total number of outages reported by the company. Con Edison and the New York City Buildings Department are collaborating to guide customers through the process of repairing their own equipment. For information, click here: <http://www.coned.com/es/Energy-Services-Flyer.pdf>.

Crews are working to restore outages in the following areas: Queens, 13,700; Brooklyn, 6,100; Staten Island, 3,000; the Bronx, 2,700; and Westchester, 19,500, and about 200 customers in Manhattan.

Con Edison continues to urge customers in Lower Manhattan who were affected by Hurricane Sandy outages to conserve energy as much as possible while crews work to reinforce the underground electric system. Customers can help by refraining from using non-essential appliances such as washers and dryers. Con Edison is in contact with building owners to encourage limiting use of certain elevator banks or other electrical equipment.

The safety of customers and workers remained Con Edison's highest priority, as crews responded to thousands of downed wires and hundreds of blocked roads.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company urges customers to pay close attention to reports from city and municipal officials. Important information will be posted on [www.conEd.com](http://www.conEd.com). For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>.

Customers can access additional storm-related resources on the Con Edison web site at <http://www.coned.com/newsroom/information.asp>

Con Edison offers the following safety tips:

- Never operate a portable electric generator indoors or in an attached garage. Be sure to place the generator outside where exhaust fumes will not enter into enclosed spaces. Only operate a generator outdoors in a well-ventilated, dry area, away from air intakes to the home. The generator should be protected from direct exposure to rain and snow.
- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.
- Do not go near downed wires. Treat 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 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 you have power, charge your cell phones, lap tops and other mobile devices, so that they'll work if you do lose power.
- 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 working. 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.

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. Con Edison is also getting strong assistance from numerous state and federal agencies.

# # #

## **Con Edison Media Relations**

November 9, 2012

6:00 p.m.

### *CON EDISON'S ARMY OUT IN FORCE RESTORING POWER TO CUSTOMERS*

**NEW YORK** – Con Edison, aided by utility workers from across the United States and Canada, continues to replace utility poles, string wires and install transformers to restore service to those affected by Hurricane Sandy and this week's Nor'easter.

As of 5:30 p.m., Con Edison reported approximately 28,000 customers out of service. There were about 12,600 customers out of service in Westchester County; 8,700 in Queens; 5,100 in Brooklyn; 1,400 in the Bronx; 400 in Staten Island; and fewer than 100 in Manhattan.

Con Edison has restored service to more than 1 million customers since Hurricane Sandy, which was by far the most destructive storm in company history, struck the New York area. Crews are working around the clock to restore the remaining customer outages this weekend.

Many of the outages still left in the company's service area involve small groups of customers.

It's been a massive job. Crews have replaced 60 miles of electrical wiring and gone to tens of thousands of locations to make repairs or tend to emergencies.

The company is also working with the New York City Buildings Department to expedite the restoration of an additional 35,000 customers in Staten Island, Brooklyn and Queens whose electrical equipment may have been damaged by flooding and cannot be safely re-energized without repairs by an electrician.

The customers requiring inside-the-premises electrical work are not listed on the Con Edison Outage Map or included in the total number of outages reported by the company. Con Edison and the New York City Buildings Department are collaborating to guide customers through the process of repairing their own equipment. For information, click here:

<http://www.coned.com/es/Energy-Services-Flyer.pdf>.

The safety of customers and workers remained Con Edison's highest priority, as crews responded to thousands of downed wires and hundreds of blocked roads.

Customers can report downed power lines, outages, and check service restoration status by computer or mobile device at [www.conEd.com](http://www.conEd.com). They also can call 1-800-75-CONED (1-800-752-6633). When reporting an outage, it is helpful if customers have their Con Edison account number available, if possible, and report whether their neighbors also have lost power. Customers who report outages will be called by Con Edison with their estimated restoration times as they become available.

The company urges customers to pay close attention to reports from city and municipal officials. Important information will be posted on [www.conEd.com](http://www.conEd.com). For instructions on how to report an outage, click here: <http://bcove.me/6sx1yox5>.

Con Edison offers the following safety tips:

- Never operate a portable electric generator indoors or in an attached garage. Be sure to place the generator outside where exhaust fumes will not enter into enclosed spaces. Only operate a generator outdoors in a well-ventilated, dry area, away from air intakes to the home. The generator should be protected from direct exposure to rain and snow.
- Use extreme caution before going into a flooded basement. Know whether there are electrified services or unsanitary conditions and wear high rubber boots. Also, know how deep the water is and probe it with a wooden stick, if necessary, to gauge the depth. Keep children out of basements where there is water.
- Do not go near downed wires. Treat 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 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.

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. Con Edison is also getting strong assistance from numerous state and federal agencies.

# # #

**Con Edison Media Relations**

November 10, 2012

4:00 a.m.

## HURRICANE SANDY UPDATE: 1 MILLION HAVE LIGHTS

*CON EDISON, NEARING FULL RESTORATION, HAS 98% COMPLETED*

**NEW YORK** – Con Edison crews, joined by almost 3,500 utility workers from around the country and Canada, continued restoring service today to the remaining customers affected by Hurricane Sandy and Wednesday's Nor'easter.

Just under 20,000 customers remain out in New York City and Westchester, from the 1.067 million affected by both storms. That number does not include 35,000 living in storm-ravaged flood zones in Brooklyn, Queens and Staten Island. Those customers cannot get electric service until their own internal equipment is repaired, tested and certified by an electrician as ready for service.

All of the Staten Island customers that suffered Sandy-related outages have been restored if they were in a position to accept electricity. Just over 300 post-Sandy outages remain. Manhattan currently has 47 customers without electricity, while Brooklyn has 4,200 without power, Queens has 6,000, the Bronx has 890, and Westchester has 8,500.

Con Edison is on pace to have nearly all its Hurricane Sandy outages restored by Sunday night. The company has re-energized over 1.046 million customers, or about 98%, who lost power after Sandy surged tides and winds ashore on October 29.

Sandy caused more than four times as many outages as the next largest storm in the company's history, Hurricane Irene, which created havoc just over a year ago.

Con Edison and mutual aid crews replaced 60 miles of electric cable and responded to 30,000 damage locations. The company went through six months of supplies of utility poles and transformers in a single week.

Customers can check updated outage numbers every 15 minutes on [www.ConEd.com/OutageMap](http://www.ConEd.com/OutageMap). Customers can use their mobile devices, as well as computers, to report power interruptions or service problems at [www.conEd.com](http://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 Sandy.

### **Con Edison Media Relations**

November 10, 2012

11:00 a.m.

## *CON EDISON SETS UP CUSTOMER SERVICE POSTS IN FLOOD-RAVAGED AREAS*

**NEW YORK** – Con Edison has set up command posts at seven locations in Brooklyn, Queens and Staten Island to help customers whose electrical equipment was damaged by Hurricane Sandy flooding.

The locations are:

### **Brooklyn**

Gerritsen Avenue and Lois Street in Gerritsen Beach

Highland Avenue and Lyme Avenue in Seagate

Shore Boulevard and Mackenzie Street in Manhattan Beach

Voorhies Avenue and Ocean Avenue in Brighton Beach

### **Queens**

Cross Bay Boulevard and East 9th Road in Broad Channel

Cross Bay Boulevard and 165th Avenue in Old Howard Beach

### **Staten Island**

Father Capodanno Boulevard and Hunter Avenue

Con Edison inspectors are going door to door to homes in flood-damaged areas to determine whether customer equipment was damaged. If the company determines that a customer's equipment was not damaged, their service will be restored when the company re-energizes the affected area.

If a customer's equipment has water damage, the customer will need to have a private licensed electrician or plumber certify that the equipment can be safely energized. For more information on the process, click here: <http://www.coned.com/es/Restoring-Service-in-Flood-Damaged-Communities.pdf> and here: <http://www.coned.com/es/Energy-Services-Flyer.pdf>

In addition, Con Edison has personnel at the Westchester County Center at 198 Central Ave. in White Plains to answer customer questions about the restoration of service following Hurricane Sandy and this week's Nor'easter. # # #

**Con Edison Media Relations**

November 10, 2012

7:00 p.m.

**HURRICANE SANDY UPDATE**

***CON EDISON CREWS CONTINUING MASSIVE RESTORATION***

**NEW YORK** – Con Edison crews are closing in on completing the largest customer restoration campaign in company history.

At 6 p.m., approximately 11,400 customers in New York City and Westchester County were without electrical service. The company has restored service to more than 1 million customers who were affected by Hurricane Sandy and Wednesday's Nor'easter.

Con Edison is on pace to restore power by the end of the weekend to all customers who were affected by the storms and whose equipment can accept service. Con Edison reported approximately 7,900 customers without electricity in New York City and 3,500 in and Westchester County.

These numbers do not include about 30,000 customers in flood-ravaged areas of Brooklyn, Queens and Staten Island. Those customers cannot get electrical service until their own internal equipment is repaired, tested and certified by an electrician as ready for service.

The company is working with the New York City Buildings Department to expedite the restoration of these customers. For information, click here: <http://www.coned.com/es/Energy-Services-Flyer.pdf>.

Sandy caused five times as many outages as the next largest storm in Con Edison history, Hurricane Irene, which hit in August 2011. The company has gone through a year's worth of some materials since Hurricane Sandy struck. Con Edison and thousands of mutual aid and contractor personnel replaced 60 miles of electric cable and responded to tens of thousands of locations.

Customers can use their mobile devices, as well as computers, to report power interruptions or service problems at [www.conEd.com](http://www.conEd.com). They also may call 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 Sandy and the Nor'easter.

# # #



**Con Edison Media Relations**

November 11, 2012

4:30 a.m.

**HURRICANE SANDY UPDATE**

***CON EDISON CLOSING GAP ON RESTORATIONS***

**NEW YORK** – The gap is closing in on the largest customer restoration effort in Con Edison's history as company crews and thousands of utility workers from around the country continue to restore power to more than 1 million customers affected by Hurricane Sandy and Wednesday's Nor'easter.

At 4:30 a.m., approximately 8,200 customers in New York City and Westchester County remain without electrical service.

Con Edison's goal is on track to restore power by the end of the weekend to virtually all customers who were affected by Hurricane Sandy and whose equipment can accept service. Con Edison reported approximately 5,800 customers without electricity in New York City and 2,400 in Westchester County.

These numbers do not include about 30,000 customers in flood-ravaged areas of Brooklyn, Queens and Staten Island. Those customers cannot get electrical service until their own internal equipment is repaired, tested and certified by an electrician as ready for service.

The company is working with the New York City Buildings Department to expedite the restoration of these customers. For information, click here: <http://www.coned.com/es/Energy-Services-Flyer.pdf>.

Sandy caused five times as many outages as the next largest storm in Con Edison history, Hurricane Irene, which hit in August 2011. The company has gone through a year's worth of some materials since Hurricane Sandy struck. Con Edison and thousands of mutual aid and contractor personnel replaced 60 miles of electric cable and responded to tens of thousands of locations.

Customers can use their mobile devices, as well as computers, to report power interruptions or service problems at [www.conEd.com](http://www.conEd.com). They also may call 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 Sandy and the Nor'easter.

# # #

**Con Edison Media Relations**

November 11, 2012

12:45 p.m.

**HURRICANE SANDY UPDATE**

***CON EDISON'S RESTORATIONS ON TRACK FOR STORM CUSTOMERS***

**NEW YORK** – Con Edison crews and thousands of utility workers from around the country continue to restore power to more than 1 million customers affected by Hurricane Sandy and Wednesday's Nor'easter.

At 12:30 p.m., approximately 3,900 customers in New York City and Westchester County remain without electrical service from Hurricane Sandy alone.

Con Edison's goal is on track to restore power by the end of the weekend to virtually all customers who were affected by Hurricane Sandy and whose equipment can accept service.

Con Edison reported approximately 2,500 customers without electricity in New York City and 1,400 in Westchester County, related to the storm.

In shoreline communities of Brooklyn, Queens and Staten Island, the company originally identified about 30,000 customers that needed electrical equipment repaired and certified as safe. Approximately 8,000 of those customers have had their electricity restored.

Those customers cannot get electrical service until their own internal equipment is repaired, tested and certified by an electrician as ready for service.

The company is working with the New York City Buildings Department to expedite the restoration of these customers. For information, click here: <http://www.coned.com/es/Energy-Services-Flyer.pdf>.

Con Edison of New York estimates its response and restoration costs for Hurricane Sandy and the Nor'easter are \$350 million to \$450 million. Orange and Rockland Utilities, a subsidiary of Con Edison, estimates its costs are \$75 million to \$100 million for both storms. The primary basis for these preliminary estimates is the utilities' experience with Hurricane Irene. These estimates do not include the costs that will continue to be incurred to inspect and assess the condition of our energy systems, and to repair them to their normal operating condition. Nor do the estimates include costs that may result from changes in operating criteria or design standards.

Sandy caused five times as many outages as the next largest storm in Con Edison history, Hurricane Irene, which hit in August 2011. The company has gone through a year's worth of some materials since Hurricane Sandy struck. Con Edison and thousands of mutual aid and contractor personnel replaced 60 miles of electric cable and responded to tens of thousands of locations.

Customers can use their mobile devices, as well as computers, to report power interruptions or service problems at [www.conEd.com](http://www.conEd.com). They also may call 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 Sandy and the Nor'easter.

This press release contains cost estimates, which are forward-looking statements that reflect expectations and not facts. Actual results may differ materially from those expectations because of factors such as those identified in reports the company has filed with the Securities and Exchange Commission.

# # #

## Con Edison Media Relations

November 12, 2012

9:00 a.m.

### **HURRICANE SANDY UPDATE**

#### **CON EDISON WRAPS RESTORATIONS**

**NEW YORK** – The largest customer restoration effort in Con Edison's history is wrapping up.

Since Hurricane Sandy and a Nor'easter pounded New York City and Westchester County company crews and thousands of utility workers from around the country restored electricity to more than 1 million customers.

This morning, the last customers in Westchester affected by Hurricane Sandy, whose equipment could be restored, were getting their electricity back.

Overnight, the last customers in New York City hit by Sandy's devastation - whose equipment could be restored - had their power turned on.

The 1 million restorations do not include approximately 16,300 customers in flood-ravaged areas of Brooklyn, Queens and Staten Island. Those customers cannot get electrical service until their own internal equipment is repaired, tested and certified by an electrician as ready for service. Con Edison crews were able to restore power to approximately 13,600 customers in those shoreline communities.

The company is working with the New York City Buildings Department to expedite the restoration of these customers. For information, click here: <http://www.coned.com/es/Energy-Services-Flyer.pdf>.

Sandy caused five times as many outages as the next largest storm in Con Edison history, Hurricane Irene, which hit in August 2011. The company has gone through a year's worth of some materials since Hurricane Sandy struck. Con Edison and thousands of mutual aid and contractor personnel replaced 60 miles of electric cable and responded to tens of thousands of locations.

In the wake of those storms, the company will be rebuilding and replacing more equipment to ensure reliability.

Customers can use their mobile devices, as well as computers, to report power interruptions or service problems at [www.conEd.com](http://www.conEd.com). They also may call 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 respond to the effects of Hurricane Sandy and the Nor'easter. # # #

## Appendix G – Blast E-mail

**From:** Con Edison [<mailto:donotreply@customerservice.coned.com>]

**Sent:** Saturday, October 27, 2012 4:19 PM

**To:** Reifer, Jodi Lee

**Subject:** Be Prepared for the Coming Storm

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



# Stay safe as storms approach



- 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](#)



# Appendix H - Online Outage Map

**conEdison** Report Electric Service Problem/Check Status | Help

**Legend** **Summary**

- New York City Details
- Westchester Details

**Active Outages:** 13,971  
**Affected Customers:** 205,060

**Go To:** Favorites

- Go To Overview Map
- Go To Your Location

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

Go to an Area

**Last Updated:** Nov 4, 12:49 PM  
Information is updated every 15 minutes.

**DRY ICE DISTRIBUTION AND CUSTOMER ASSISTANCE**

Yonkers Raceway  
810 Yonkers Ave.  
10 a.m. to 4 p.m. or until supplies exhausted



# Appendix I - Website Storm Display

The screenshot shows the Con Edison website's storm display interface. At the top left is the Con Edison logo. A search bar with the text "quicklinks" is positioned to the right of the logo. Below the logo is a navigation menu with links for "my account", "customer central", "business center", "investors", "community", "news", "about us", and "contact us".

