

# STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE

THREE EMPIRE STATE PLAZA, ALBANY, NY 12223-1350

Internet Address: <http://www.dps.state.ny.us>

## PUBLIC SERVICE COMMISSION

GARRY A. BROWN

*Chairman*

PATRICIA L. ACAMPORA

MAUREEN F. HARRIS

ROBERT E. CURRY JR.

JAMES L. LAROCCA

*Commissioners*



PETER MCGOWAN

*General Counsel*

JACLYN A. BRILLING

*Secretary*

March 6, 2009

Mr. Richard Bozsik  
Director, Regulatory Affairs  
Verizon New York Inc.  
158 State Street  
Albany, NY 12207

**Re: Case 08-V-0835 – In the Matter of Verizon New York Inc.'s Network Review Plan.**

Dear Mr. Bozsik:

Pursuant to the Commission's Order Concerning the Grounding of FiOS Installations, issued January 14, 2009 in the above mentioned proceeding:

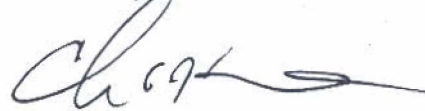
Verizon New York Inc. shall report to and as specified by the Director of the Office of Telecommunications, any incidents of property damage resulting from an ONT, as well [as] returns to any manufacturer, each listed by manufacturer and model and any shock incidents reported by customers or Verizon employees.

It is my expectation that, through existing internal controls or by protocols that may need to be developed, Verizon will maintain practices to 1) ensure all ONTs and related devices (i.e., batteries/battery packs, power supply units, and grounding modules) removed from service pass through internal analysis and testing, 2) return removed devices to the manufacturer for additional analysis and testing, and 3) document thoroughly instances of property damage or shock related to FiOS installations. It is my expectation that the information collected as a result of those practices will then be used to complete the attached spreadsheet whenever an ONT or related device is removed from service at a FiOS installation, or returned to a manufacturer, or property damage or shocks related to a FiOS installation are reported. Verizon shall also maintain and make available all pertinent information and reports of any testing and device disposition for staff review. The attached table is the initial listing of the information we feel required to ensure compliance with the Commission's Order and we invite the company's view on the information requested. The reports containing this information should be updated monthly.

Additionally, the Order requires the reporting of any shock incidents reported by customers or Verizon employees. It is my expectation that safe and responsible practices already obligate Verizon and its employees to report any shock incident of any nature to the applicable electric utility immediately. This is my continuing expectation and serves as the foundation expectation. Further, information on shocks specifically associated with FiOS installations must be maintained so as to include at a minimum the incident date, location, Verizon service action, and ONT or related device disposition, and such information should be reported by Verizon in its monthly updates.

Please respond with your acknowledgement of this letter by March 13, 2009 and indicate steps Verizon has or will take to instruct personnel to ensure that the information specified in this letter is captured and reported. Monthly information should be reported by the 10<sup>th</sup> business day of each following month. The first report, expected April 13, 2009, should include all pertinent information from June 2005 to date. Should you have questions regarding this request, please contact Michael Rowley at (212) 417-2175 or [michael\\_rowley@dps.state.ny.us](mailto:michael_rowley@dps.state.ny.us). Thank you for your prompt attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Chad Hume', with a stylized flourish at the end.

Chad Hume

Director, Office of Telecommunications

Attachment

## Attachment

ONT Information Required in Case 08-V-0835

[illegible]

<sup>1</sup> Related devices include batteries/battery packs, power supply units, and grounding modules.