

STATE OF NEW YORK  
PUBLIC SERVICE COMMISSION

CASE 06-M-1078 - Proceeding on Motion of the Commission to Audit the Performance of Consolidated Edison Company of New York, Inc. in Response to Outage Emergencies.

CASE 06-E-1158 - In the Matter of Staff's Investigation of Consolidated Edison Company of New York, Inc.'s Performance During and Following the July and September Electric Utility Outages.

NOTICE OF PUBLIC STATEMENT HEARINGS ON  
CONSOLIDATED EDISON COMPANY OF NEW YORK, INC.'S  
RECENT OUTAGES IN WESTCHESTER COUNTY

(Issued October 3, 2006)

The Public Service Commission has instituted a proceeding in immediate response to service outages resulting from damage caused by Tropical Storm Ernesto beginning September 2, 2006. Consolidated Edison customers have complained about its slow response to the outages, delayed restoration of power, poor communications, and lack of information provided to customers. Similar complaints were directed against Consolidated Edison after storm related outages occurring in July 2006. In response the Commission instituted this proceeding to conduct an independent audit of Consolidated Edison's system-side operations, practices, and procedures as they relate to emergency planning, response to outages, and restoration of service. The audit will be performed by a consultant managed by Department of Public Service Staff. In addition, Department Staff is engaged in the analysis and investigation of causes and responses to the Con Edison outages in Westchester County in July and September 2006, to assess the need for changes to Con Edison's practices and procedures to avoid similar failures and outages in the future, and the costs incurred by Con Edison related to these failures and outages. A utility must file a performance review any time there is an emergency where the restoration period exceeds three days;

Department of Public Service staff then conducts a separate review, and reports findings and recommendations for Commission consideration and action. Con Edison's report on the July outages in Long Island City was filed on September 25, 2006 and its Labor Day storm report is due November 7, 2006.

The Commission welcomes input from members of the public who were affected by these Westchester outages and from other interested parties. To facilitate the ability of the public to provide comments, the Commission is holding four public statement hearings, on the record, before an Administrative Law Judge in Westchester County on October 11 and 12, 2006. In particular, the Commission is interested in comments from customers that address the following questions:

- How were you affected by the outages?
- Do you think you received timely, accurate and adequate information from Con Edison or otherwise about what was happening before, during and after the service outages?
- Did you attempt to contact the company for information or assistance immediately before, during or after the outages, and did you get what you were requesting?
- What are your overall impressions about how Con Edison responded under all of the circumstances related to the outages and your reasons for those impressions?
- What are your recommendations about actions you believe Con Edison should or should not have taken before, during and after the outages?
- What actions do you recommend the Commission take in light of all that you know about these events?

The times and locations of the public statement hearings are as follows:

Wednesday, October 11, 2006 from 2:00 to 4:00 pm  
City of New Rochelle, City Hall  
515 North Avenue  
Council Chambers (entrance in rear of Building)  
New Rochelle, New York

Wednesday, October 11, 2006 from 7:00 to 9:00 pm  
City Of Yonkers, City Hall  
40 South Broadway  
City Council Chambers, 4<sup>th</sup> floor  
Yonkers, New York 10701

Thursday, October 12, 2006 from 2:00 to 4:00 pm  
Town of Greenburgh, Town Hall  
177 Hillside Avenue  
Town Board Meeting Room  
Greenburgh, New York 10607

Thursday, October 12, 2006 from 7:00 to 9:00 pm  
Village of Port Chester Justice Court  
350 North Main Street  
Port Chester, New York 10573

It is not necessary to make an appointment in advance or to present written material in order to speak at the public statement hearing. Speakers will be called after completing a card requesting time to speak. The hearing will remain open for at least one hour and will continue until everyone wishing to speak has been heard or other reasonable arrangements are made. A verbatim transcript of the hearing will be made for inclusion in the official record of this proceeding.

Disabled persons requiring special accommodations should contact the Department of Public Service's Human Resource Management Office at (518)474-2520 as soon as possible.

#### Other Ways to Comment

**Writing:** Those who cannot attend or prefer not to speak at a public statement hearing may also comment by writing to Jaclyn A. Brillling, Secretary, Public Service Commission, Three Empire State Plaza, Albany, New York 12223-1350. Such comments should refer to "Case 06-M-1078 - Proceeding on Motion of the Commission to Audit the Performance of Consolidated Edison Company of New York, Inc. in Response to Outage Emergencies".

**Toll-Free Opinion Line:** You may call the Commission's Opinion Line at 1-800-335-2120. This number is set up to take

comments about pending cases from in-state callers, 24 hours a day. Callers should select English or Spanish and press "1" to leave comments.

**Internet:** Comments may also be made via the PSC Comment Form in the "Contact Us" file accessed through the home page of the Commission's Consumer Web site. The Web site address is <http://www.AskPSC.com> and comments are downloaded regularly. Many libraries offer free Internet access.

All comments submitted via one of these alternative means should be submitted or mailed as soon as possible and postmarked no later than December 12, 2006. All statements and comments received will be considered by Department Staff and the auditors in their investigations and will become part of the record considered by the Public Service Commission, made available for inspection in the Commission's file room.

This matter is being heard in Cases 06-M-1078 - *Proceeding on Motion of the Commission to Audit the Performance of Consolidated Edison Company of New York, Inc. in Response to Outage Emergencies* and 06-E-1158 - *In the Matter of Staff's Investigation of Consolidated Edison Company of New York, Inc.'s Performance During and Following the July and September Electric Utility Outages.*

JACLYN A. BRILLING  
Secretary