On the left side, there is a "Log In to My Account" section with the text "Mi cuenta en español" and "pay your bill, check your balance, enroll in paperless billing, special services and more". It includes input fields for "Username" and "Password", a "Sign In" button, and links for "Forgot Username?", "Forgot Password?", "Register Now.", and "Why Register?". Below this is a link for "Steam customers, click here.".

The main content area features a large background image of a utility worker in a blue uniform and hard hat working on power lines. Overlaid on this image is a blue banner with the text "Storm Update", "Restoration Efforts", and "Information and Resources", each with a "Click Here" link.

On the right side, there is a "Report an electric service problem or check restoration status" section. Below it is a "NEWS AND HIGHLIGHTS" section with three items: "Simplified NYC Certification Process to Speed Service Turn-On Requests for Buildings Damaged by Hurricane Sandy", "Simplified Westchester Certification Process for Damaged Energy Equipment", and "Con Edison to Continue Dry Ice Distribution for Customers Affected by Hurricane". At the bottom of this section is a link for "Nor'easter Pummels New York; Con Edison Continues Restoration".

At the bottom of the page, there are five featured sections: "Storm Central" (Find outage location maps, and storm preparation and recovery tips.), "NYC & Westchester Offices of Emergency Management: Severe Weather Preparedness", "Beware of Downed Wires Make Safety Your First Concern", "Outage Map" (Power outage information updated every 15 minutes), and "Power Out? We're On It! Shakirat helps you report a problem and check repair status online.".

The footer contains links for "contact us", "search", "careers", "site map", "consolidated edison, inc.", and "privacy policy". At the very bottom, there are social media icons for Facebook, Twitter, YouTube, and LinkedIn.



## Appendix J – CIG External Notifications

The following legend applies to the CIG Notification Table:

- DOE or USDE – United States Department of Energy
- EIRS – Electric Internet Reporting System (used by PSC)
- NERC – North American Electric Reliability Corporation
- NPCC – Northeast Power Coordinating Council
- NYISO – New York Independent System Operator
- NYPD – New York Police Department
- OA – Open Automatically
- OEM – New York City Office of Emergency Management
- PSC – New York State Public Service Commission (of Department of Public Service)
- WCDES – Westchester County Department of Emergency Services

**CIG External Notifications - Outages & Restoration for Sandy**

<u>Date</u>	<u>Time</u>	<u>Agency/Contact</u>	<u>Method</u>	<u>Notification</u>
22-Oct	23:57	WDES/619	Phone	Customer Outage - Ossining
23-Oct	0:30	PSC/EIRS	Form	Customer Outage - Ossining
23-Oct	0:40	PSC/Multiple contacts	E-mail	Customer Outage - Ossining
23-Oct	2:59	PSC/EIRS	Form	Update; Customer Outage - Ossining
23-Oct	4:58	WDES/619	Phone	Update; Customer Outage - Ossining
23-Oct	5:02	PSC/Multiple contacts	E-mail	Update; Customer Outage - Ossining
23-Oct	5:45	WDES/619	Phone	Update; Customer Outage - Ossining
23-Oct	5:50	PSC/EIRS	Form	Update; Customer Outage - Ossining
26-Oct	18:04	Various internal staff	CNS	Notification of Corporate Emergency (Activation related to Sandy)
26-Oct	18:28	PSC/Mehta	Phone	Notification of Corporate Emergency (Activation related to Sandy)
26-Oct	18:30	PSC/Fixed Post	CNS	Notification of Corporate Emergency (Activation related to Sandy)
26-Oct	18:30	OEM/Pabone	Phone	Notification of Corporate Emergency (Activation related to Sandy)
26-Oct	18:37	NYCFD/Casado	Phone	Notification of Corporate Emergency (Activation related to Sandy)
26-Oct	18:42	WDES/665 & 631	Phone	Notification of Corporate Emergency (Activation related to Sandy)
26-Oct	18:46	NYPD/McGrean	Phone	Notification of Corporate Emergency (Activation related to Sandy)
26-Oct	18:55	PSC/EIRS	Form	Notification of Corporate Emergency (Activation related to Sandy)
27-Oct	17:53	OEM/Pabone	Phone	Customer Outage - Middle Village, Queens
27-Oct	17:54	NYPD/Lafonte	Phone	Customer Outage - Middle Village, Queens
27-Oct	17:59	OEM/Multiple contacts	E-mail	Customer Outage - Middle Village, Queens
27-Oct	21:51	PSC/Schrom	CNS	Notification of Hurricane Warning (Sandy)
27-Oct	21:51	PSC/Fixed Post	CNS	Notification of Hurricane Warning (Sandy)
27-Oct	21:51	Various internal staff	CNS	Notification of Hurricane Warning (Sandy)
27-Oct	22:17	PSC/EIRS	Form	Notification of Hurricane Warning (Sandy)
27-Oct	23:43	OEM/Pabone	Phone	Update; Customer Outage - Middle Village, Queens
27-Oct	23:51	OEM/Multiple contacts	E-mail	Update; Customer Outage - Middle Village, Queens
27-Oct	23:55	NYPD/O'Spirhan (sp?)	Phone	Update; Customer Outage - Middle Village, Queens
28-Oct	8:31	PSC/Fixed Post	CNS	Notification of Emergency Vehicle Activation (Related to Sandy)
28-Oct	8:35	PSC/Multiple contacts	E-mail	Notification of Emergency Vehicle Activation (Related to Sandy)
28-Oct	8:43	PSC/EIRS	Form	Notification of Emergency Vehicle Activation (Related to Sandy)

**CIG External Notifications - Outages & Restoration for Sandy**

<u>Date</u>	<u>Time</u>	<u>Agency/Contact</u>	<u>Method</u>	<u>Notification</u>
29-Oct	1:43	OEM/Scott	Phone	Customer Outage - Middle Village, Queens (Initiate & Terminate)
29-Oct	1:57	OEM/Multiple contacts	E-mail	Customer Outage - Middle Village, Queens (Initiate & Terminate)
29-Oct	7:01	OEM/Russo	Phone	Customer Outage - Tilden Loop, Brooklyn
29-Oct	7:02	NYPD/McDonough	Phone	Customer Outage - Tilden Loop, Brooklyn
29-Oct	7:08	OEM/Multiple contacts	E-mail	Customer Outage - Tilden Loop, Brooklyn
29-Oct	8:20 & 8:26	OEM/Torres	Phone	Customer Outage - Rosedale area, Queens
29-Oct	8:28	NYPD/Crom	Phone	Customer Outage - Rosedale area, Queens
29-Oct	8:34	OEM/Multiple contacts	E-mail	Customer Outage - Rosedale area, Queens
29-Oct	9:42	OEM/Russo	Phone	Update; Customer Outage - Tilden Loop, Brooklyn
29-Oct	9:42	NYPD/McDonough	Phone	Update; Customer Outage - Tilden Loop, Brooklyn
29-Oct	9:45	OEM/Multiple contacts	E-mail	Update; Customer Outage - Tilden Loop, Brooklyn
29-Oct	12:16	OEM/Russo	Phone	Customer Outage - Rego Park, Queens (Initiate & Terminate)
29-Oct	12:27	OEM/Multiple contacts	E-mail	Customer Outage - Rego Park, Queens (Initiate & Terminate)
29-Oct	12:39	NYPD/Costa	Phone	Customer Outage - Rego Park, Queens (Initiate & Terminate)
29-Oct	13:06	OEM/Sussman	Phone	Customer Outage - SI DEP Pumping Plant
29-Oct	13:07	NYPD/Puello	Phone	Customer Outage - SI DEP Pumping Plant
29-Oct	13:19	DEP/Robert	Phone	Customer Outage - SI DEP Pumping Plant
29-Oct	13:24	PSC/Fixed Post	CNS	Customer Outage - SI DEP Pumping Plant
29-Oct	13:30	PSC/EIRS	Form	Customer Outage - SI DEP Pumping Plant
29-Oct	13:41	OEM/Pabone	Phone	Update; Customer Outage - Rosedale area, Queens
29-Oct	13:43	OEM/Multiple contacts	E-mail	Update; Customer Outage - Rosedale area, Queens
29-Oct	13:46	NYPD/Puello	Phone	Update; Customer Outage - Rosedale area, Queens
29-Oct	14:08	PSC/Fixed Post	CNS	Loss of more than 5,000 customers
29-Oct	14:14	PSC/Glotskin	Phone	Loss of more than 5,000 customers; close to 10,000 customer outages
29-Oct	14:15	PSC/EIRS	Form	Loss of more than 5,000 customers; close to 10,000 customer outages
29-Oct	14:54	PSC/Fixed Post	CNS	Loss of more than 20,000 customers
29-Oct	14:59	PSC/EIRS	Form	Loss of more than 20,000 customers
29-Oct	15:01	OEM/Torres	Phone	Loss of more than 20,000 customers
29-Oct	15:02	NYPD/Puello	Phone	Loss of more than 20,000 customers
29-Oct	15:03	WDES/626	Phone	Loss of more than 20,000 customers
29-Oct	15:19	OEM	E-mail	Loss of more than 20,000 customers
29-Oct	15:44	OEM/Torres	Phone	Loss of more than 40,000 customers
29-Oct	15:45	WDES/626	Phone	Loss of more than 40,000 customers
29-Oct	15:46	PSC/EIRS	Form	Loss of more than 40,000 customers
29-Oct	16:00	NYPD/Puello	Phone	Loss of more than 50,000 customers (federal notification)
29-Oct	16:06	USDE/Yates	Phone	Loss of more than 50,000 customers (federal notification)

### CIG External Notifications - Outages & Restoration for Sandy

<u>Date</u>	<u>Time</u>	<u>Agency/Contact</u>	<u>Method</u>	<u>Notification</u>
29-Oct	16:11	NPCC/Mosier	Phone	Loss of more than 50,000 customers (federal notification)
29-Oct	16:13	NERC/Chanoski	Phone	Loss of more than 50,000 customers (federal notification)
29-Oct	16:23	USDE, NERC, NPCC	E-mail	E-mail with DOE form; loss of more than 50,000 customers (federal notification)
29-Oct	16:25 & 16:26	PSC/Milham	Phone	Cat. 1 Steam Main Shutdown at 57th Street, unscheduled outages (crane)
29-Oct	16:26	NPCC/Mosier	Phone	Loss of more than 50,000 customers (federal notification)
29-Oct	16:30	OEM/Lambert	Phone	Cat. 1 Steam Main Shutdown at 57th Street, unscheduled outages (crane)
29-Oct	16:40	PSC/McAvoy	Phone	Update; loss of ~70,000 customers (PSC first contacted at ~14:30, prior updates at applicable thresholds)
29-Oct	17:07	PSC/EIRS	Form	Update; loss of ~70,000 customers
29-Oct	17:07	OEM/Pabon	Phone	Update; loss of ~70,000 customers
29-Oct	17:08	NYPD/Puella	Phone	Update; loss of ~70,000 customers
29-Oct	17:09	WDES/626	Phone	Update; loss of ~70,000 customers
29-Oct	18:05	PSC/Eng	Phone	Condition Red (Will initiate preemptive shutdown of 2 networks and 50 feeders)
29-Oct	18:07	PSC/Schrom	Phone	Condition Red (Will initiate preemptive shutdown of 2 networks and 50 feeders)
29-Oct	18:10	PSC/Mitchell	Phone	Condition Red (Will initiate preemptive shutdown of 2 networks and 50 feeders)
29-Oct	18:18	OEM/Torres	Phone	Condition Red (Will initiate preemptive shutdown of 2 networks and 50 feeders)
29-Oct	18:18	PSC/EIRS	Form	Condition Red (Will initiate preemptive shutdown of 2 networks and 50 feeders)
29-Oct	18:24	PSC/Schrom	CNS	Transmission event (345kV Feeder W75 and 138kV Feeder 36311 OA)
29-Oct	18:30	PSC/EIRS	Form	Transmission event (345kV Feeder W75 and 138kV Feeder 36311 OA)
29-Oct	18:42	OEM/Torres	Phone	Update; Condition Red (18:41 Bowling Green network shutdown)
29-Oct	18:43	OEM/Pabon	Phone	Transmission event (345kV Feeder W75 and 138kV Feeder 36311 OA)
29-Oct	18:55	WDES	Phone	Transmission event (345kV Feeder W75 and 138kV Feeder 36311 OA; tried to notify - was put on hold)
29-Oct	18:58 & 19:01	OEM/Pabon	Phone	Update; Condition Red (Fulton and Bowling Green network shutdown in progress)
29-Oct	19:11	PSC/Schrom	CNS	Transmission event (345kV Common Terminal Feeders W89 & W73 and 345 kV xfrm S1 at Dunwoodie South Substation OA)
29-Oct	19:38	OEM/Torres	Phone	Update; loss of ~190,000 customers
29-Oct	19:40	PSC/EIRS	Form	Update; loss of ~190,000 customers

**CIG External Notifications - Outages & Restoration for Sandy**

<u>Date</u>	<u>Time</u>	<u>Agency/Contact</u>	<u>Method</u>	<u>Notification</u>
29-Oct	19:40	PSC/Schrom	Phone	Transmission event (345 kV feeder B47 and Q35L AFB from East 13 Street Substation; also mentioned prior event)
29-Oct	19:43	PSC/EIRS	Form	Transmission event (345kV Common Terminal Feeders W89 & W73 and 345 kV xfrm S1 at Dunwoodie South Substation OA)
29-Oct	19:47	PSC/EIRS	Form	Transmission event (345 kV feeder B47 and Q35L AFB from East 13 Street Substation)
29-Oct	19:49	WDES/626	Phone	Update; 92,000 Westchester customers out (loss of ~190,000 customers total)
29-Oct	20:18	PSC/EIRS	Form	Update; Condition Red (Network Shutdowns: 18:41 Bowling Green, 19:01 Fulton, 19:54 Brighton Beach)
29-Oct	20:55	PSC/Stubel	Phone	Steam System Emergency
29-Oct	20:58	PSC/Fixed Post	E-mail	Steam System Emergency
29-Oct	21:03	PSC/Eng	Phone	Condition Red (Loss of East 13th Street, East River, and multiple Manhattan Networks)
29-Oct	21:08	OEM/Lambert	Phone	Condition Red (Loss of East 13th Street, East River, and multiple Manhattan Networks)
29-Oct	21:20 & 21:21	PSC/Mitchell	Phone	Condition Red (Loss of East 13th Street, East River, and multiple Manhattan Networks)
29-Oct	21:24	PSC/Schrom	Phone	Condition Red (Loss of East 13th Street, East River, and multiple Manhattan Networks)
29-Oct	21:45	PSC/EIRS	Form	Update; loss of ~350,000 customers
29-Oct	22:05	PSC/Mitchell	Phone	Condition Red (Loss of Woodrow, Wainwright, and Fresh Kills Substations)
29-Oct	22:09	PSC/Fixed Post	Phone	Condition Red (Loss of Woodrow, Wainwright, and Fresh Kills Substations)
29-Oct	22:10	PSC/Schrom	Phone	Condition Red (Loss of Woodrow, Wainwright, and Fresh Kills Substations)
29-Oct	22:11	OEM/Maurillo	Phone	Condition Red (Loss of Woodrow, Wainwright, and Fresh Kills Substations)
29-Oct	23:15	PSC/EIRS	Form	Condition Red (Loss of East 13th Street, East River, and multiple Manhattan Networks)
29-Oct	23:20	PSC/EIRS	Form	Several transmission events (138 kV Feeder 42232 OA, "A line" (230 kV Feeder A2253) OA, Arthur Kill 2 (non-Con Edison electric unit) tripped off line, 138 kV Common Terminal Feeders 32073 & 38B01 OA, 345 kV Feeder M51 OA, 138 kV Feeder 37375 ABF, BEC tripped off line, 345 kV Feeder 41 ABF)
30-Oct	0:06	PSC/EIRS	Form	Condition Red (Loss of Woodrow, Wainwright, and Fresh Kills Substations)

