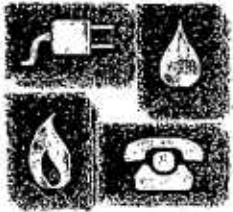
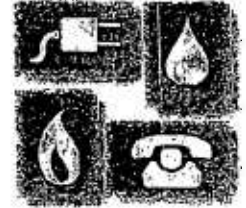


RECEIVED  
PUBLIC SERVICE  
COMMISSION  
STATE OF NEW YORK - ALBANY



# New York State Public Service Commission



## WESTCHESTER COUNTY POWER OUTAGES

Case 06-E-1158 Investigation of Consolidated Edison Company of New York, Inc  
Performance During and Following the July and September Electric Utility Outages  
and

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

**The New York State Public Service Commission is interested in comments from  
customers of Consolidated Edison regarding the July and September 2006  
service outages in Westchester County.**

The Commission welcomes input from members of the public who were affected by the Westchester County power outages and from other interested parties. Your comments will be included in the formal record of the investigation into the power outages in Westchester County and will be considered by staff of the Department of Public Service in its investigation. Please feel free to write your responses on this form and give them to a staff person during one of the public hearings. You may also complete this form at home and mail it to: Honorable Jaelyn Brilling, Secretary, NYS Public Service Commission, Three Empire State Plaza, Albany, NY 12223-1350 or, you may fax them to the Department's Office of Consumer Services at 518-473-5685.

1. How were you affected by the outages?

*food spoilage - damage to computer and digital  
kitchen equipment. - very hard on tv's also - phones  
don't work so unable at times to care for elderly  
parents and contact emergency service*

2. Do you think you received timely, accurate and adequate information from the company or otherwise about what was happening before, during and after the service outages?

*No way. I spent 45 mins. on hold waiting  
for my turn to speak with a rep. to find out some  
time frame so we could move ddr parents to  
safer environment and transport frozen food from  
my 5 ft freezer to another location.*

3. 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?

many phone calls - never once spoke to a rep - on hold or busy - no answers and my neighbor said she got more info from neighborhood president and Community Help Line -

4. What are your overall impressions about how the company responded to the outages and your reasons for those impressions?

it sucks big time - workers were discourteous "Not my fault - so back off!" How about this one "It will be announced on the bulletins." (Duh - no electricity no tv)

5. What are your recommendations about actions you believe the company should or should not have taken before, during and after the service interruptions?

perhaps better maintenance, better trained help, better use of exorbitant rate raises - hire people who can do the job

6. What actions do you recommend the Commission take in light of all that you know about these events?

investigate at the top - good salaries for no shows or people who are not producing results like their resumes indicate.

Name:

Janet Collins

Address:

223 Clunie Ave  
Yonkers, NY 10703

### How to Stay Informed

If you want to read the Commission Order which initiated this investigation or other documents concerning the Westchester power outages, log on to our Web site - [www.AskPSC.com](http://www.AskPSC.com) - and click on *Westchester Power Outage*.