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STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

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.

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

Technical Conference
90 Church Street
New York, New York

October 27, 2006
9:30 a.m.

PRESIDING:

ELEANOR STEIN,
Administrative Law Judge

ORIGINAL

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1 JUDGE STEIN: 9:45 on October 27th,
2 starting the second day of the technical conference
3 in case 06-E-0894, staff investigation of the Con
4 Edison outages.

5 I will begin by swearing in an additional
6 subject matter expert from Con Edison. Would you
7 state your name for the record, please.

8 MR. GREENWOOD: George Greenwood.

9 (Mr. Greenwood duly sworn or affirmed.)

10 JUDGE STEIN: We are going to return to
11 the line of discussion that took up really almost
12 all of our day yesterday concerning the broad
13 subject matter areas that are characterized in our
14 agenda as the sequence of events, the decision to
15 maintain the network, restoration, recovery, and
16 related action plan.

17 And parties have some additional
18 questions, and I think we will begin with
19 Mr. Greenwood and some follow up on questions
20 yesterday related to his particular area of
21 expertise.

22 EXAMINATION BY MS. BURNS:

23 Q. Thanks for coming. Thank you for making yourself
24 available today.

1 Yesterday we talked a little bit about the issue
2 of the communications with or discussions with--between
3 Con Ed officials and the MTA, whether it be the New York
4 City Transit Authority or the Long Island Railroad, I
5 guess those two particular parts of the MTA, during the
6 time of this event from, say, July 17th on.

7 And the concern or the question really goes to:
8 What were the nature of those communications? When did
9 they occur? And was there any pleading with or effort
10 on the part of the MTA to express to Con Ed its needs
11 for power to, for example, keep the subways running or
12 the trains running, or anything of that sort, and what
13 was Con Ed's response to that or knowledge about that
14 situation?

15 Sort of a broad questions, but if you could maybe
16 elucidate some of that.

17 A. (Greenwood) I think--let me start backwards.
18 There was no request at all forwarded to us or in our
19 conversation with the MTA about not shutting down. The
20 dialogue that I had with a number of representatives
21 from the MTA really dealt with them trying to support
22 our efforts to reduce load in the particular area of
23 Long Island City.

24 And we have had a couple conversations about what

1 they could do to effectuate that reduction of load, and
2 we talked a little bit about what the impact would be,
3 but I mean our desire to keep the system up was not
4 necessarily influenced by anything they said.

5 We felt that we needed to do that and they were
6 helping us in terms of taking some stations off,
7 reducing number of trains, and the like.

8 Q. Do you remember when that effort began? I know
9 from the Con Ed October 12th report it seems like the
10 first time where there is at least in the report a
11 discussion about or information about communications
12 with the MTA, it appears that they were on just after
13 midnight on Tuesday, July 18th.

14 A. (Greenwood) That was probably one of the first
15 conversations. I did not have that one I don't believe,
16 but I believe on Tuesday afternoon I spoke with Larry
17 Reuter, I don't remember, the president of the MTA, and
18 again very amenable conversation.

19 He was looking to help us in any way they could.
20 I think he also had conversations prior to my discussion
21 with the office of emergency management, so it was
22 really an effort on behalf of the city and the MTA and
23 the company to help the situation.

24 Q. How did the MTA help the situation? Can you be

1 more specific?

2 A. (Greenwood) They were able to--actually I don't
3 have the exact details, but my understanding and
4 recollection was that they reduced actual numbers of
5 trains on certain lines, they actually added some
6 generation power for some of their takeoff points where
7 we supplied them for their signal power, and they ran
8 trains a little slower which, again, would reduce
9 consumption. So those were the means and the mechanisms
10 that I am aware of that they did to support the
11 reduction of power.

12 Q. Did they--but at no time did they ask you, gee,
13 don't shut this network down or we are going to be in
14 trouble?

15 A. (Greenwood) No, they did not.

16 Q. Can you say anything about how much reduction in
17 actual load over time resulted from the MTA's response
18 to the situation?

19 A. (Greenwood) I don't know the number. I don't
20 know if John knows.

21 (Mucci) I think we tried to estimate it and I can
22 find out. We have an expert in the audience. I guess
23 we could ask him.

