



April 19, 2013

VIA E-MAIL

Jeffrey C. Cohen
Acting Secretary
New York Public Service Commission
Three Empire State Plaza
Albany, New York 12223-1350

Dear Acting Secretary Cohen:

As requested by the Department staff, attached please find CSC Holdings, LLC's ("Cablevision") responses regarding the impact of Super Storm Sandy ("Sandy") on Cablevision's network. Cablevision serves more than 3 million customers in the New York metropolitan area, including Long Island, the Bronx, and portions of Brooklyn and the Hudson Valley, providing video, Internet, and voice service.

Sandy was unprecedented, with phenomenal destructive power. In addition to significant flooding and wind damage, Sandy caused widespread power outages, leaving millions of households without electricity. Cablevision's tri-state service area was directly in Sandy's path, with the strength of the storm causing some of the worst damage on Long Island, where a significant part of Cablevision's customer base is located. Large numbers of Cablevision customers, including more than 725,000 customers in New York, experienced temporary outage of their Cablevision service as a result of Sandy's destructive course, primarily due to the loss of electricity at customer locations.

Despite the strength of the storm, Cablevision's network and plant facilities proved remarkably resilient. As noted, the vast majority of Cablevision customer outages resulted from the loss of electric utility power, rather than failures of Cablevision's network. Early activation of the company's Hurricane Preparedness Action Plan helped to ready Cablevision for the storm, and the procedures followed during and after the storm mitigated the impacts on customers. Cablevision's use of advanced network diagnostic tools and a comprehensive post-storm walkout of the network enabled the Company to quickly identify damaged areas and target resources to rapid restoration. As a result, almost all Cablevision customers' services returned with the restoration of electric utility power or generally within 24 to 48 hours thereafter.

The Company put extraordinary resources into the network restoration process. More than 1,500 generators were deployed to power critical parts of the network left without access to electricity. Cablevision dedicated more than 4,600 employees and contractors to restoration activities, while thousands of additional employees staffed call centers and worked effectively to manage communications with customers, utilities, and government entities. Cablevision's employees, many of whom experienced their own hardships during Sandy, worked tirelessly to meet the incredible demand. We are proud

of how they performed on behalf of our New York customers to restore service as quickly and efficiently as possible.

Throughout Sandy and its aftermath, Cablevision's customers remained the Company's top priority. To help customers get through the storm and its aftermath, Cablevision maintained transparency in its communications, always working to ensure that customers had frequent, direct, and current information. Cablevision used traditional means like news outlets and telephone contact, as well as e-mail and web-based tools like the Optimum.net and Optimum.com customer portals and social media platforms, to provide customers up-to-date information about the status of restoration in their area. Cablevision's call centers were operational 24/7 and staffed with additional personnel throughout the restoration effort, consistently providing customers timely information about the status of service restoration efforts.

The availability of Cablevision's WiFi network proved to be a key communications resource for many customers during and after the storm. Cablevision's WiFi network - the largest such network in North America, now with over 75,000 access points in the tri-state area - served as a crucial communications means by providing wireless Internet access for customers without power to their homes or businesses. Even at Sandy's height, more than 20,000 Cablevision WiFi "hot spots" (of the 50,000 that existed at the time of the storm) remained operational, and more than 47,000 WiFi "hot spots" were operational within a week after the storm, providing a continual source of wireless communication for customers. Cablevision also mapped for customers the presence of operational WiFi locations so that customers without services available in their homes could better understand where they could go to get access to their Optimum WiFi services.

Cablevision's experiences in responding to Sandy also revealed the need for certain improvements for the State to consider in planning for future weather disasters:

Coordination with Utilities:

Sandy demonstrated that cooperation and open communications with the various utility providers in New York was critically important to Cablevision's service restoration efforts. To ensure effective coordination, Cablevision placed representatives at regional offices of emergency management, maintaining its presence at certain offices throughout the restoration. While challenging to establish at times, direct communications between power company personnel and Cablevision network managers was key to effective restoration efforts. The efforts of Governor Cuomo's office and the Commission to enable better communication and coordination with electric utilities greatly helped improve the response to Sandy by Cablevision and other providers. Nevertheless, given the imperative to have power restored to an area before Cablevision services can be restored, improvements are necessary. Helping to ensure that Cablevision and other cable and communications operators are able to closely coordinate with electrical utilities will improve restoration efforts. This level of shared information and coordination could

make restoration more efficient and help minimize the time subscribers are without service.

Access to Fuel:

Sustained electric utility power outages resulted in an increased use of system generators that needed access to fuel to maintain power to the network. Similarly, fuel is needed for trucks in the field performing restoration activities. While the Company made great efforts to plan ahead of the storm by topping off fuel supplies, no one could have predicted the severe and sustained shortage that occurred. We have continued to look at ways to better plan for this situation in the future, but the State should also consider future actions to help service providers obtain priority access to fuel supplies during weather emergencies like those created by Sandy.

Access to Roads for Repairs:

Third, ensuring access to roads for cable and communications company employees that perform important restoration services may be another area for the state to explore. Cable company employees should have the same access to roads as electric utility workers. Crews need to know that they can get to the areas in need of repair, and other employees, such as those staffing call centers, need access to roads to travel to and from work, so that the Company can best serve its customers.

These suggestions are submitted with the goal of assisting the Commission in its efforts to develop improved storm response plans that will help make service restoration in the wake of future storms faster, more efficient, and more effective. With the same goal in mind, Cablevision also submits the attached Performance Report in response to the Department Staff's information requests.¹

Sincerely,



Peter Corea

Vice President, Legal & Regulatory Affairs

Attachment

cc: Chad G. Hume

¹ Because some of the information in Cablevision's response to the Department Staff request is confidential or trade secret information, the copy of the response attached here has been redacted for public inspection. As provided in Commission rules, an unredacted copy of the response is also submitted separately to the Records Access Officer with a request for confidential treatment.