### CIG External Notifications - Outages & Restoration for Sandy

<u>Date</u>	<u>Time</u>	<u>Agency/Contact</u>	<u>Method</u>	<u>Notification</u>
30-Oct	0:18	PSC/Schrom	Phone	Several transmission events (345 kV Common Terminal Feeders W64 & W99 OA, 345 kV Feeders W97 & W98 OA, Indian Point 3 tripped off line and 345 kV Inter utility Tie Line Feeder Y88 ABF, Pleasantville Substation 345 kV Breaker B2 OA in 345 kV Common Terminal Feeders F39, Y87, & W90 to be lost as a transmission path)
30-Oct	1:08	PSC/EIRS	Form	Several transmission events
30-Oct	1:14	WDES/602	Phone	Several transmission events (345 kV Common Terminal Feeders W64 & W99 OA, 345 kV Feeders W97 & W98 OA, Indian Point 3 tripped off line and 345 kV Inter utility Tie Line Feeder Y88 ABF, Pleasantville Substation 345 kV Breaker B2 OA in 345 kV Common Terminal Feeders F39, Y87, & W90 to be lost as a transmission path)
30-Oct	1:24	PSC/EIRS	Form	Transmission event (138 kV Feeder 31231 OA)
30-Oct	1:45	PSC/Schrom	Phone	NYISO Major Emergency (High voltage in zone H)
30-Oct	1:49	PSC/EIRS	Form	NYISO Major Emergency (High voltage in zone H)
30-Oct	6:33	PSC/Schrom	Phone	Update; NYISO Major Emergency (High voltage in zone H)
30-Oct	6:35	OEM/Fixed Post	E-mail	Update; Condition Red (Woodrow Substation back at 05:59)
30-Oct	7:38	PSC/EIRS	Form	Update; NYISO Major Emergency (High voltage in zone H)
30-Oct	8:01	USDE/Yates	Phone	Update; loss of ~818,000 customers and distribution load shedding
30-Oct	8:07	NERC/Chanoski	Phone	Update; loss of ~818,000 customers and distribution load shedding
30-Oct	8:13	NPCC/Mosier	Phone	Update; loss of ~818,000 customers and distribution load shedding
30-Oct	8:48	USDE, NERC, NPCC	E-mail	Update; loss of ~818,000 customers and distribution load shedding (outages require federal notification); e-mail with updated DOE form
30-Oct	10:22	OEM/Lima	Phone	NYCHA Outage - East River & Lincoln Houses
30-Oct	10:34	OEM/Fixed Post	E-mail	NYCHA Outage - East River Houses
30-Oct	10:36	OEM/Fixed Post	E-mail	NYCHA Outage - Lincoln Houses
30-Oct	13:11	OEM/Fixed Post	E-mail	Update; Condition Red (Wainwright Substation back at 12:59)
30-Oct	14:21	PSC/EIRS	Form	Transmission event (138 kV Feeder 901 OA)
30-Oct	16:07	OEM/Fixed Post	E-mail	Update; Condition Red (Fresh Kills Substation back at 11:21)
30-Oct	16:08	PSC/EIRS	Form	Update; Condition Red (Returns times for Woodrow, Wainwright, and Fresh Kills Substations)
30-Oct	17:46	PSC/EIRS	Form	Initiation of Estimated Restoration Times
30-Oct	17:46	PSC/Multiple contacts	E-mail	Initiation of Estimated Restoration Times
30-Oct	18:12	OEM/Nieves	Phone	Initiation of Estimated Restoration Times



### CIG External Notifications - Outages & Restoration for Sandy

<u>Date</u>	<u>Time</u>	<u>Agency/Contact</u>	<u>Method</u>	<u>Notification</u>
30-Oct	18:15	WDES/627	Phone	Initiation of Estimated Restoration Times
30-Oct	18:18	PSC/Gjonaj	Phone	Initiation of Estimated Restoration Times
30-Oct	21:31	OEM/Torres	Phone	Condition Red (138 kV Feeder 42231 OA; Load Shedding at Willowbrook, Woodrow, and Wainwright Load Areas of Staten Island and the Sheepshead Bay Network; 8% Voltage Reduction was implemented in Bensonhurst 1 & 2 and Greenwood Substations)
30-Oct	21:34	NYPD/Fantina	Phone	Condition Red (138 kV Feeder 42231 OA; Load Shedding at Willowbrook, Woodrow, and Wainwright Load Areas of Staten Island and the Sheepshead Bay Network; 8% Voltage Reduction was implemented in Bensonhurst 1 & 2 and Greenwood Substations)
30-Oct	21:41	PSC/Schrom	CNS	Condition Red (138 kV Feeder 42231 OA; Load Shedding at Willowbrook, Woodrow, and Wainwright Load Areas of Staten Island and the Sheepshead Bay Network; 8% Voltage Reduction was implemented in Bensonhurst 1 & 2 and Greenwood Substations)
30-Oct	21:44	PSC/EIRS	Form	Condition Red (138 kV Feeder 42231 OA; Load Shedding at Willowbrook, Woodrow, and Wainwright Load Areas of Staten Island and the Sheepshead Bay Network; 8% Voltage Reduction was implemented in Bensonhurst 1 & 2 and Greenwood Substations)
30-Oct	21:52	USDE/Lucas	Phone	Condition Red (138 kV Feeder 42231 OA; Load Shedding at Willowbrook, Woodrow, and Wainwright Load Areas of Staten Island and the Sheepshead Bay Network; 8% Voltage Reduction was implemented in Bensonhurst 1 & 2 and Greenwood Substations)
30-Oct	21:53	PSC/Fixed Post	CNS	Condition Red (138 kV Feeder 42231 OA; Load Shedding at Willowbrook, Woodrow, and Wainwright Load Areas of Staten Island and the Sheepshead Bay Network; 8% Voltage Reduction was implemented in Bensonhurst 1 & 2 and Greenwood Substations)
30-Oct	21:59	NPCC/Mosier	Phone	Condition Red (138 kV Feeder 42231 OA; Load Shedding at Willowbrook, Woodrow, and Wainwright Load Areas of Staten Island and the Sheepshead Bay Network; 8% Voltage Reduction was implemented in Bensonhurst 1 & 2 and Greenwood Substations)

**CIG External Notifications - Outages & Restoration for Sandy**

<u>Date</u>	<u>Time</u>	<u>Agency/Contact</u>	<u>Method</u>	<u>Notification</u>
30-Oct	22:05	NERC/Chanoski	Phone	Condition Red (138 kV Feeder 42231 OA; Load Shedding at Willowbrook, Woodrow, and Wainwright Load Areas of Staten Island and the Sheepshead Bay Network; 8% Voltage Reduction was implemented in Bensonhurst 1 & 2 and Greenwood Substations)
30-Oct	23:35	OEM/Pete	Phone	Update; Condition Red (Staten Island areas from 21:00 restored)
30-Oct	23:36	NYPD/Tannus	Phone	Update; Condition Red (Staten Island areas from 21:00 restored)
30-Oct	23:37	PSC/EIRS	Form	Update; Condition Red (Staten Island areas from 21:00 restored)
30-Oct	23:50	PSC/Multiple contacts	E-mail	Update; Estimated Restoration Times
30-Oct	23:59	PSC/EIRS	Form	Update; Estimated Restoration Times

31-Oct	0:16	USDE, NERC, NPCC	E-mail	Condition Red (138 kV Feeder 42231 OA; Load Shedding at Willowbrook, Woodrow, and Wainwright Load Areas of Staten Island and the Sheepshead Bay Network; 8% Voltage Reduction was implemented in Bensonhurst 1 & 2 and Greenwood Substations); E-mail with DOE form
31-Oct	0:22	USDE/Ostrich	Phone	Update; Condition Red (Staten Island areas from 21:00 restored)
31-Oct	0:33	NPCC/Mosier	Phone	Update; Condition Red (Staten Island areas from 21:00 restored)
31-Oct	0:36	NERC/Chanoski	Phone	Update; Condition Red (Staten Island areas from 21:00 restored)
31-Oct	5:44	PSC/EIRS	Form	Update; Estimated Restoration Times
31-Oct	5:45	PSC/Multiple contacts	E-mail	Update; Estimated Restoration Times
31-Oct	6:30	PSC/EIRS	Form	Update; 138 kV Feeder 42232 restored
31-Oct	7:20	USDE, NERC, NPCC	E-mail	Update; Condition Red (Staten Island areas from 21:00 restored) and Customer Outages (requires federal notification); E-mail with updated DOE forms
31-Oct	12:04	OEM/Torres	Phone	Pre-emptive Voltage Reduction of 5% - Trade Center Substation
31-Oct	12:07	NYPD/Lafonza	Phone	Pre-emptive Voltage Reduction of 5% - Trade Center Substation
31-Oct	12:27	PSC/EIRS	Form	Pre-emptive Voltage Reduction of 5% - Trade Center Substation
31-Oct	13:23	PSC/Multiple contacts	E-mail	Update; Estimated Restoration Times
31-Oct	13:37	PSC/EIRS	Form	Update; Estimated Restoration Times
31-Oct	17:11	OEM/Fixed Post	E-mail	Update; Brighton Beach Network restored
31-Oct	17:13	PSC/Fixed Post	Phone	Update; Brighton Beach Network restored
31-Oct	17:17	PSC/EIRS	Form	Update; Brighton Beach Network restored
31-Oct	17:45	PSC/Multiple contacts	E-mail	Update; Estimated Restoration Times
31-Oct	17:46	PSC/EIRS	Form	Update; Estimated Restoration Times



**CIG External Notifications - Outages & Restoration for Sandy**

<u>Date</u>	<u>Time</u>	<u>Agency/Contact</u>	<u>Method</u>	<u>Notification</u>
31-Oct	20:40	OEM/Torres	Phone	Update; NYCHA Outages (East River & Lincoln Houses power restored)
31-Oct	20:44	OEM/Fixed Post	E-mail	Update; NYCHA Outage - East River Houses
31-Oct	20:44	OEM/Fixed Post	E-mail	Update; NYCHA Outage - Lincoln Houses

1-Nov	0:01	PSC/Multiple contacts	E-mail	Update; Estimated Restoration Times
1-Nov	0:04	PSC/EIRS	Form	Update; Estimated Restoration Times
1-Nov	5:46	PSC/Multiple contacts	E-mail	Update; Estimated Restoration Times
1-Nov	7:13	PSC/EIRS	Form	Update; Estimated Restoration Times
1-Nov	10:41	PSC/Multiple contacts	E-mail	Update; Estimated Restoration Times
1-Nov	10:50	PSC/EIRS	Form	Update; Estimated Restoration Times
1-Nov	17:41	PSC/Multiple contacts	E-mail	Update; Estimated Restoration Times
1-Nov	17:45	PSC/EIRS	Form	Update; Estimated Restoration Times
1-Nov	23:45	PSC/Multiple contacts	E-mail	Update; Estimated Restoration Times
1-Nov	23:47	PSC/EIRS	Form	Update; Estimated Restoration Times

2-Nov	2:59	PSC/EIRS	Form	Update; Pre-emptive Voltage Reduction of 5% - Trade Center Substation
2-Nov	3:10	OEM/Nieves	Phone	Update; Pre-emptive Voltage Reduction of 5% - Trade Center Substation
2-Nov	3:13	NYPD/Sandino	Phone	Update; Pre-emptive Voltage Reduction of 5% - Trade Center Substation
2-Nov	5:54	PSC/EIRS	Form	Update; Estimated Restoration Times
2-Nov	5:47	PSC/Multiple contacts	E-mail	Update; Estimated Restoration Times
2-Nov	11:49	PSC/Multiple contacts	E-mail	Update; Estimated Restoration Times
2-Nov	12:03	PSC/EIRS	Form	Update; Estimated Restoration Times
2-Nov	17:10	OEM & internal staff	E-mail	Notification of the restoration of the Cooper Square Network
2-Nov	17:43	PSC/Multiple contacts	E-mail	Update; Estimated Restoration Times
2-Nov	17:44	PSC/EIRS	Form	Update; Estimated Restoration Times
2-Nov	19:01	OEM & internal staff	E-mail	Notification of the restoration of the Chelsea Network
2-Nov	19:08	OEM & internal staff	E-mail	Notification of the restoration of the City Hall Network
2-Nov	19:20	OEM & internal staff	E-mail	Notification of the restoration of the Madison Square Network
2-Nov	19:21	PSC/EIRS	Form	Notification of the restoration of the Chelsea Network
2-Nov	19:26	OEM & internal staff	E-mail	Update; Notification of the restoration of the Madison Square Network
2-Nov	19:33	OEM & internal staff	E-mail	Update; Notification of the restoration of the Cooper Square Network
2-Nov	19:35	OEM & internal staff	E-mail	Update; Notification of the restoration of the City Hall Network
2-Nov	19:37	OEM & internal staff	E-mail	Update; Notification of the restoration of the Chelsea Network
2-Nov	19:40	PSC/EIRS	Form	Update; Notification of the restoration of the Madison Square Network

**CIG External Notifications - Outages & Restoration for Sandy**

<u>Date</u>	<u>Time</u>	<u>Agency/Contact</u>	<u>Method</u>	<u>Notification</u>
2-Nov	19:53	PSC/EIRS	Form	Notification of the restoration of the City Hall Network
2-Nov	19:55	PSC/EIRS	Form	Update; Notification of the restoration of the Chelsea Network
2-Nov	19:56	OEM/Pabon	Phone	Notification of the restoration of the Cooper Square, Chelsea and City Hall
2-Nov	23:39	PSC/Multiple contacts	E-mail	Update; Estimated Restoration Times
2-Nov	23:47	PSC/EIRS	Form	Update; Estimated Restoration Times

3-Nov	1:01	OEM & internal staff	E-mail	Notification of the restoration of the Kips Bay Network
3-Nov	1:11	PSC/EIRS	Form	Notification of the restoration of the Kips Bay Network
3-Nov	1:30	Demand Response	Phone	Notification of Condition Yellow - E36 St Substation/Kips Bay Network
3-Nov	1:34	OEM-Lambert	Phone	Notification of Condition Yellow - E36 St Substation/Kips Bay Network
3-Nov	1:36	NYPD-Ryan	Phone	Notification of Condition Yellow - E36 St Substation/Kips Bay Network
3-Nov	1:38	PSC/EIRS	Form	Notification of Condition Yellow - E36 St Substation/Kips Bay Network
3-Nov	1:53	PSC & internal staff	E-mail	Notification of Condition Yellow - E36 St Substation/Kips Bay Network
3-Nov	4:15	OEM & internal staff	E-mail	Notification of the restoration of the Greenwich Network
3-Nov	4:24	PSC/EIRS	Form	Notification of the restoration of the Greenwich Network
3-Nov	4:20	OEM & internal staff	E-mail	Notification of the restoration of the Park Place Network
3-Nov	4:27	PSC/EIRS	Form	Notification of the restoration of the Park Place Network
3-Nov	4:28	OEM & internal staff	E-mail	Notification of the restoration of the Sheridan Square Network
3-Nov	4:34	PSC/EIRS	Form	Notification of the restoration of the Sheridan Square Network
3-Nov	4:44	OEM & internal staff	E-mail	Notification of the restoration of the Canal Network
3-Nov	4:50	PSC/EIRS	Form	Notification of the restoration of the Canal Network
3-Nov	4:53	PSC & internal staff	E-mail	Notification of Condition Yellow Terminated - E36 St Substation/Kips Bay Network
3-Nov	4:55	OEM-Lambert	Phone	Notification of Condition Yellow Terminated - E36 St Substation/Kips Bay Network
3-Nov	4:59	NYPD/Zanis	Phone	Notification of Condition Yellow Terminated - E36 St Substation/Kips Bay Network
3-Nov	5:01	Demand Response	Phone	Notification of Condition Yellow Terminated - E36 St Substation/Kips Bay Network