24 Q. We don't need to take up time here with that.

1 Maybe if you could make that information available.

2 A. (Mucci) We will find out at a break or answer the
3 question in discovery.

4 MR. MURPHY: I believe in the report that was
5 submitted we had estimated the load reduction to be
6 approximately ten megawatt.

7 JUDGE STEIN: That's the reduction from the MTA?
8 MTA related reduction?

9 MS. BURNS: What day would that be?

10 JUDGE STEIN: Was that an MTA related reduction?

11 MR. MURPHY: I believe it was in the report and I
12 can check it and give you the date.

13 MS. BURNS: The question would be, not being an
14 engineer, I am trying to clarify what the question might
15 be because is it ten megawatts over time or some
16 particular point?

17 JUDGE STEIN: That's a different question. My
18 question is: Are you saying it was a ten-megawatt
19 reduction exclusively from the MTA? I would like
20 clarification for the record and then break it down.

21 MR. MURPHY: In the report on page 454 we
22 indicated that it was our understanding we got about ten
23 megawatts of load reduction from the MTA.

24 JUDGE STEIN: Thank you.

1 MR. HESLIN: The New York City Transit Authority.

2 JUDGE STEIN: What was the page, for the record?

3 MS. KRAYESKE: 4-54 and it actually lists the
4 days.

5 JUDGE STEIN: I just wanted to clarify his
6 statement for the record.

7 BY MS. BURNS:

8 Q. Record should reflect that it looks like ten
9 megawatts on Wednesday, the 19th, and not any sooner
10 time, even though conversations were started at least as
11 early as after midnight the morning of July 18th.

12 So, would that accurately reflect that there were
13 no reductions by the MTA before Wednesday, the 19th?

14 A. (Greenwood) I know we had conversation. My
15 presumption was they reacted to that conversation and
16 attempted to do something. I don't know the--I don't
17 know the numbers that were reduced on any given day.

18 (Mucci) I am not sure we can tell that at that
19 point, but when we looked at they had reduced the number
20 of trains and the speed at which the trains travel
21 during the rush hour on Wednesday, and at that point we
22 had a full--we stipulated it was ten megawatts. We had
23 ten megawatts of reduction load. So, it's probably true
24 that there was some reduction before that that we didn't

1 measure.

2 Q. Again, I am not an engineer so please forgive if
3 my question is inartfully or erroneously phrased. Would
4 there be a way to discern whether the reduction in load
5 that you report in your report was due to an actual
6 intentional reduction by the MTA in demand, or rather
7 that it would have to do with Con Ed's imposed voltage
8 reduction?

9 A. (Mucci) We had imposed the voltage reduction on
10 Monday and we measured how much reduction we received,
11 which was a little over five percent overall,
12 everything. This was in addition to that reduction.
13 So, with the MTA that was in addition.

14 MS. BURNS: I have nothing further. Thank you.

15 JUDGE STEIN: Staff, did you want to follow up
16 with Mr. Greenwood?

17 MR. WORDEN: Sure.

18 EXAMINATION BY MR. WORDEN:

19 Q. If we can, I have a few clarifications from
20 yesterday, and I would like to keep them very brief
21 because we only have 40 minutes left and we have about
22 60 minutes worth of discussion yet.

23 You mentioned there were four events in four
24 years where you had over I don't know whether it was

1 1000 customers out or something like that.

2 During the Washington Heights incident in 1999, I
3 don't believe that was on your list, were there not
4 somewheres between 10,000 and 15,000 customers out a
5 fair amount of time before the network was shut down?

6 A. (Miksad) I don't know the number. I think you
7 are referring to the separation of the Inwood section of
8 the network. I am not sure how many customers.

9 Q. But it was on the order of 10,000, something like
10 that, might be 15, but it was certainly above that
11 threshold that you were referring to yesterday?

