



Tamika Goodwin/OCS/NYS DPS

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To Eleanor Stein/OHADR/NYS DPS@NYS DPS, Lynn  
Adriance/Exec/NYS DPS@NYS DPS

cc

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Subject Comments for Case #06-M-1078

This document IS flagged as a record

There were 6 messages from the Opinion Line regarding the Con Edison Westchester Outage (Case # 06-M-1078).

M.C.: Male Consumer

F.C.: Female Consumer

1. 10/16 - 9am: Aaron Armstrong: I was out of power for way too long and lost food. I spent over \$500. It's not right and Con Edison does not have the capabilities to assist their customers in a storm correctly. Vast improvements are needed.
2. 10/14 - 10:15am: MaryAnn Goodman, Valhalla, NY (914) 761-1422: My house was out of power and I spent over \$600 in hotel overnight stays and eating out. Con Edison will not reimburse me totally and I'm very digusted.
3. 10/11- 9:38am Ms. Bromeo, (914) 779-6691: I got no satisfaction with the outage. Con Edison does not have the capabilities to handle a hot day or storm. I need \$350 and electricity daily to live. This is not right.
4. 10/10- 10:20am - F.C.: Con Edison did a good job and just got overwhelmed. Trees were abused by salt & sand.
5. 10/9 - 9:50am: Leslie Winters, Rye, NY, (914) 976-8546: I lost \$300 in food from the outage. Why should I file a claim when it would be denied? Con Edison need changes in their protocol and PSC you need to help them.
6. 10/9 - 10:10am: Paul, Westchester County, NY: The trees cause problems in the outage. They can fall and tangle wires.

Tamika Goodwin  
OCS-CAE - Outreach Unit