### CIG External Notifications - Outages & Restoration for Sandy

<u>Date</u>	<u>Time</u>	<u>Agency/Contact</u>	<u>Method</u>	<u>Notification</u>
3-Nov	5:01	PSC & internal staff	E-mail	Notification of Condition Yellow Terminated - E36 St Substation/Kips Bay Network
3-Nov	5:19	PSC & internal staff	E-mail	Notification of the restoration of the Greeley Square Network
3-Nov	5:27	PSC/EIRS	Form	Notification of the restoration of the Greeley Square Network
3-Nov	5:37	PSC	E-mail	Notification of Estimated Time of Restoration
3-Nov	7:51	PSC/EIRS	Form	Notification of Estimated Time of Restoration
3-Nov	8:26	PSC & internal staff	E-mail	Notification of Condition Yellow - Seaport #1 Substation
3-Nov	8:33	PSC & internal staff	E-mail	Notification of Condition Yellow Update - Seaport #1 Substation
3-Nov	8:38	PSC - Downstate FixedPost	Phone	Notification of Condition Yellow Update - Seaport #1 Substation
3-Nov	8:41	OEM - Lima	Phone	Notification of Condition Yellow Update - Seaport #1 Substation
3-Nov	8:40	PSC/EIRS	Form	Notification of Condition Yellow - Seaport #1 Substation
3-Nov	8:44	NYPD - Stegman	Phone	Notification of Condition Yellow Update - Seaport #1 Substation
3-Nov	11:46	PSC	E-mail	Notification of Estimated Time of Restoration
3-Nov	12:03	PSC/EIRS	Form	Notification of Estimated Time of Restoration
3-Nov	15:32	OEM & internal staff	E-mail	Notification of the Restoration of the Fulton Network
3-Nov	15:36	PSC/EIRS	Form	Notification of the Restoration of the Fulton Network
3-Nov	17:33	PSC	E-mail	Notification of Estimated Time of Restoration
3-Nov	17:45	PSC/EIRS	Form	Notification of Estimated Time of Restoration
3-Nov	23:36	PSC	E-mail	Notification of Estimated Time of Restoration
3-Nov	23:43	PSC/EIRS	Form	Notification of Estimated Time of Restoration
4-Nov	5:27	PSC/EIRS	Form	Notification of Condition Yellow - E36 St Substation/Kips Bay Network 11/3
4-Nov	5:36	OEM/Torres	Phone	Notification of Condition Yellow - E36 St Substation/Kips Bay Network 11/3
4-Nov	5:39	NYPD/Wilson	Phone	Notification of Condition Yellow - E36 St Substation/Kips Bay Network 11/3
4-Nov	5:53	PSC	E-mail	Notification of Estimated Time of Restoration
4-Nov	6:01	PSC/EIRS	Form	Notification of Estimated Time of Restoration
4-Nov	6:18	PSC/Schrom & internal staff	CNS	Notification of a Transmission Disturbance Farragut/E13 St/W49 St Substaions
4-Nov	6:28	PSC/EIRS	E-mail	Notification of a Transmission Disturbance Farragut/E13 St/W49 St Substaions
4-Nov	8:40	Additional internal staff (vs 6:18 message)	CNS	Notification of a Transmission Disturbance Farragut/E13 St/W49 St Substaions
4-Nov	8:41	PSC/Ferrer	Phone	Notification of Condition Yellow - E36 St Substation/Kips Bay Network 11/3

### CIG External Notifications - Outages & Restoration for Sandy

<u>Date</u>	<u>Time</u>	<u>Agency/Contact</u>	<u>Method</u>	<u>Notification</u>
4-Nov	11:48	PSC	E-mail	Notification of Estimated Time of Restoration
4-Nov	11:53	PSC/EIRS	Form	Notification of Estimated Time of Restoration
4-Nov	17:57	PSC	E-mail	Notification of Estimated Time of Restoration
4-Nov	18:01	PSC/EIRS	Form	Notification of Estimated Time of Restoration
4-Nov	23:38	PSC	E-mail	Notification of Estimated Time of Restoration
4-Nov	23:43	PSC/EIRS	Form	Notification of Estimated Time of Restoration
5-Nov	5:37	PSC	E-mail	Notification of Estimated Time of Restoration
5-Nov	5:51	PSC & internal staff	E-mail	Notification of Voltage Reduction Seaport #2 Substation
5-Nov	6:09	PSC/EIRS	Form	Notification of Voltage Reduction Seaport #2 Substation
5-Nov	6:13	PSC/EIRS	Form	Notification of Estimated Time of Restoration
5-Nov	11:46	PSC	E-mail	Notification of Estimated Time of Restoration
5-Nov	11:51	PSC/EIRS	Form	Notification of Estimated Time of Restoration
5-Nov	14:37	PSC & internal staff	E-mail	Notification of Condition Yellow Terminated - E36 St Substation/Kips Bay Network
5-Nov	14:49	OEM-Lambert	Phone	Notification of Condition Yellow Terminated - E36 St Substation/Kips Bay Network
5-Nov	14:50	NYPD-Zanis	Phone	Notification of Condition Yellow Terminated - E36 St Substation/Kips Bay Network
5-Nov	17:46	PSC	E-mail	Notification of Estimated Time of Restoration
5-Nov	21:37	PSC/EIRS	Form	Notification of Estimated Time of Restoration
5-Nov	23:37	PSC	E-mail	Notification of Estimated Time of Restoration
5-Nov	23:45	PSC/EIRS	Form	Notification of Estimated Time of Restoration
6-Nov	5:38	PSC	E-mail	Notification of Estimated Time of Restoration
6-Nov	5:43	PSC/EIRS	Form	Notification of Estimated Time of Restoration
6-Nov	12:09	PSC	E-mail	Notification of Estimated Time of Restoration
6-Nov	12:15	PSC/EIRS	Form	Notification of Estimated Time of Restoration
6-Nov	17:42	PSC	E-mail	Notification of Estimated Time of Restoration
6-Nov	17:48	PSC/EIRS	Form	Notification of Estimated Time of Restoration
6-Nov	23:50	PSC	E-mail	Notification of Estimated Time of Restoration
6-Nov	23:53	PSC/EIRS	Form	Notification of Estimated Time of Restoration
7-Nov	5:47	PSC	E-mail	Notification of Estimated Time of Restoration
7-Nov	5:51	PSC/EIRS	Form	Notification of Estimated Time of Restoration
7-Nov	11:53	PSC	E-mail	Notification of Estimated Time of Restoration
7-Nov	11:55	PSC/EIRS	Form	Notification of Estimated Time of Restoration
7-Nov	17:50	PSC	E-mail	Notification of Estimated Time of Restoration
7-Nov	17:59	PSC/EIRS	Form	Notification of Estimated Time of Restoration
7-Nov	23:53	PSC	E-mail	Notification of Estimated Time of Restoration
7-Nov	23:59	PSC/EIRS	Form	Notification of Estimated Time of Restoration
8-Nov	5:50	PSC	E-mail	Notification of Estimated Time of Restoration
8-Nov	5:56	PSC/EIRS	Form	Notification of Estimated Time of Restoration
8-Nov	12:19	PSC	E-mail	Notification of Estimated Time of Restoration
8-Nov	12:23	PSC/EIRS	Form	Notification of Estimated Time of Restoration

### CIG External Notifications - Outages & Restoration for Sandy

<u>Date</u>	<u>Time</u>	<u>Agency/Contact</u>	<u>Method</u>	<u>Notification</u>
8-Nov	17:41	PSC	E-mail	Notification of Estimated Time of Restoration
8-Nov	17:44	PSC/EIRS	Form	Notification of Estimated Time of Restoration
8-Nov	23:51	PSC	E-mail	Notification of Estimated Time of Restoration
9-Nov	2:49	PSC & internal staff	E-mail	Notification of Voltage Reduction Seaport #2 Substation
9-Nov	2:57	PSC/EIRS	Form	Notification of Voltage Reduction Seaport #2 Substation
9-Nov	5:54	PSC/EIRS	Form	Notification of Estimated Time of Restoration
9-Nov	5:49	PSC	E-mail	Notification of Estimated Time of Restoration
9-Nov	11:19	PSC/Various internal staff	E-mail	Notification of Condition Yellow Terminated - Seaport #1 Substation
9-Nov	11:32	PSC/EIRS	Form	Notification of Condition Yellow Terminated - Seaport #1 Substation
9-Nov	12:07	PSC	E-mail	Notification of Estimated Time of Restoration
9-Nov	12:12	PSC/EIRS	Form	Notification of Estimated Time of Restoration
9-Nov	17:43	PSC	E-mail	Notification of Estimated Time of Restoration
9-Nov	17:46	PSC/EIRS	Form	Notification of Estimated Time of Restoration
9-Nov	23:33	PSC	E-mail	Notification of Estimated Time of Restoration
9-Nov	23:37	PSC/EIRS	Form	Notification of Estimated Time of Restoration
10-Nov	5:56	PSC	E-mail	Notification of Estimated Time of Restoration
10-Nov	6:01	PSC/EIRS	Form	Notification of Estimated Time of Restoration
10-Nov	11:51	PSC	E-mail	Notification of Estimated Time of Restoration
10-Nov	11:54	PSC/EIRS	Form	Notification of Estimated Time of Restoration
10-Nov	17:41	PSC	E-mail	Notification of Estimated Time of Restoration
10-Nov	17:43	PSC/EIRS	Form	Notification of Estimated Time of Restoration
10-Nov	20:32	PSC & internal staff	E-mail	Notification of the termination of a Steam System Emergency
10-Nov	23:54	PSC	E-mail	Notification of Estimated Time of Restoration
10-Nov	23:57	PSC/EIRS	Form	Notification of Estimated Time of Restoration
11-Nov	5:43	PSC	E-mail	Notification of Estimated Time of Restoration
11-Nov	5:57	PSC/EIRS	Form	Notification of Estimated Time of Restoration
11-Nov	13:40	PSC	E-mail	Notification of Estimated Time of Restoration
11-Nov	13:46	PSC/EIRS	Form	Notification of Estimated Time of Restoration
11-Nov	17:44	PSC	E-mail	Notification of Estimated Time of Restoration
11-Nov	17:48	PSC/EIRS	Form	Notification of Estimated Time of Restoration
11-Nov	23:41	PSC	E-mail	Notification of Estimated Time of Restoration
11-Nov	23:51	PSC/EIRS	Form	Notification of Estimated Time of Restoration
11-Nov	23:57	PSC/EIRS	Form	Notification of Estimated Time of Restoration
12-Nov	5:47	PSC	E-mail	Notification of Estimated Time of Restoration
12-Nov	5:53	PSC/EIRS	Form	Notification of Estimated Time of Restoration



### CIG External Notifications - Outages & Restoration for Sandy

<u>Date</u>	<u>Time</u>	<u>Agency/Contact</u>	<u>Method</u>	<u>Notification</u>
12-Nov	6:19	PSC/EIRS	Form	Notification of Media Event - NY1 on location at Ocean Avenue and Voorhies Avenue in Brooklyn. This is the site of an Electric Command Center, being used for the Brighton Beach / Sheepshead Bay restoration efforts.
12-Nov	6:24	Various internal staff	E-mail	Notification of Media Event - NY1 on location at Ocean Avenue and Voorhies Avenue in Brooklyn. This is the site of an Electric Command Center, being used for the Brighton Beach / Sheepshead Bay restoration efforts.
12-Nov	12:22	PSC	E-mail	Notification of Estimated Time of Restoration
12-Nov	12:26	PSC/EIRS	Form	Notification of Estimated Time of Restoration
12-Nov	17:49	PSC	E-mail	Notification of Estimated Time of Restoration
12-Nov	17:55	PSC/EIRS	Form	Notification of Estimated Time of Restoration
12-Nov	23:41	PSC	E-mail	Notification of Estimated Time of Restoration
12-Nov	23:44	PSC/EIRS	Form	Notification of Estimated Time of Restoration
12-Nov	23:50	PSC/EIRS	Form	Notification of Estimated Time of Restoration
13-Nov	5:44	PSC	E-mail	Notification of Estimated Time of Restoration
13-Nov	5:46	PSC/EIRS	Form	Notification of Estimated Time of Restoration
13-Nov	11:45	PSC/EIRS	Form	Notification of Estimated Time of Restoration
13-Nov	11:48	PSC	E-mail	Notification of Estimated Time of Restoration
13-Nov	17:49	PSC/EIRS	Form	Notification of Estimated Time of Restoration
13-Nov	17:51	PSC	E-mail	Notification of Estimated Time of Restoration
13-Nov	23:31	PSC	E-mail	Notification of Estimated Time of Restoration
13-Nov	23:53	PSC/EIRS	Form	Notification of Estimated Time of Restoration
14-Nov	5:48	PSC	E-mail	Notification of Estimated Time of Restoration
14-Nov	5:52	PSC/EIRS	Form	Notification of Estimated Time of Restoration
14-Nov	9:00	PSC	E-mail	Notification of Estimated Time of Restoration
14-Nov	9:06	PSC/EIRS	Form	Notification of Estimated Time of Restoration
14-Nov	9:06	OEM/Lima	Phone	Notification of Estimated Time of Restoration
14-Nov	9:09	WDES/#602	Phone	Notification of Estimated Time of Restoration

## Appendix K -Liaison Officer Log

### CERC - Hurricane Sandy

Key								
Company	City	State	Federal					
Item	Date	Time	Source	Communication	Status	Notes	Ongoing Practice	
5	10/28/2012	6:00p	Dennis Connelly			Dennis Connelly, Liaison, reports to CERC	INFO	
6	10/28/2012	8:00p	Dennis Connelly			Dennis participated in 8pm conferece call	INFO	
7	10/28/2012	8:30p	Shallie DiRico			Shallie DiRico assigned to CERC for support	INFO	
8	10/28/2012	9:00p	Dennis Connelly			Dennis requests assistance from OEM from National Guard for hard top humvees, heavy duty vehicles, portable air compressors & personnel to help pump out steam man holes.	CLOSED	See Line 51
9	10/28/2012	9:30p	Mike Thorpe, O&R			O&R inquired about status of site safety personnel. Patti Hong is working on identifying the list of personnel. Next steps: EM will work with HR to call out beginning Monday.	CLOSED	See Line 16
10	10/28/2012	9:45p	Dennis Connelly			GERC asks Dennis to verify whether the ferry service is shut down to Governors Island & that Governors Island is evacuated. GERC wants to shut down gas. Escalated to Calvin Drayton.	CLOSED	
11	10/28/2012	9:56p	Carlos Torres			Carlos receives confirmation from Calvin Drayton, Deputy OEM, that Governors Island is evacuated.	CLOSED	See Line 10
12	10/28/2012	9:56p	Dennis Connelly			Dennis contacted GERC, Kevin Faggan, to confirm Governors Island is evacuated.	CLOSED	See Line 10
13	10/28/2012	10:00p	Carlos Torres			Carlos wants to receive the liaison via email prior to the scheduled conferece calls going forward.	CLOSED	
14	10/28/2012	10:14p	Dennis Connelly			Dennis speaks with Mike McFarlen from Fire Dept at OEM requesting super pumps for 54 st. & 74st. generating stations. They will not stage pumpers or pumps. He suggests to contact 3rd division dispatcher when we flood at: 212-570-4220 or Manhattan dispatcher at: 212- 570-4261.	CLOSED	
15	10/28/2012	10:25p	Dennis Connelly			Cust. Ops requests details on potential flooding that will occur at Davis Ave. CSRs are scheduled to report to Davis Ave. Dennis contacts Mike Nuzzi, Civil Engineering, to report est. potential flood water levels/damage.	CLOSED	See Line 24
16	10/28/2012	10:38p	Shallie DiRico			Speaks with Rich Varino, from Logistics desk. They received a call from Jon Cook stating that Frank Mangeimele was willing to move 100 crews for damage assessors from CECONY to O&R. They wanted this info. to be reported to Andy Tiao. An email was sent directly to Andy & Patti who are working on identifying personnel that can be damage assessors for O&R.	CLOSED	

