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Rhonda and Ken James
100 Round Hill Dr.
Briarcliff, NY 10510

Ms. Jaclyn A. Brillig
Secretary
Public Service Commission
Three Empire State Plaza
Albany, NY 12223-1350

Re: Power Outage 9/2/06 to 9/7/06

Dear Ms. Brillig;

I am writing regarding the recent power outage we suffered beginning at 6:40 p.m. on September 2nd and ending around 3 p.m. on September 7th. I called Con Edison immediately to report the outage. They said they were aware of it, but had no further information. Our entire street consisting of 15 houses were affected. In addition, there is a water pumping station on our road, which does not function when there is a loss of power. This was also reported to Con Edison so that they would understand the severity of our predicament. As the days continued, we kept calling and got no indication when this would be repaired. There were no wires or trees down on our road, so it was not possible to see a cause for this outage. Con Edison continued to tell us that they were dealing with major outages countywide and around Tuesday they begin to predict power would not be restored until Thursday.

During this time, my husband spoke with several repairmen who said they were accessing the damage. They said that the problem was caused by a faulty transformer, but didn't know when it would be repaired. In the meantime, we had no power or water. We called the town of Briarcliff numerous times in hopes that their voice would carry more weight with Con Edison than ours. They could not get any time frame for the repairs. They also let us know that there was no backup generator available to relieve our water problem.

I had to throw out all the food in my refrigerator. We had the added expense of eating dinner out every night and had to go to friends' houses to shower. We also experienced a similar outage Jan. 18, 2006 which lasted until Jan. 22. A tree falling on the lines in fact caused this. We had to continue to live in our house without heat, power or water for 5 days.

Con Edison wastes a tremendous amount of man-power having the same problem assessed numerous times by numerous workers. The workers expressed frustration because they kept reporting the same damage over and over and the repairs didn't getting done. Whether this is due to bad reporting, not updating the computers with the reports or just bad management I can't say. Con Edison blames old equipment and trees not being sufficiently trimmed among other things. Our service fees are among the highest in the country. From my view point, it is just bad management.

I do not feel we should have to go to the expense of installing a backup generator for our house because of Con Edison's ineptitude. We have lived here for 9 years and it is only this past year that we have encountered these long-term outages. Is this going to continue? Are we stuck with buying our service from a company that cannot adequately provide service? It's not like we have a choice.

Con Edison refused to reimburse me for lost food from the January storm because that was nature related. This time it was faulty equipment. Are they going to find an excuse not to reimburse me this time?

Sincerely,


Rhonda James