12 A. (Miksad) Yes.

13 Q. On La Guardia, La Guardia service, just to
14 clarify, is not designed to be served from either the
15 Long Island City or Jamaica, it's really served--part of
16 the La Guardia is served from one part, some of the
17 other. The changeover they made took a fair amount of
18 work internally to make that happen. That was just
19 something that was done by them, I believe with your
20 assistance, during the event, right?

21 A. (Miksad) That is correct. And it's Jackson
22 Heights, not Jamaica.

23 Q. Correct, Jackson Heights. When you have partial
24 power to a customer, say, with one leg of the service

1 out, that is considered an outage, correct?

2 A. (Miksad) That is correct.

3 Q. Low voltage is not?

4 A. (Miksad) That is correct.

5 Q. You have a procedure EO4031. It's called the
6 network shut down procedure. That's a valid procedure?

7 A. (Mucci) 4095 are you referring to?

8 Q. EO4031, network shut down procedure.

9 JUDGE STEIN: Could you clarify what you mean by
10 "valid"?

11 MS. KRAYESKE: Do you have the procedure?

12 Perhaps you could show it to these guys so they could
13 take a look at it and see if they recognize it.

14 Q. Counsel says is it operative.

15 MS. KRAYESKE: Could you show them?

16 Q. It's listed in your list of procedures. I wanted
17 to clarify whether it's an operative procedure.

18 MS. KRAYESKE: Please note for the record that I
19 am bringing it up here.

20 A. (Miksad) From what I see here I can't really
21 tell. I see it was last revised in 1987, which makes it
22 suspect, but I really can't tell whether it's active,
23 but it does show to be a system operations procedure
24 that's entitled network shut down procedure.

1 JUDGE STEIN: Could you just say again the number
2 of that procedure.

3 MR. MIKSAD: It's EO4031.

4 JUDGE STEIN: Thank you.

5 A. (Miksad) I guess the short answer is, Mike, I am
6 not sure. I would have to check if it is still the
7 valid procedure and the latest revision.

8 JUDGE STEIN: Just to be clear, if you want to
9 follow that up you will follow up with information
10 request.

11 MR. WORDEN: Correct. That's what we will do.

12 Q. The shut down indicators that you listed when you
13 went through both of the tents and you listed points
14 that you were looking at, are you reassessing what those
15 indicators--what indicators you should use during a
16 future shut down event?

17 A. (Miksad) We are. Yes, we are.

18 Q. When do you expect to have those revised?

19 A. (Miksad) I would say--I would say safely by the
20 end of the year.

21 Q. The ISO EDRP program was implemented during the
22 event in Zone J, I believe the first time at your
23 request and maybe--I am not sure whose request at some
24 of the other times.

1 Zone J obviously is implemented for the entire
2 New York City I believe Con Ed operating region, and it
3 can't be implemented just by network.

4 Have you done anything to reassess or try to work
5 with the ISO to modify that program so that you could do
6 it for network by network basis going forward?

7 A. (Mucci) We brought that up at the management
8 committee and brought that up with the head of the New
9 York ISO through our emergency management group. And I
10 don't know the outcome because I think there was still
11 ongoing discussions because there was some issues around
12 that, I don't remember the issues, but I know there was
13 ongoing discussions on that.

14 We do have identified customers who were on those
15 programs in individual networks calling them and
16 notifying them and enacting that program is the issue
17 and how can they do that I am not sure.

18 (Miksad) Another short way to answer that is,
19 yes, we have initiated discussions with the ISO so we
20 can implement those programs for local transmission or
21 distribution events.

22 Q. That's your desire?

23 A. (Miksad) That's our desire.

24 Q. You expect or you hope to have resolved before

1 next summer?

2 A. (Miksad) That would be our hope.

3 (Mucci) Yes. One way or the other we will
4 resolve it before next summer.

5 Q. Regarding the--yesterday we had a lot of
6 discussion about OEM and number of customers out and
7 those kinds of things, who was kind of doing what. So
8 when you showed up today that was great. We can follow
9 that up.

10 Were you--you were the primary liaison with OEM
11 during this event?

12 A. (Greenwood) Yes, myself and my group.

13 Q. Did you have any discussions with them regarding
14 the number of customers out in the Long Island City
15 network area specifically on Wednesday and Thursday?