17	10/28/2012	10:42p	Dennis Connelly	Dennis receives confirmation from <b>Kevin Fagan</b> that Natioanl Grid locked & closed the high pressure gas valves to Governor's Island.	CLOSED	
18	10/28/2012	10:42p	Shallie DiRico	Speaks with <b>Magdalena Rendon</b> . She confirmed that Davis Ave. would be relatively dry during this storm with the storm surge at 11.7 ft. Even at 15 ft. storm surge, Davis Ave. is expected to only get effected by 0.1 ft of water. Waiting for confirmation in writing to share with Customer Ops.	CLOSED	
19	10/28/2012	10:56p	Dennis Connelly	<b>Serge Minoski</b> from Mayor's Office called requesting to speak with Dennis.	CLOSED	
20	10/28/2012	11:00p	Shallie DiRico	<b>Eric Steiner</b> called Dennis Connelly back. The message was given to Dennis. Eric can be reached at 718-422-8811.	CLOSED	
21	10/28/2012	11:00p	Shallie DiRico	<b>Carlos Torres &amp; Mary Adamo</b> request an updated doc. With CERC staffing, specifically interested in who the legal rep. is that is assigned (not present at CERC). I requested this info. from Planning desk.	CLOSED	See Line 50
22	10/28/2012	11:09p	Patti Hong	Patti Hong asks to obtain the company's liability Insurance certificate & provide to Rich Downey.	CLOSED	See Line 47
23	10/28/2012	11:20p	Carlos Torres	Carlos requests a list of staging areas for CECONY & O&R.	CLOSED	See Line 28
24	10/28/2012	11:24p	Shallie DiRico	Receives confirmation in writing from <b>Magdalena Rendon</b> re: Davis Ave. sent email to <b>Rebecca Lynch</b> , Customer Ops.	CLOSED	
25	10/29/2012	12:00a	Dennis Connelly	Midnight conference call - update on weather - worst will be btwn 8am Mon. through 8am Tues. total water levels will be around 9ft in AM & around 10.5 ft. in PM. Customer Ops. informed all that storm riders are already in at 4IP & 30 Flatbush. Also OEM asked for a list of LSE customers in SI from Customer Ops. a copy of this info. was fwd. to Dennis & Shallie. No update from Emerg. Mgmt. liaison.	INFO	
26	10/29/2012	12:30a	Shallie DiRico	Sent email to <b>Robert Massoni</b> to confirm staging areas. Andy Tiao believes that the list we have is missing 2 add'l locations that will be used for staging area for CECONY. Andy is working with <b>Mike Thorpe</b> , O&R rep. on staging area for O&R.	CLOSED	
27	10/29/2012	12:30a	Shallie DiRico	<b>Lynelle Slivinski</b> was scheduled to be Law rep. at CERC but not present. Carlos suggested we contact her cell to try to get the info. re: the insurance liability certificate (trying to obtain before the AM). Left voicemail on cell. & sent email. Rich Varino, from Purchasing, at the Logistics desk is also looking for a copy of the insurance certificate.	CLOSED	
28	10/29/2012	12:45a	Shallie DiRico	Shallie obtains the list of O&R's staging areas & sent to Carlos Torres as requested. Still waiting for confirmation on CECONY	CLOSED	See Line 23



staging areas.							
29	10/29/2012	1:30a	Dennis Connelly		Dennis was asked to be part of a conference call with NYU Hospital & OEM officials to discuss the possibility of shutting off the Steam if we are faced with a Cat. 2 storm. The purpose of the call was to understand the impact to NYU Hospital. Participants: Dennis Connelly, <b>Mike Stanisch</b> , <b>Eric Stiener</b> (OEM), <b>Frank Cuomo</b> (Steam), & NYU officials <b>Vic Mullen</b> , <b>Bruce Walsh</b> & <b>John McCann</b> .	CLOSED	
30	10/29/2012	2:10a	Andy Tiao	Andy asks Dennis Connelly to contact OEM & requests 2 sanitation trucks to provide protection to Steam crews that need access to the 23rd St. steam main valve by FDR (potential flooding zone). Dennis contacted <b>Eric Steiner</b> , OEM for this request.		CLOSED	See line 31
31	10/29/2012	2:37a	Dennis Connelly	Dennis receives confirmation from OEM that the Sanitation will accommodate our request for 2 sanitation trucks assist our Steam crews.		CLOSED	See line 30
32	10/29/2012	4:00a	Dennis Connelly		Dennis participated in 4am conference call		INFO
33	10/29/2012	4:25a	Dennis Connelly		Ops. Chief requests equipment & material support from the state. Dennis sent their request to <b>Gerry Dawes</b> to see if the State can assist with his request. This request was also sent to OEM & Westchester Dept. of Emerg. Svcs.		CLOSED
34	10/29/2012	5:05am	Dennis Connelly		OEM requests visual maps of the Steam shut offs. Dennis sent this info. to <b>Mike Stanisch</b> , CECONY rep. at OEM.		CLOSED
35	10/29/2012	5:10am	Shallie DiRico		Receives a list established by Patti Hong of possible candidates that can be contacted for the Site Safety Unit for O&R. data was pulled from System Emergency Assignment (S.E.A.).		CLOSED
36	10/29/2012	5:15am	Dennis Connelly	<b>Mike Stanisch</b> sent email to Dennis Connelly on behalf of OEM - OEM is requesting outage #s including the # of steam customers by 5:30am.		CLOSED	See line 37
37	10/29/2012	5:25a	Dennis Connelly	Dennis sent the # of customers out incl. the steam customers to <b>Mike Stanisch</b> for OEM as requested		CLOSED	See Line 36
38	10/29/2012	5:25a	Dennis Connelly	OEM requests the specific customer details of the steam customers, specifically major facilities/priority customers. This request was sent to Dennis via email by <b>Mike Stanisch</b> .		CLOSED	See Line 39
39	10/29/2012	6:45am	Joe Murphy	Joseph Murphy provided a list of critical customers that are within the effected networks in Zone A. Shallie transitioned this info. to Renato Derech.		CLOSED	See line 38
40	10/29/2012	6:45am	Logistics, <b>June Woodcock</b>		Logistics desk requests the PH# for OEM if assistance is needed when		CLOSED

					contractor delivers pumps & can't get over the bridge or can't get into the city. Brian Hastings' cell, PH# was given as contact name at OEM for this type of requests.		
41	10/29/2012		6:50am	Lamont Bullock & Steve Covello	EM staff still waiting to find out who is staffing CERC AM shift.	INFO	
42	10/29/2012		7:07am	Shallie DiRico	Shallie spoke with <b>Caroline Landau</b> , Law, to get copy of insurance certificate. She went to Steve Lanello (at CERC) who cited CI 660-1 - the company doesn't provide this info. according to this CI, the person using their personal vehicle uses their insurance as primary.	CLOSED	
43	10/29/2012		7:30am	Dennis Connelly	Learned from Henry Prior that 55 Water St doesn't have power Mucci investigating.	INFO	
44	10/29/2012		7:30am	Renato Derech	Asked Hasting for FD support after the storm to pump out xfmer holes	CLOSED	
45	10/29/2012		7:50am	Dennis Connelly	Jerry Dawes inquired if 245-47 149th Ave Queens would be shutdown, Dennis spoke with cust ops and confirmed that location is in the jamaica network and currently we do not have plans to shut it down. (It is on the border of flushing network and cust calls say we MAY need to shut down.) This location is a Director of DOT, Jerry says they are now out of power. I informed Jerry to tell cust to call in outage to 800-750coned, will give cust ops heads up.	CLOSED	
46	10/29/2012		7:55am	Tim Kuhl	Sent this log to Carlos Torres in prep for 8am call	INFO	
47	10/29/2012	9:15am		Tim Kuhl	Sent to Rich Downey docs supplied by Law regarding personal car usage (CI-660-1; sept 2000 elec/em doc) AND letters/certificates provided	CLOSED	See Line 22
48	10/29/2012		9:30am	Renato Derech	Documentation Unit (Maria Rodriguez) is working on Org Chart	INFO	
49	10/29/2012		9:30am	Renato Derech	Documentation Unit (Maria Rodriguez) is working to identify # of customers in Zone A	CLOSED	
50	10/29/2012		9:45am	Renato Derech	Ed Foppiano / Mark baldovin have asked that Emer Mgmt ask OEM to allow us to take a ferry with Con Ed truck to Governors Island (request sent to Hastings). Gas Ops only needs to be there for about 30 mins to take readings and shut down / no build access needed / just one truck and a crew 9per Bladovin). PER Hastings -- ferry doesn't look good, he is looking into coast gaurd. <b>(2pm) FDNy is providing ferry service. Per 4pm call - cheryl</b>	CLOSED	
51	10/29/2012		10:00am	Renato Derech	<b>indicated Gov Island was isolated.</b> Natl Guard Col called us in response to our req for heavy equip. Renato asked steam to quantify what types of vehicles we need. Per steam no need as of now, we will check with gas and Elec ops chief to see if they may have a need. <b>Informed Natl Guard contact to please stay on stand by and we'll call him back. 2pm --NEED: Elec identified 10 pumping crews, Gas -</b>	CLOSED	

					tbd	
52	10/29/2012	10:40 AM	Louis DaCosta		HR confirmed with Customer Ops and Auditing that all request for personnel should first be cleared with EM. This communication resulted from a direct request made from Customer Ops for staff augmentation.	CLOSED
53	10/29/2012	11:55am	Tim Kuhl		Sent this log to Carlos Torres in prep for Noon call	INFO
54	10/29/2012	12:00 PM	Renato Derech		participated in Noon call	INFO
55	10/29/2012	1:40 PM	Tim Kuhl		At the request of NYPD Rep here at CERC (Officer <b>Jason Lafond</b> ) sent the boundaries of the 4 networks we MAY pre-emptively shut to opsdesk@nypd.org.	CLOSED
56	10/29/2012	2:00 PM	Tim Kuhl		Located street addr info for the potential staging sites as provided by Renato. Sent along to William Lee (logistics section at CERC).	CLOSED
57	10/29/2012	3:55pm	Tim Kuhl		Sent this log to Carlos Torres in prep for 4pm call	INFO
58	10/29/2012	4:00 PM	Renato Derech		Participated in 4pm call	INFO
59	10/29/2012	4:05 PM	Tim Kuhl		Working with Energy Services to identify CITY offices/bldgs in the 4 networks we may pre-emptively shutdown (Bowling Green, Fulton, Brighton Beach, Flushing). Sigwayne Nelson who is representing Energy Efficiency in CERC is trying to assist. 5pm - Sigwayne supplied a listing which i sent to renato	CLOSED
60	10/29/2012	5:00 PM	Tim Kuhl		Carlos consulted with OEM and PD and they developed a tiered approach to shutdown. Communicated to team at OEM etc. (hasting, turadek, daves, cedeno)	INFO
61	10/29/2012	5:10 PM	Tim Kuhl		Confirmed with elec Tony Suozzo (and NYPD officer at cerc - jason lafond) that 500 Abbott St, Bx is out of power. This is NYPDs 2nd Police Plaza (2pp) and they have 2 backup generators at the location but 1 is currently out. A trouble shooter has been assigned, but weather condition and safety may limit our ability to get there.	CLOSED
62	10/29/2012	5:40 PM	Tim Kuhl		1 Richmond Plaza (4 large private housing bldgs): while they were asked to evacuate (zone a) very few have. So bldgs are still mostly occupied. Per Desanti, Tim has asked PD rep to inform the bldgs that the Fordham network will have feeders taken down so they are likely to go out (large load). (6pm) PD rep called boro rep who will notify present to send officers to location, PD will try to find a bldg rep and inform them they are likely to go down to reiterate needed to evacuate and too assist as they do.	CLOSED
63	10/29/2012	6:00 PM	Tim Kuhl		Sent outage summary info to coned reps at OEM	INFO
64	10/29/2012	6:35 PM	John Miksad		Bowling Green network coming down. Informed Shalie at OEM and Office LaFond	INFO
65	10/29/2012	6:57 PM	Liz Fennell		Requested <b>Kenneth Chu, Nickolas</b>	CLOSED

					Hellen, and Tom Poirier to try to obtain 50 pumping crews from state and city resources for tomorrow morning to pump out electrical structures.	
66	10/29/2012	7:26 PM	Renato Derech		Forwarded request for 50 pumping crews to Gerald Dawes and Wilton Cedeno.	CLOSED
67	10/29/2012	7:40 PM	Steve Wong		Sent this log to Carlos Torres in prep for 8pm call	INFO
68	10/29/2012	7:47 PM	Patti Hong		20 employees (Facilities and Electric Ops) are trapped at East 16th Street due to flood water. Requesting P.D. assistance for rescue.	CLOSED See Line 69
69	10/29/2012	7:55 PM	Patti Hong		EH&S has advised the 20 employees to go to 3rd floor of 16th Street facility for safety.	CLOSED
70	10/29/2012	8:17 PM	Patti Hong		Personnel from 28th Street workout location are located at 33rd St between 10th & 11th Ave requesting assistance to secure gate of the WOL.	CLOSED
71	10/29/2012	9:00 PM			Power outage at Irving Place. CERC is on diesel generator power.	INFO
72	10/29/2012	10:42 PM	Renato Derech		Sends request to OEM contacts for 70 crews for pumping support.	CLOSED
73	10/29/2012	10:50 PM	Andy Tiao		Sends request to Ed Foppiano inquiring if Gas can provide support for pumping.	CLOSED See Line 75
74	10/29/2012	11:00 PM	Carlos Torres		Matt Ketschke has been designated as the contact for FDNY pumping support; Tom Poirier will be the overall coordinator for pumping requirements.	INFO
75	10/29/2012	11:32 PM	Ed Foppiano		Responds that Gas will be unable to supply support for pumping. Indicates that crews might become available in the morning. Will advise.	CLOSED
76	10/29/2012	11:55 PM	Andy Tiao		Spoke to Sergei regarding isolation of steam system and 13th Street Substation in a manner that considered and would allow for quick restoration.	CLOSED
77	10/30/2012	12:38 AM	Dennis Connelly		Requesting OEM for support locating high capacity pump equipment and crews from any source including city state, national guard, Army Corp of Engineers, and FEMA.	CLOSED See Line 93

## Appendix L – County Specific Messages

DATE/TIME	NOTIFICATION TYPE	MESSAGE CONTENT
10/29/2012 4:06pm	Storm Message on Switch	<p>We hope you understand that customers who are without service or who have a service problem are our priority at this time. If you are calling about a service problem, please press "1" now for further assistance. Or, if you are calling about a service problem from a rotary phone, please call 1-800-350-9346. that's 1-800-350-9346. For all other inquiries, please visit <a href="http://www.coned.com">www.coned.com</a> for assistance or call us back at another time. Thank you for your cooperation. So that we can help our customers with service problems, this call will be terminated now unless you press "1" to report your service trouble.</p>
10/29/2012 4:52pm	>20,000	<p><b>All Caller Message</b>  As a result of the impact of Hurricane Sandy 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, Queens, and Staten Island. To listen to this area specific outage information for Westchester, press 1; Queens, press 2; Staten Island press 3. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1-As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 11836 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Option 2-As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 11894 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Option 3-As a result of severe weather conditions we are experiencing scattered outages throughout Staten Island affecting approximately 13653 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p>

