



Dianne Cooper/OCS/NYSDPS

10/25/2006 01:34 PM

To Lynn Adriance/Exec/NYSDPS@NYSDPS

cc

bcc

Subject Fw: WebFormSubmission for - Case 06-M-1078  
-10/20/2005

This document IS flagged as a record

Lynn, Please fine in Communications file for the Con Ed Westchester outage investigation.

Thank you

Dianne

Dianne K. Cooper, Utility Consumer Program Specialist  
Office of Consumer Services  
New York State Department of Public Service  
Three Empire State Plaza, Albany, N.Y. 12223-1350,  
Call: (518) 473-0275 or Toll Free: 1(877) 772-2789  
E-mail: [dianne\\_cooper@dps.state.ny.us](mailto:dianne_cooper@dps.state.ny.us), Fax: (518) 473-5685

----- Forwarded by Dianne Cooper/OCS/NYSDPS on 10/25/2006 01:33 PM -----



Dianne Cooper/OCS/NYSDPS

10/20/2006 04:26 PM

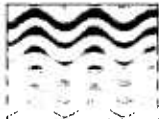
To Nancy Plotkin/OCS/NYSDPS@NYSDPS, Guy  
Mazza/OGC/NYSDPS@NYSDPS, Paul  
Eddy/OEE/NYSDPS@NYSDPS, Karl  
Roenick/OEE/NYSDPS@NYSDPS, Lynn  
Adriance/Exec/NYSDPS@NYSDPS, Susan  
Katz/OCS/NYSDPS@NYSDPS

cc AskPSC@NYSDPS

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AskPSC  
Sent by: Dianne  
Cooper

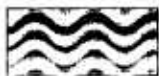
10/20/2006 04:23 PM

To [rboyd@inscnet.com](mailto:rboyd@inscnet.com)

cc AskPSC@NYSDPS

Subject Re: WebFormSubmission for - Case 06-M-1078 --10/20/2005





Dear Consolidated Edison Customer;

Thank you for your comments regarding the Con Edison's electric outages. Department of Public Service staff is undertaking a full investigation of Con Edison's response to the outages and resulting concerns and problems caused by the storm(s) and outages. I have forwarded your comments to the staff team that is reviewing Con Edison's response. Your concerns will become part of the investigation.

Again, thank you for taking the time to share your experience with the Public Service Department as we look into this matter.

Sincerely,

Dianne Cooper  
Utility Consumer Program Specialist  
"Dept. of Public Service" <dpswww@pscbbbs.dps.state.ny.us>



"Dept. of Public Service" <dpswww@pscbbbs.dps.state.ny.us>

10/20/2006 04:17 PM

To askpsc@dps.state.ny.us

cc

Subject WebFormSubmission for - 1

=====  
Submission for Public Statement Hearings - Case 06-M-1078

Date: 10/20/2005  
NAME: Richard S. Boyd  
StreetAddress: 2 Scardale Avenue  
City: Scarsdale  
State: NY  
Zip: 10583  
Telephone: 914 722.0045  
Email: rboyd@inscnet.com

Question 1:

Both times I lost power for five days.  
Food in my refrigerator and my storage refrigerator went bad, not to mention that there was no way to cool off.

Question 2:

Not timely and not accurate and in many cases contradictory information. Our block was out of power and I and several other people called to report it. Then called for status a day or so later and not only did we not get a timetable for recovery but several of us got statements from the representative on the phone that no one had reported this outage. After two days without power that is the last thing you want to hear

Question 3:

Yes, yes, and yes. And all I got was an apology and a vague statement that ConEd would reimburse me for spoiled food (which was a lie)

Question 4:

It was a widespread outage and I know that they were working hard but frankly, when you don't have power you don't want to hear excuses you want to hear when the crew will be in your neighborhood.

Overall they acted like a beauracracy, where they didn't really know what was happening on the street and got/conveyed contradictory information. For instance, one of my neighbors got a call 4 days into the first outage (automated) saying that her service is now restored. When it wasnt.

Question 5:

Most of this is before. I live on a street that has houses on one side and trees onthe other. (Runs paralell to the Bronx River Parkway and Metro North Train Tracks) The basic issue here is that no one trims the trees. Every time we get a strong wind (like today 10/120/06) there is a very high probablility that some branch will fall on the wires and "poof" we have no power. I would say that consistantly, my street loses power two times per year.

When you ask ConEd, they say it's the municipality's issue and when you ask the municipality, they point to ConEd and meanwhile we poor bastards are stuck in the middle without power when we get a Nor'Easter or the remnants of a hurricane.

An aggressive tree trimming program needs to be implemented so as to limit the outages.

Question 6:

The standard is to say "bury the lines" but I think that if ConED and the local governments work together, the trees can be trimmed every other year and limit damage when strong storms come through.

Additionally, ConEd needs to assign a community representative or have a number for each town that status by street can be given. I, personally, would like to know why my power was out (the cause) and when it will be restored so I can make appropriate plans. If you keep getting information from the news or via calling into ConEd that makes you think "oh, it wont be long now" only to find hours drag to days then there is no way to go buy a generator or go to a hotel or whatever.

Thank you for listening, feel free to contact me if anything I have put here is not clear or needs additional information

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