<p>10/29/2012 6:44pm</p>	<p>&gt;20,000</p>	<p><b>All Caller Message</b>  As a result of the impact of Hurricane Sandy 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, Queens, and Staten Island. To listen to this area specific outage information for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b>  As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 11836 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 11894 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>As a result of severe weather conditions we are experiencing scattered outages throughout Staten Island affecting approximately 13653 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Due to flooding caused by Hurricane Sandy, we've turned off electricity to the Bowling Green network affecting approximately 2,587 customers. By shutting service down in advance of expected serious flooding, we can prevent severe damage to electrical systems and get service restored sooner. Please turn off all major appliances to avoid potential damage when power is restored.</p>
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<p>10/29/2012 7:20pm</p>	<p>&gt;20,000</p>	<p><b>All Caller Message</b>  As a result of the impact of Hurricane Sandy 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, Queens, and Staten Island. To listen to this area specific outage information for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b>  As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 11836 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 11894 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>As a result of severe weather conditions we are experiencing scattered outages throughout Staten Island affecting approximately 13653 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Due to flooding caused by Hurricane Sandy, we've turned off electricity to the Bowling Green and Fulton networks affecting approximately 6,553 customers. By shutting service down in advance of expected serious flooding, we can prevent severe damage to electrical systems and get service restored sooner. Please turn off all major appliances to avoid potential damage when power is restored.</p>
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<p>10/29/2012 8:24pm</p>	<p>&gt;20,000</p>	<p><b>All Caller Message</b>  As a result of the impact of Hurricane Sandy 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, Queens, and Staten Island. To listen to this area specific outage information for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b>  As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 118, 295 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 38, 201 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>As a result of severe weather conditions we are experiencing scattered outages throughout Staten Island affecting approximately 40, 845 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Due to flooding caused by Hurricane Sandy, we've turned off electricity to the Bowling Green and Fulton networks affecting approximately 6,553 customers. By shutting service down in advance of expected serious flooding, we can prevent severe damage to electrical systems and get service restored sooner. Please turn off all major appliances to avoid potential damage when power is restored.</p> <p>As a result of severe weather conditions we are experiencing scattered outages throughout Bronx affecting approximately 18, 785 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p>
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<p>10/29/2012 9:24pm</p>	<p>&gt;20,000</p>	<p><b>All Caller Message</b>  As a result of the impact of Hurricane Sandy 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, Queens, and Staten Island. To listen to this area specific outage information for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b>  Option 1-As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 118, 295 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Option 2-As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 38, 201 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Option 3-As a result of severe weather conditions we are experiencing scattered outages throughout Staten Island affecting approximately 40, 845 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Option 4- As a result of severe weather conditions we are experiencing scattered outages throughout Manhattan affecting approximately 250,000 customers. The affected areas are Fulton, Bowling Green, Kips Bay, Chelsea, Madison Square, Sheridan Square, Cooper Square, Greenwich, Canal, Park Place and City Hall. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>As a result of severe weather conditions we are experiencing scattered outages throughout Bronx affecting approximately 18, 785 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p>
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<p>10/29/2012 11:18pm</p>	<p>&gt;20,000</p>	<p><b>All Caller Message</b>  As a result of the impact of Hurricane Sandy 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, Queens, Staten Island, Manhattan and Bronx. To listen to this area specific outage information for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b>  Option 1- As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 154, 285 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Option 2- As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 72, 969 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Option 3- As a result of severe weather conditions we are experiencing scattered outages throughout Staten Island affecting approximately 74, 851 customers. The affected areas are Wainwright, Woodrow and Fresh Kills. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Option 4- As a result of severe weather conditions we are experiencing scattered outages throughout Manhattan affecting approximately 249, 264 customers. The affected areas are Fulton, Bowling Green, Kips Bay, Chelsea, Madison Square, Sheridan Square, Cooper Square, Greenwich, Canal, Park Place and City Hall. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Option 5- As a result of severe weather conditions we are experiencing scattered outages throughout Bronx affecting approximately 37, 936 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p>
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<p>10/30/2012 3:00am</p>	<p>&gt;20,000</p>	<p><b>All Caller Message</b>  As a result of the impact of Hurricane Sandy 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, Queens, Staten Island, Manhattan, Bronx and Brooklyn. To listen to this area specific outage information for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 158,000 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Option 2- As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 74,000 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Option 3- As a result of severe weather conditions we are experiencing scattered outages throughout Staten Island affecting approximately 76,000 customers. The affected areas are Wainwright, Woodrow and Fresh Kills. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Option 4- As a result of severe weather conditions we are experiencing scattered outages throughout Manhattan affecting approximately 193,000 customers. The affected areas are Fulton, Bowling Green, Kips Bay, Chelsea, Madison Square, Sheridan Square, Cooper Square, Greenwich, Canal, Park Place and City Hall. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Option 5- As a result of severe weather conditions we are experiencing scattered outages throughout Bronx affecting approximately 38,000 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p> <p>Option 6- As a result of severe weather conditions we are experiencing scattered outages throughout Brooklyn</p>
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affecting approximately 71,000 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.

<p>10/30/2012 9:00am</p>	<p>&gt;20,000</p>	<p><b>All Caller Message</b>As a result of the impact of Hurricane Sandy 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, Queens, Staten Island, Manhattan and Bronx. To listen to this area specific outage information for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0 <b>County Specific Messages</b> Option 1- As a result of severe weather conditions we are experiencing scattered outages throughout Westchester County affecting approximately 166,000 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.Option 2- As a result of severe weather conditions we are experiencing scattered outages throughout Queens affecting approximately 86,000 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.Option 3- As a result of severe weather conditions we are experiencing scattered outages throughout Staten Island affecting approximately 82,000 customers. The affected areas are Wainwright, Woodrow and Fresh Kills. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.Option 4- As a result of severe weather conditions we are experiencing scattered outages throughout Manhattan affecting approximately 231,000 customers. The affected areas are Fulton, Bowling Green, Kips Bay, Chelsea, Madison Square, Sheridan Square, Cooper Square, Greenwich, Canal, Park Place and City Hall. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.Option 5- As a result of severe weather conditions we are experiencing scattered outages throughout Bronx affecting approximately 41,000 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.Option 6- As a result of severe weather conditions we are experiencing scattered outages throughout Brooklyn affecting approximately 75,000 customers. We regret the inconvenience. Our emergency personnel will assess the storm damage, address public health and safety situations and then begin restoration efforts.</p>
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<p>10/30/2012 4:00pm</p>	<p>&gt;20,000</p>	<p><b>All Caller Message</b>  Sandy’s hurricane-force flooding and winds devastated our region, causing record-setting outages. As flooding recedes, we are working 24/7 to inspect, repair, and restore energy systems. If you are served by our underground systems, expect your service back in up to four days. If you live in an area with overhead lines, restoration work could take at least a week or longer. For up-to-date information, go to coned.com and check outage maps and restoration information. If you report an outage by phone or online, we’ll call you back with a restoration time.</p> <p><b>General Menu Announcement after Electric Emergency is Selected</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b>  Option 1- In Westchester County approximately 180,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 2- In Queens approximately 108,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 3- In Staten Island approximately 109,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 4- In Manhattan approximately 250,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 5- In the Bronx approximately 45,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 6- In Brooklyn approximately 87,000 customers are without power. We must assess the damage before we</p>
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can begin restoring your power. Restoration work could take at least a week or longer. For customers in Brighton Beach, we are aware of the damage to the electric system in your area and anticipate restoring service in four days. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.



<p>10/31/12 1:30pm</p>	<p>&gt;20,000</p>	<p><b>All Caller Message</b>  Sandy’s hurricane-force flooding and winds devastated our region, causing record-setting outages. As flooding recedes, we are working 24/7 to inspect, repair, and restore energy systems. If you are served by our underground systems, expect your service back in up to four days. If you live in an area with overhead lines, restoration work could take at least a week or longer. For up-to-date information, go to coned.com and check outage maps and restoration information. If you report an outage by phone or online, we’ll call you back with a restoration time.</p> <p><b>General Menu Announcement after Electric Emergency is Selected</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b>  Option 1- In Westchester County approximately 176,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 2- In Queens approximately 108,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 3- In Staten Island approximately 115,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 4- In Manhattan approximately 237,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 5- In the Bronx approximately 40,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 6- In Brooklyn approximately 108,000 customers are without power. We must assess the damage before</p>
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we can begin restoring your power. Restoration work could take at least a week or longer. For customers in Brighton Beach, we are aware of the damage to the electric system in your area and anticipate restoring service in three days. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.

10/31/2012 2:45pm	Outreach Advocate Message	Please speak with a representative to receive information about the locations of Customer Care Representatives. You may also visit <a href="http://www.coned.com">www.coned.com</a> to receive information about the locations of Customer Care Representatives and where to obtain dry ice.
10/31/2012 5:00pm	Outreach Advocate and Dry Ice Message	Please speak with a representative to receive information about the locations of Customer Care Representatives and where to obtain dry ice. You may also visit <a href="http://www.coned.com">www.coned.com</a> to receive information about the locations of Customer Care Representatives and where to obtain dry ice.

<p>10/31/2012 9:30pm</p>	<p>&gt;20,000</p>	<p><b>All Caller Message</b>  Sandy’s hurricane-force flooding and winds devastated our region, causing record-setting outages. As flooding recedes, we are working 24/7 to inspect, repair, and restore energy systems. If you are served by our underground systems, expect your service back in up to four days. If you live in an area with overhead lines, restoration work could take at least a week or longer. For up-to-date information, go to coned.com and check outage maps and restoration information. If you report an outage by phone or online, we’ll call you back with a restoration time.</p> <p><b>General Menu Announcement after Electric Emergency is Selected</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b>  Option 1- In Westchester County approximately 168,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 2- In Queens approximately 113,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 3- In Staten Island approximately 100,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 4- In Manhattan approximately 227,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 5- In the Bronx approximately 38,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 6- In Brooklyn approximately 74,000 customers are without power. We must assess the damage before we</p>
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can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.

<p>11/1/2012 12:10pm</p>	<p>&gt;20,000</p>	<p><b>All Caller Message :</b> Sandy’s hurricane-force flooding and winds devastated our region, causing record-setting outages. As flooding recedes, we are working 24/7 to inspect, repair, and restore energy systems. If you are served by our underground systems, expect your service back in up to four days. If you live in an area with overhead lines, restoration work could take at least a week or longer. For up-to-date information, go to coned.com and check outage maps and restoration information. If you report an outage by phone or online, we’ll call you back with a restoration time.</p> <p><b>Dry Ice:</b> Please speak with a representative to receive information about the locations of Customer Care Representatives and where to obtain dry ice. You may also visit <a href="http://www.coned.com">www.coned.com</a> to receive information about the locations of Customer Care Representatives and where to obtain dry ice</p> <p><b>General Menu Announcement after Electric Emergency is Selected:</b> To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 176,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.</p> <p>Option 2- In Queens approximately 108,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.</p> <p>Option 3- In Staten Island approximately 115,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.</p> <p>Option 4- In Manhattan approximately 237,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.</p> <p>Option 5- In the Bronx approximately 40,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we</p>
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will call you back with information about when your power will be restored.

Option 6- In Brooklyn approximately 108,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. For customers in Brighton Beach, we are aware of the damage to the electric system in your area and anticipate restoring service in three days. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.

<p>11/1/2012 8:00pm</p>	<p>&gt;20,000</p>	<p><b>All Caller Message :</b>  Sandy’s hurricane-force flooding and winds devastated our region, causing record-setting outages. As flooding recedes, we are working 24/7 to inspect, repair, and restore energy systems. If you are served by our underground systems, expect your service back in up to four days. If you live in an area with overhead lines, restoration work could take at least a week or longer. For up-to-date information, go to coned.com and check outage maps and restoration information. If you report an outage by phone or online, we’ll call you back with a restoration time.</p> <p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b> Option 1- In Westchester County approximately 176,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.</p> <p>Option 2- In Queens approximately 108,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.</p> <p>Option 3- In Staten Island approximately 115,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.</p> <p>Option 4- In Manhattan approximately 237,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.</p> <p>Option 5- In the Bronx approximately 40,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.</p> <p>Option 6- In Brooklyn approximately 108,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. For customers in Brighton Beach, we are aware of the damage to the electric system in your area and anticipate restoring service in three days. We regret the inconvenience. Please remain on the line to report your electric</p>
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service problem. If you report your outage, we will call you back with information about when your power will be restored.

<p>11/2/2012 2:30am</p>	<p>&gt;20,000</p>	<p><b>All Caller Message :</b>  Sandy’s hurricane-force flooding and winds devastated our region, causing record-setting outages. As flooding recedes, we are working 24/7 to inspect, repair, and restore energy systems. If you are served by our underground systems, expect your service back in up to four days. If you live in an area with overhead lines, restoration work could take at least a week or longer. For up-to-date information, go to coned.com and check outage maps and restoration information. If you report an outage by phone or online, we’ll call you back with a restoration time.</p> <p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 140,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.</p> <p>Option 2- In Queens approximately 86,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.</p> <p>Option 3- In Staten Island approximately 54,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.</p> <p>Option 4- In Manhattan approximately 227,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.</p> <p>Option 5- In the Bronx approximately 31,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.</p> <p>Option 6- In Brooklyn approximately 45,000 customers are without power. We must assess the damage before we</p>
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can begin restoring your power. Restoration work could take at least a week or longer. For customers in Brighton Beach, we are aware of the damage to the electric system in your area and anticipate restoring service in three days. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.

<p>11/2/2012 8:30am</p>	<p>&gt;20,000</p>	<p><b>All Caller Message</b>  Sandy’s hurricane-force flooding and winds devastated our region, causing record-setting outages. As flooding recedes, we are working 24/7 to inspect, repair, and restore energy systems. If you are served by our underground systems, expect your service back in up to four days. If you live in an area with overhead lines, restoration work could take at least a week or longer. For up-to-date information, go to coned.com and check outage maps and restoration information. If you report an outage by phone or online, we’ll call you back with a restoration time.</p> <p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b>  Option 1- In Westchester County approximately 140,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 2- In Queens approximately 84,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 3- In Staten Island approximately 54,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 4- In Manhattan approximately 226,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 5- In the Bronx approximately 31,000 customers are without power. We must assess the damage before we can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.  Option 6- In Brooklyn approximately 35,000 customers are without power. We must assess the damage before we</p>
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can begin restoring your power. Restoration work could take at least a week or longer. We regret the inconvenience. Please remain on the line to report your electric service problem. If you report your outage, we will call you back with information about when your power will be restored.

<p>11/2/2012 10:30am</p>	<p>&gt;20,000</p>	<p><b>General Menu Announcement after Electric Emergency is Selected:</b> To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 136,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience</p> <p>Option 2- In Queens approximately 84,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience</p> <p>Option 3- In Staten Island approximately 53,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience</p> <p>Option 4- In Manhattan approximately 226,000 customers are without power. We have assessed the damage to our electric system in your area. Based on this, we expect that most customers in your area will be restored by Saturday, November 3rd at 11pm. We apologize for any inconvenience that the service disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 31,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience</p> <p>Option 6- In Brooklyn approximately 36000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you.</p>
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Thank you for your patience

<p>11/2/2012 11:00am</p>	<p>&gt;20,000</p>	<p><b>All Caller Message::</b> Sandys hurricane – force flooding and winds devastated our region, causing record setting outages. We are working 24/7 to inspect, repair, and restore energy systems. Most customers in Manhattan can expect service to be restored by Saturday, November 3rd at 11PM. Customers in Westchester, Staten Island, Bronx, Queens, and Brooklyn can expect service to be restored by next weekend. For up to date information, go to coned.com and check outage maps and restoration information. If you report your outage by phone or online, we'll call you back with a restoration time.</p> <p><b>General Menu Announcement after Electric Emergency is Selected:</b> To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 136,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience</p> <p>Option 2- In Queens approximately 84,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience</p> <p>Option 3- In Staten Island approximately 53,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience</p> <p>Option 4- In Manhattan approximately 226,000 customers are without power. We have assessed the damage to our electric system in your area. Based on this, we expect that most customers in your area will be restored by Saturday, November 3rd at 11pm. We apologize for any inconvenience that the service disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 31,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information</p>
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about when your power will be restored. We apologize for any inconvenience that the disruption has caused you.

Thank you for your patience

Option 6- In Brooklyn approximately 36000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you.

Thank you for your patience

<p>11/2/2012 12:45pm</p>	<p>&gt;20,000</p>	<p><b>All Caller Message::</b> Sandys hurricane – force flooding and winds devastated our region, causing record setting outages. We are working 24/7 to inspect, repair, and restore energy systems. Most customers in Manhattan can expect service to be restored by Saturday, November 3<sup>rd</sup> at 11PM. Customers in Westchester, Staten Island, Bronx, Queens, and Brooklyn can expect service to be restored by next weekend. For up to date information, go to coned.com and check outage maps and restoration information. If you report your outage by phone or online, we'll call you back with a restoration time.</p> <p><b>Dry Ice:</b> Please speak with a representative to receive information about the locations of Customer Care Representatives and where to obtain dry ice. You may also visit <a href="http://www.coned.com">www.coned.com</a> to receive information about the locations of Customer Care Representatives and where to obtain dry ice</p> <p><b>General Menu Announcement after Electric Emergency is Selected:</b> To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 136,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience</p> <p>Option 2- In Queens approximately 84,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience</p> <p>Option 3- In Staten Island approximately 53,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience</p> <p>Option 4- In Manhattan approximately 226,000 customers are without power. We have assessed the damage to our electric system in your area. Based on this, we expect that most customers in your area will be restored by Saturday, November 3<sup>rd</sup> at 11pm. We apologize for any inconvenience that the service disruption has caused you. Thank you for your patience.</p>
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Option 5- In the Bronx approximately 31,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience

Option 6- In Brooklyn approximately 36000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience

<p>11/2/2012 9:00pm</p>	<p>&gt;20,000</p>	<p><b>All Caller Message::</b> Sandys hurricane – force flooding and winds devastated our region, causing record setting outages. We are working 24/7 to inspect, repair, and restore energy systems. Most customers in Manhattan can expect service to be restored by Saturday, November 3rd at 11PM. Customers in Westchester, Staten Island, Bronx, Queens, and Brooklyn can expect service to be restored by next weekend. For up to date information, go to coned.com and check outage maps and restoration information. If you report your outage by phone or online, we'll call you back with a restoration time.</p> <p><b>General Menu Announcement after Electric Emergency is Selected:</b> To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 114,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 83,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 49,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 95,500 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 27,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers</p>
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in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 36,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience

<p>11/3/2012 7:45am</p>	<p>&gt;20,000</p>	<p><b>All Caller Message::</b> Sandys hurricane – force flooding and winds devastated our region, causing record setting outages. We are working 24/7 to inspect, repair, and restore energy systems. Most customers in Manhattan can expect service to be restored by Saturday, November 3rd at 11PM. Customers in Westchester, Staten Island, Bronx, Queens, and Brooklyn can expect service to be restored by next weekend. For up to date information, go to coned.com and check outage maps and restoration information. If you report your outage by phone or online, we'll call you back with a restoration time.</p> <p><b>General Menu Announcement after Electric Emergency is Selected:</b> To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 107,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 81,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 31,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 5,800 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 25,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers</p>
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Option 6- In Brooklyn approximately 31,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience

<p>11/3/2012 11:00am</p>	<p>&gt;20,000</p>	<p><b>All Caller Message::</b> Sandys hurricane – force flooding and winds devastated our region, causing record setting outages. We are working 24/7 to inspect, repair, and restore energy systems. Most customers in Manhattan can expect service to be restored by Saturday, November 3rd at 11PM. Customers in Westchester, Staten Island, Bronx, Queens, and Brooklyn can expect service to be restored by next weekend. For up to date information, go to coned.com and check outage maps and restoration information. If you report your outage by phone or online, we'll call you back with a restoration time.</p> <p><b>Dry Ice:</b> Please speak with a representative to receive information about the locations of Customer Care Representatives and where to obtain dry ice. You may also visit <a href="http://www.coned.com">www.coned.com</a> to receive information about the locations of Customer Care Representatives and where to obtain dry ice.</p> <p><b>General Menu Announcement after Electric Emergency is Selected:</b> To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 107,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 81,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 31,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 5,800 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 25,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call</p>
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you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience. Option 6- In Brooklyn approximately 31,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience

<p>11/3/2012 5:30pm</p>	<p>&gt;20,000</p>	<p><b>All Caller Message::</b> Sandys hurricane – force flooding and winds devastated our region, causing record setting outages. We are working 24/7 to inspect, repair, and restore energy systems. Most customers in Manhattan can expect service to be restored by Saturday, November 3rd at 11PM. Customers in Westchester, Staten Island, Bronx, Queens, and Brooklyn can expect service to be restored by next weekend. For up to date information, go to coned.com and check outage maps and restoration information. If you report your outage by phone or online, we'll call you back with a restoration time.</p> <p><b>General Menu Announcement after Electric Emergency is Selected:</b> To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 107,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 81,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 31,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 5,800 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 25,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers</p>
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in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 31,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience

<p>11/4/2012 6:00am</p>	<p>&gt;20,000</p>	<p><b>All Caller Message::</b> Sandys hurricane – force flooding and winds devastated our region, causing record setting outages. We are working 24/7 to inspect, repair, and restore energy systems. Most customers in Manhattan can expect service to be restored by Saturday, November 3rd at 11PM. Customers in Westchester, Staten Island, Bronx, Queens, and Brooklyn can expect service to be restored by next weekend. For up to date information, go to coned.com and check outage maps and restoration information. If you report your outage by phone or online, we'll call you back with a restoration time.</p> <p><b>General Menu Announcement after Electric Emergency is Selected:</b> To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 89,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 67,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 21,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 7,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 10,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers</p>
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in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 21,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience

<p>11/4/2012 12:00pm</p>	<p>&gt;20,000</p>	<p><b>All Caller Message::</b> Sandys hurricane – force flooding and winds devastated our region, causing record setting outages. We are working 24/7 to inspect, repair, and restore energy systems. Most customers in Manhattan can expect service to be restored by Saturday, November 3rd at 11PM. Customers in Westchester, Staten Island, Bronx, Queens, and Brooklyn can expect service to be restored by next weekend. For up to date information, go to coned.com and check outage maps and restoration information. If you report your outage by phone or online, we'll call you back with a restoration time.</p> <p><b>Dry Ice:</b> Please speak with a representative to receive information about the locations of Customer Care Representatives and where to obtain dry ice. You may also visit <a href="http://www.coned.com">www.coned.com</a> to receive information about the locations of Customer Care Representatives and where to obtain dry ice</p> <p><b>General Menu Announcement after Electric Emergency is Selected:</b> To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 90,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 58,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 22,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 4,600 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you.</p>
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Thank you for your patience.

Option 5- In the Bronx approximately 11,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you.

Thank you for your patience.

Option 6- In Brooklyn approximately 24,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you.

Thank you for your patience

<p>11/4/2012 5:00pm</p>	<p>&gt;20,000</p>	<p>County Specific Messages</p> <p>Option 1- In Westchester County approximately 86,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 55,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 19,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 5,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 12,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 6- In Brooklyn approximately 23, 000 customers are without power. We have completed a preliminary</p>
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assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

<p>11/5/2012 8:00am</p>	<p>&gt;20,000</p>	<p>General Menu Announcement after Electric Emergency is Selected:          To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p>County Specific Messages</p> <p>Option 1- In Westchester County approximately 68,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 42,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 15,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 3,600 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 11,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information</p>
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about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 22,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by next weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

<p>11/5/2012 6:00pm</p>	<p>&gt;20,000</p>	<p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 60,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 33,500 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 15,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 3,700 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 6,300 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information</p>
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about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 23,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

<p>11/6/2012 7:00am</p>	<p>&gt;20,000</p>	<p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 52,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 27,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 11,800 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 1,300 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 5,600 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information</p>
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about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 20,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

<p>11/6/2012 12:30pm</p>	<p>&gt;20,000</p>	<p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>Dry Ice:</b> Please speak with a representative to receive information about the locations of Customer Care Representatives and where to obtain dry ice. You may also visit <a href="http://www.coned.com">www.coned.com</a> to receive information about the locations of Customer Care Representatives and where to obtain dry ice</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 51,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 26,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 12,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 1,400 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p>
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Option 5- In the Bronx approximately 5,500 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 22,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

<p>11/6/2012 6:00pm</p>	<p>&gt;20,000</p>	<p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 46,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 22,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 12,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 550 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 4,500 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information</p>
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about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 22,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

<p>11/6/2012 11:00pm</p>	<p>&gt;20,000</p>	<p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 42,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 13,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 3,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 400 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 4,500 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information</p>
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about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 16,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

<p>11/7/2012 9:45am</p>	<p>&gt;20,000</p>	<p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 37,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 12,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 2,500 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 370 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 3,900 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information</p>
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about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 8,400 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

<p>11/8/2012 8:30am</p>	<p>&gt;20,000</p>	<p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 34,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 20,500 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 3,800 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 100 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 4,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information</p>
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about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 6,500 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

<p>11/8/2012 5:00pm</p>	<p>&gt;20,000</p>	<p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 26,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 23,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 3,500 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 700 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 3,500 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information</p>
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about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 9,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

<p>11/9/2012 10:15am</p>	<p>&gt;20,000</p>	<p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 16,300 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 9,400 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 1,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 500 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 2,300 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information</p>
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about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 6,300 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

<p>11/9/2012 2:00pm</p>	<p>&gt;20,000</p>	<p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 17,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 8,200 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 600 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 600 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 1,800 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information</p>
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about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 5,800 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

<p>11/9/2012 7:00pm</p>	<p>&gt;20,000</p>	<p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 11,500 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 7,100 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 370 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 80 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 1,300 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information</p>
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about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 5,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

<p>11/10/2012 8:30am</p>	<p>&gt;20,000</p>	<p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 8,500 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 6,000 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 300 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 47 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 890 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information</p>
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about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 4,200 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

<p>11/10/2012 5:00pm</p>	<p>&gt;20,000</p>	<p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 4,700 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 4,300 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 210 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 70 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 650 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information</p>
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about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 3,600 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

<p>11/11/2012 10:00am</p>	<p>&gt;20,000</p>	<p><b>General Menu Announcement after Electric Emergency is Selected:</b>  To hear about outages in your area for Westchester, press 1; Queens, press 2; Staten Island press 3; Manhattan press 4; Bronx press 5; Brooklyn press 6. To bypass outage information and to report your service trouble or check the status of your outage, press 0</p> <p><b>County Specific Messages</b></p> <p>Option 1- In Westchester County approximately 2,100 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 2- In Queens approximately 2,100 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 3- In Staten Island approximately 130 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 4- In Manhattan approximately 10 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.</p> <p>Option 5- In the Bronx approximately 300 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information</p>
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about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

Option 6- In Brooklyn approximately 2,600 customers are without power. We have completed a preliminary assessment of the damage to our electric system. Based on this, we expect that the vast majority of our customers in your area will be restored by this weekend. If you report your outage, we will call you back with information about when your power will be restored. We apologize for any inconvenience that the disruption has caused you. Thank you for your patience.

## Appendix M – Communication with Steam Customers

### Steam Communications – Superstorm Sandy

The following information describes in general the types of communications performed by the Steam Business Development Group (“SBD”) and Steam Distribution before, during, and after the storm event.

Date	Time	Customer	Communication Types	Topic	Contact Method Attempted
10/26/2012	12:00 PM	All Customers and SBD contacts (consultants, vendors, etc.)	Email and VRU	Warning and highlight of possible actions related to the storm	Emails = 1,938, VRU =2,858
10/27/2012	6:11 PM	Select Customers	VRU	Notification of pre-emptive shutdown sometime after noon Sunday October 28	VRU = 91
10/27/2012		Select Customers	Phone Call	SBD called customers to notify them of pre-emptive shutdown	Phone = 91
10/28/2012	8:02 AM	Select Customers	VRU	Notification of pre-emptive shutdown by early Monday morning, October 29	VRU = 66
10/28/2012		Select Customers	Phone Call	SDS called customers to notify them of pre-emptive shutdown	Phone ~ 150
10/30/2012	6:14 AM	All Customers	Email	Notice of restoration and asked active customers to restrict usage to alleviate peak load	Emails = 1,938
10/30/2012	6:46 AM	All Customers	VRU	Notice of restoration and asked active customers to restrict usage to alleviate peak load	VRU =2,858
10/30/2012	9:03 AM	All Customers	Email	Notice of restoration and asked active customers to restrict usage to alleviate peak load - reminder	Emails = 1,938
10/30/2012		Select Customers	Phone Call	Notification of shut off to customers without electricity and notification of steam shut-off for demand reduction	Phone ~ 300
10/30/2012	12:43 PM	All Customers	Email	Notification asking customers to reduce load	Emails = 1,938
10/30/2012	6:21 PM	All Customers	Email	Notification that service to select customers may be shut to shed load	Emails = 1,938
10/31/2012	1:44 AM	Select Customers	Email	Notification to customers chosen for load shed based on peak; email was sent to reinforce VRUs	Email = 80
11/1/2012	7:10 AM	All Customers	Email	General request for active customers to restrict their peak usage	Emails = 1,938
11/2/2012	12:12 PM	Select Customers	Email	Provided a general status of capacity and service restoration and asked for reduced usage	Emails = 558
11/3/2012	6:15 AM	All customers and SBD contacts (consultants, vendors, etc)	Email	Provided a general status of capacity and service restoration and asked for reduced usage	Emails = 1,938
11/4/2012	12:06 AM	All customers and SBD contacts (consultants, vendors, etc)	Email	Provided a general status of capacity and service restoration	Emails = 1,938
11/4/2012	8:41 PM	All customers and SBD contacts (consultants, vendors, etc)	Email	Provided a general status of capacity and service restoration and asked for reduced usage	Emails = 1,938
11/5/2012	11:30 PM	All Customers	Email	General notification of the steps involved in restoration (generation, service mains, service lines)	Emails = 1,938
11/8/2012	5:54 PM	Select Customers	Email	Notification that capacity has been restored and the system is being re-energized followed by services	Emails = 558
11/8/2012	6:53 PM	All Customers	Email	Notification that capacity has been restored and the system is being re-energized followed by services	Emails = 1,938
11/10/2012	1:44 PM	Select Customers	Email	Recognizes the customer is not prepared to receive service and identifies the process to request when ready.	Emails = 558
11/10/2012	2:53 PM	Select Customers	Email	Reissuance of 1:44 PM Email, which recognizes the customer is not prepared to receive service and identifies the process to request when ready	Emails = 558
11/11/2012	11:42 AM	All Customers	Email	Announcement of completed restoration	Emails = 1,938
Before, During, and After the Storm Event	24 Hours / 7 Days	Customers Inquiries and Customer Updates	Phone Calls and Emails	Responded to incoming customer questions	Phone and Emails ~700





- [conEd.com home](#)
- [steam](#)
- [my steam account](#)
- [steam safety](#)
- [why steam](#)
- [new/modified steam service](#)
- [maintenance & services](#)
- [repairs and rates](#)
- [steam rates & incentives](#)
- [knowledge center](#)
- [careers](#)
- [specifications](#)
- [environmental programs](#)
- [links](#)
- [contact information](#)
- [steam ombudsmen](#)

steam operations

welcome to con edison steam operations

### Hurricane Sandy Storm Response



We are working hard to restore all of our steam customers and expect to have additional steam supply capacity available starting Tuesday morning. We have begun restoring customers, and expect to have the full system restored by November 11.

Customers will be brought onto the system as additional generation capacity becomes available. We will contact you to coordinate steam service restoration. We urge you to limit your use to reduce further strain on the system and prevent interruptions during this restoration period.

Thank you for your patience and support.

If you have any questions, contact us at 1-800-75-CONED (1-800-752-6633).

#### Steam Safety

- If you see steam on Manhattan streets, immediately call 1-800-75-CONED. Steam is caused by water falling on a steam pipe or manhole cover, or a steam leak. To avoid potential injury, don't walk through the steam or on the manhole cover.

A Safety Message for our Steam Customers

- [Click here to learn more.](#)

#### My Steam Account

- [Access Steam Interval Data Portal \(SIDP\)](#)
- You may now access your steam accounts online, view your bills, and review your financial and billing history. [See more here.](#)

#### Latest News

- [Find out how a "Building on Steam" can benefit you.](#)

[Green Your Building and Take the LEED](#)

[Steam Operations Pilot Programs](#)

- [Introducing two new programs for our steam customers](#)

[Steam Safety Brochure](#)

- [What you need to know to keep your system operating safely and efficiently](#)

[Free Customer Seminars](#)

- [Steam Safety, Efficiency, and Maintenance](#)

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- [Improve the efficiency of your building's steam system. It's a win-win proposition.](#)

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October 26, 2012

Dear Steam Customer,

As Hurricane Sandy approaches our area, Con Edison is closely monitoring the storm's progress and is preparing for the possibility of customer outages.

The company is taking all the necessary steps to prepare for this storm. The predicted high winds and heavy rainfall have the potential to flood many parts of Manhattan and may result in the loss of steam service.

In the event of major flooding, we would need to isolate steam service to areas threatened by the storm. In the event of a service disruption, we will work around the clock to restore all service.

Customers who require electric service to operate the steam system safely should isolate their steam service in the event of an electrical outage. Service should be isolated by closing the first isolation valve after the steam meter station. This valve(s) is called the "house valve." Con Edison has installed a green tag on house valves. In an emergency, the inside steam service valve can be used for isolation, but Con Edison *must be* called to reopen the valve.

If you have any questions, contact us at 1-800-75CONED (1-800-752-6633).

Charles Viemeister  
Steam Business Development

## Viemeister, Charles

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**From:** Rionda, Rina  
**Sent:** Saturday, October 27, 2012 6:11 PM  
**To:** dl - EMER CAC CSR Roster; dl - EMER CAC Mgmt Roster  
**Cc:** Wynne, Elizabeth S.; Stallings, Sheria; Cameron, Ann; dl - COMMMGT; Viemeister, Charles  
**Subject:** Outbound Campaign - Steam Cat 1 ShutOff

Please be informed that we have initiated an outbound campaign at 1800 hours to Steam Cat 1 customers with the following message below.

*Attention Steam Customer. You are receiving this call because, due to the weather conditions associated with the impending hurricane and as a safety precaution, steam service to your building will be shut off sometime after noon Sunday October 28. We recommend you isolate your service at the house valve beforehand to facilitate service restoration. We will work around the clock to restore all service affected by the storm. Please inform us if you experience flooding in your basement at any time related to the storm. Please call 1-800-75CONED (1-800-752-6633) with any information or questions.*

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**From:** Rionda, Rina  
**Sent:** Saturday, October 27, 2012 8:39 AM  
**To:** dl - EMER CAC CSR Roster; dl - EMER CAC Mgmt Roster  
**Cc:** McKnight, Richard; dl - CAMGRS; dl - QA Mgmt; dl - COMMMGT; dl - CUST Customer Operations General Managers; Ma, Anita; Mucci, John J.; Alvarado, Walter; Cacciatore, Sebastian; Curran, Thomas J.; Resheske, Frances A.; McCartney, Mary S. (Corporate Communications); dl - Media Duty Personnel; dl - Manhattan PA  
**Subject:** Outbound Campaign to Bowling Green and Fulton Networks

Please be informed that an outbound campaign has been initiated at approximately 0845 hours to customers in Bowling Green and Fulton networks. Please see message below.

*This is an important message from Con Edison. Because Hurricane Sandy is expected to cause significant flooding in lower Manhattan, Con Edison may need to shut down power in your neighborhood if severe flooding occurs. The company may take this action as a precaution to prevent severe damage to the sensitive equipment, which would prolong the restoration of your service. If your power goes out, Con Edison asks you to turn off all electrical appliances to avoid potential damage to the appliances when power is restored. Con Edison will provide updates to affected customers both directly and through the media as the situation warrants.*

Thank you,

**Rina Rionda**  
Communications Management Group (CMG)  
(718) 802-5488  
[riondar@coned.com](mailto:riondar@coned.com)

**Viemeister, Charles**

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**From:** Daescher, Kim  
**Sent:** Sunday, October 28, 2012 8:02 AM  
**To:** dl - EMER CAC CSR Roster; dl - EMER CAC Mgmt Roster  
**Cc:** Wynne, Elizabeth S.; Stallings, Sheria; Cameron, Ann; dl - COMMMGT; Viemeister, Charles; Catuogno, John  
**Subject:** Outbound Campaign - Cat 2 Steam Shut Off  
**Importance:** High

Please be informed that an outbound campaign has been initiated at 0800 hours to Steam Cat 2 customers with the following message :

*Attention Steam Customer. You are receiving this call because, due to the weather conditions associated with the impending hurricane, your building's steam service will be shut off as a safety precaution by early Monday morning, October 29 if the tide levels continue to be forecast to be above 10'. Another notification will be sent to you prior to the actual turn off, if the shutdown is required. You may be called today to ask for your permission to shut your service ahead of time and as early as this afternoon. We will work around the clock to restore all service affected by the storm.*

*Please inform us if you experience flooding in your basement at any time related to the storm.*

*Please call 1-800-75CONED (1-800-752-6633) with any information or questions*

**Kim Daescher**  
**Communications Management Group**  
718 802 5488

**Viemeister, Charles**

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**From:** Steam Communications  
**Sent:** Tuesday, October 30, 2012 6:14 AM  
**Subject:** Con Edison Steam Usage Notification: October 30, 2012 - November 2, 2012  
**Importance:** High



Dear Steam Customer,

Con Edison will begin restoring equipment that was damaged by Hurricane Sandy. We ask that all steam customers voluntarily reduce steam usage to the maximum extent possible during the restoration process to prevent any further damage or delays. We ask you for your help and cooperation in advance, and apologize for any inconvenience while we work on restoring service.

If you have any questions, contact us at 1-800-75CONED (1-800-752-6633).



Charles Viemeister  
Steam Business Development

**Viemeister, Charles**

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**From:** Daescher, Kim  
**Sent:** Tuesday, October 30, 2012 6:46 AM  
**To:** dl - EMER CAC CSR Roster; dl - EMER CAC Mgmt Roster  
**Cc:** Mullin, Victor; Catuogno, John; Viemeister, Charles; Cuomo, Frank A.; Perry, Elizabeth; Isoldi, Michelle L; Paino, Marie-Nicole; Park, Jennifer; Wynne, Elizabeth S.; dl - COMMMGT  
**Subject:** Outbound Campaign - Steam Customers  
**Importance:** High

**The following outbound call was sent to Steam customers @ 0645:**

*Attention Steam Customer. Con Edison will begin restoring equipment that was damaged by Hurricane Sandy. We ask that all steam customers voluntarily reduce steam usage to the maximum extent possible during the restoration process to prevent any further damage or delays. We ask you for your help and cooperation in advance, and apologize for any inconvenience while we work on restoring service.*

*If you have any questions, contact us at 1-800-75CONED (1-800-752-6633).*

## Viemeister, Charles

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**From:** Steam Communications  
**Sent:** Tuesday, October 30, 2012 9:03 AM  
**Subject:** Steam System Storm Restoration - Update 08:30 a.m.

### *Attention Steam Customer:*

As Con Edison restores equipment that was damaged by Hurricane Sandy. We ask that all steam customers voluntarily reduce steam usage to the maximum extent possible during the restoration process, until further notification, to prevent any additional damage or delays. We ask you for your help and cooperation in advance, and apologize for any inconvenience while we work on restoring service.

If you have any questions, contact us at 1-800-75CONED (1-800-752-6633).

Charles Viemeister  
212-460-6522 O  
646-347-4032 C

**Viemeister, Charles**

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**From:** Steam Communications  
**Sent:** Tuesday, October 30, 2012 12:43 PM  
**Subject:** Steam Restoration Update - 12:45 P.M.

Attention Steam Customer:

As Con Edison works to restore equipment that was damaged by Hurricane Sandy, we ask that you continue to voluntarily reduce steam use as much as possible during the restoration process, to minimize any additional damage or delays. We ask you for your help and cooperation in advance, and apologize for any inconvenience while we work to restore service.

If you have any questions, contact us at 1-800-75CONED (1-800-752-6633).

Charles Viemeister  
212-460-6522 O  
646-347-4032 C



**Viemeister, Charles**

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**From:** Steam Communications  
**Sent:** Tuesday, October 30, 2012 6:21 PM  
**Subject:** STEAM RESTORATION UPDATE - 6:30 PM

Attention Steam Customer:

As Con Edison works to restore equipment that was damaged by Hurricane Sandy and to avoid strain on the system, selected steam services are being shut as a result of restoration efforts. We ask you for your help and cooperation in advance, and apologize for any inconvenience while we work to restore service.

If you have any questions, contact us at 1-800-75CONED (1-800-752-6633)

Charles Viemeister  
212-460-6522 O  
646-347-4032 C

**Viemeister, Charles**

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**From:** Steam Communications  
**Sent:** Wednesday, October 31, 2012 1:44 AM  
**Subject:** Con Edison Steam Notification: October 30, 2012 - October 31, 2012

**Importance:** High



Dear Steam Customer:

As Con Edison works to restore equipment that was damaged by Hurricane Sandy and to avoid strain on the system, steam service to your property is being shut to facilitate this significant restoration effort. Our customer group has and will continue to contact specific customers directly via automated voice messages, emails, and phone calls based on our emergency contact information. We ask you for your help and cooperation in advance, and apologize for any inconvenience while we work to restore service as quickly as possible.

If you have any questions, contact us at 1-800-75CONED (1-800-752-6633)



Charles Viemeister  
Steam Business Development

**Viemeister, Charles**

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**From:** Steam Communications  
**Sent:** Thursday, November 01, 2012 7:10 AM  
**Subject:** Emergency Con Edison Steam Usage Notification - November 1, 2012

**Importance:** High



Dear Steam Customer,

Due to the impact of Hurricane Sandy, we are experiencing capacity constraints. We ask that all steam customers voluntarily reduce steam usage to the maximum extent possible during this morning's load period to enable us to get past our capacity constraints and avoid additional customer outages. We ask you for your help and cooperation in advance, and apologize for any inconvenience while we work on restoring service.

If you have any questions, contact us at 1-800-75CONED (1-800-752-6633).



Charles Viemeister  
Steam Business Development



November 2, 2012

Dear Steam Customer,

The Steam System was hard hit by Hurricane Sandy. We are working to speed recovery as best we can. Our steam generation equipment had extensive storm damage and this has limited our ability to return service to all customers affected by Hurricane Sandy's flooding. While we are making progress, we understand the impact to you and are diligently working to re-establish our full generation capacity and restore service to all our customers. We expect to begin returning service to customers next week and we will keep you informed of our progress.

We are pleading for those customers that are receiving limited steam service that you reduce your usage since we do not have adequate supply to meet Monday's demand.

If you have any questions, contact us at 1-800-75CONED (1-800-752-6633).

Charles Viemeister  
Steam Business Development

**Viemeister, Charles**

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**From:** Steam Communications  
**Sent:** Saturday, November 03, 2012 6:15 AM  
**Subject:** Request To Reduce Steam Usage (Saturday, Nov 3)



November 3, 2012

Dear Steam Customer,

The Steam System was hard hit by Hurricane Sandy. We are working to speed recovery as best we can. Our steam generation equipment had extensive storm damage and this has limited our ability to return service to all customers affected by Hurricane Sandy's flooding. While we are making progress, we understand the impact to you and are diligently working to re-establish our full generation capacity and restore service to all our customers. We expect to begin returning service to customers next week and we will keep you informed of our progress.

We are pleading for those customers that are receiving limited steam service that you reduce your usage since we do not have adequate supply to meet Monday's demand.

If you have any questions, contact us at 1-800-75CONED (1-800-752-6633).



Charles Viemeister  
Steam Business Development

## Viemeister, Charles

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**From:** Steam Communications  
**Sent:** Sunday, November 04, 2012 12:06 AM  
**Subject:** Steam System Restoration Update (Saturday, Nov 3)



November 3, 2012

Dear Steam Customer,

We understand that this has been a challenging time for all of our customers, and we sincerely apologize for any inconvenience these outages have caused. Please be assured that our employees have been working around the clock to restore steam service.

Unfortunately, due to storm damage, there is limited steam generation capacity at the time. With a cold front expected on Monday and Tuesday (November 5<sup>th</sup> – November 6<sup>th</sup>), we do not have enough capacity to meet our forecasted demand. Therefore, we are not able to restore any additional customers until more of our steam production units are brought online. We are working to bring additional steam supply into service so we can restore all of our customers. Once the system is capable of handling additional load, we will begin restoring customers.

We will work to return all customers to service as quickly and safely as possible, and a full system restoration is expected by November 11, 2012.

Thank you for your patience and support.

If you have any questions, contact us at 1-800-75CONED (1-800-752-6633).

Charles Viemeister  
Steam Business Development

**Viemeister, Charles**

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**From:** Steam Communications  
**Sent:** Sunday, November 04, 2012 8:41 PM  
**Subject:** Steam System Restoration Update (Sunday, Nov 4)



November 4, 2012

Dear Steam Customer,

We are working hard to restore all of our steam customers and expect to have additional steam supply capacity available starting Monday morning. We will be restoring customers starting Monday, and expect to have the full system restored by November 11.

Customers will be brought onto the system as additional generation capacity becomes available. We will contact you to coordinate steam service restoration. We urge you to limit your use to reduce further strain on the system and prevent more interruptions.

Thank you for your patience and support.

If you have any questions, contact us at 1-800-75CONED (1-800-752-6633).

Charles Viemeister  
Steam Business Development

## Viemeister, Charles

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**From:** Steam Communications  
**Sent:** Monday, November 05, 2012 11:30 PM  
**Subject:** Steam System Restoration Update (Monday, Nov 5)



November 6, 2012

Dear Steam Customer,

We are bringing our steam capacity up to normal operating levels and at the same time we are focusing on restoring steam service to our customers. With capacity coming back on line, we are working around the clock to re-energize those portions of our distribution system that were shut down as a result of Hurricane Sandy. This will be followed by your service restoration. We will notify you beforehand so you can confirm you are prepared to receive steam.

Our plans are to restore service to all customers by November 11.

Thank you for your patience and support.

If you have any questions, contact us at 1-800-75CONED (1-800-752-6633).



Charles Viemeister  
Steam Business Development



**Viemeister, Charles**

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**From:** Steam Communications  
**Sent:** Thursday, November 08, 2012 5:54 PM  
**Subject:** Steam Service restoration update Nov 8



November 8, 2012

Dear Steam Customer,

We have restored adequate steam capacity to meet all of our customers' needs and have been focusing on restoring steam service to those of you without it. We are working around the clock to re-energize those portions of our distribution system that were shut down as a result of Hurricane Sandy. This will be followed by your service restoration. We will notify you beforehand so you can confirm you are prepared to receive steam.

Our plans are to restore service to all customers by November 11.

Thank you for your patience and support.

If you have any questions, contact us at 1-800-75CONED (1-800-752-6633).



Charles Viemeister  
Steam Business Development

**Viemeister, Charles**

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**From:** Steam Communications  
**Sent:** Thursday, November 08, 2012 6:53 PM  
**Subject:** November 8 Update - Hurricane Sandy - Steam Service restoration



November 8, 2012

Dear Steam Customer,

We have restored adequate steam capacity to meet all of our customers' needs and have been focusing on restoring steam service to those of you without it. We are working around the clock to re-energize those portions of our distribution system that were shut down as a result of Hurricane Sandy. This will be followed by your service restoration. We will notify you beforehand so you can confirm you are prepared to receive steam.

Our plans are to restore service to all customers by November 11.

Thank you for your patience and support.

If you have any questions, contact us at 1-800-75CONED (1-800-752-6633).



Charles Viemeister  
Steam Business Development

**Viemeister, Charles**

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**From:** Steam Communications  
**Sent:** Saturday, November 10, 2012 1:44 PM  
**Subject:** Restoration of Steam Service



November 9, 2012

Dear Steam Customer,

We are prepared to provide steam service to your building. However, we have determined in a site visit or have been informed by your staff that there are conditions at your facility that prevent you from accepting steam service. When you believe these conditions have been addressed or if you would like to further discuss your current situation, please call the Company at 1- (800) 75-CONED so that we can work with you to facilitate the restoration of steam service.

A handwritten signature in black ink that reads 'Charles Viemeister'.

Charles Viemeister  
Steam Business Development

**Viemeister, Charles**

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**From:** Steam Communications  
**Sent:** Saturday, November 10, 2012 2:53 PM  
**Subject:** Restoration of Steam Service



November 9, 2012

Dear Steam Customer,

We are prepared to provide steam service to your building. However, we have determined in a site visit or have been informed by your staff that there are conditions at your facility that prevent you from accepting steam service. When you believe these conditions have been addressed or if you would like to further discuss your current situation, please call the Company at 1- (800) 75-CONED so that we can work with you to facilitate the restoration of steam service.



Charles Viemeister  
Steam Business Development

**Viemeister, Charles**

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**From:** Steam Communications  
**Sent:** Sunday, November 11, 2012 11:42 AM  
**Subject:** Steam Service Restoration - Completion Notice



November 10, 2012

Dear Steam Customer,

Hurricane Sandy caused more than 10 times as many outages to steam customers as the next largest storm in the company's history, Hurricane Irene, which wreaked havoc on our area just over a year ago. Con Edison steam crews worked around the clock to safely restore nearly 50 percent of our total steam generating capacity. They reenergized over 30 miles of affected steam distribution mains and were dispatched to almost 600 customer locations.

We have completed the process of restoring distribution mains to provide steam service to our customers. All customers that suffered Sandy-related outages have been restored if they were in a position to accept steam. If you were not previously in a position to accept steam and are now ready for restoration of your steam service, please call us at 1-800-75-CONED (1-800-752-6633.)

Thank you for your patience as we worked to get steam service back to all of our valued customers.

A handwritten signature in black ink that reads 'Charles Viemeister'.

Charles Viemeister  
Steam Business Development