16 A. (Greenwood) We had constant dialogue, I guess you
17 would say, with the office of emergency management and
18 our group throughout the entire event. The relationship
19 that we have with the city is such that we endeavor to
20 keep them abreast of everything we know as we know it.

21 So, we made efforts to communicate to them
22 routinely during and through the event on the number of
23 customers that we were aware of at the time being out.
24 And we kept them updated on that number as we knew it.

1 And as we ultimately knew it we kept them apprised of
2 how many customers we got back.

3 So, I don't know if that answers your question.
4 The answer is, yes, we constantly kept them abreast of
5 the number of customers out.

6 Q. Did OEM raise a concern to you on Thursday in the
7 early afternoon hours, thereabouts, plus or minus, the
8 fact that they suspected that there were a significantly
9 larger number of customers out of service than what you
10 were reporting?

11 A. (Greenwood) I wasn't here for yesterday's
12 testimony, but I guess as relates to the number of
13 customers out, clearly there was some confusion. And I
14 think there was indications from the city and they were
15 informing us of various areas being out.

16 We presumed we already knew that, but the city I
17 don't think had any more knowledge than what we were
18 telling them basically in terms of numbers of customers
19 being out.

20 Q. Did they indicate that they thought that the
21 number of customers out you were telling them was in
22 error, in essence?

23 A. (Greenwood) No. I think the city felt
24 comfortable with the fact that we were informing them of

1 what we knew at that time, which we were, so the number
2 of customers we kept telling them were out, that's what
3 they accepted.

4 They were getting information back from various
5 constituencies within the city, but never came back to
6 us that they felt what we were telling them was not the
7 right number.

8 Q. Are you aware of a survey that the city conducted
9 on Thursday afternoon where they sent out people, police
10 officers, fire department, and various other agencies,
11 to basically kind of walk the streets and see what
12 conditions were going on out there?

13 A. (Greenwood) I knew they had a number of surveys.
14 They asked police departments to do some work at looking
15 at what areas were out. I didn't necessarily get a
16 number back in regards to that, but I think it was in
17 and around the same time, if my memory serves me
18 correctly, that we had also decided to do a survey that
19 evening.

20 That was the first survey I believe Thursday
21 evening we did. In our conversations, I don't
22 necessarily remember the exact words, but we talked
23 about the fact we were going to be doing something along
24 the same lines.

1 Q. What was the basis of the survey that you guys
2 decided to conduct based on what you were doing?

3 A. (Greenwood) I guess the sense was we were getting
4 different reports and felt that one way to get our arms
5 around it was to actually go out and do a survey.

6 (Miksad) I mentioned yesterday, Mike, that when
7 we opened up CERC on Thursday, that first conference
8 call that we had when Tom Newell had made his way from
9 Flatbush Avenue over to Astoria where that was going to
10 be the hub of the restoration effort.

11 He had driven through the affected area and said
12 to me on the conference call, John, we have--it looks to
13 me like we have more customers out than we are calling
14 it. He also mentioned that he had instructed Matt
15 Ketschke on his way over to do the same to confirm his
16 belief.

17 So, it was that piece of information that came
18 into CERC that then resulted in the Thursday night
19 survey.

20 Q. That was like approximately the noon, 1:00
21 conference call after CERC became operational?

22 A. (Miksad) Yes.

23 Q. You guys had, I believe, someone from OEM in your
24 office in the distribution and command post starting on

1 Tuesday or maybe even Monday, right?

2 A. (Greenwood) The first OEM responder I guess went
3 to Brooklyn-Queens control room late Monday night. And
4 then early Tuesday morning they sent a responder over to
5 the distribution command post and OEM basically stayed
6 with us through the event even as we moved to CERC.

7 Q. Did they keep somebody over at Brooklyn-Queens
8 throughout the event?

9 A. (Greenwood) No, they did not. I don't even
10 think she was there for the full shift.

11 Q. Obviously if you guys get into a network shut
12 down situation you got to communicate with a lot of
13 people, we understand, so probably one of the key groups
14 would be OEM?

15 A. (Greenwood) Correct, absolutely.

16 Q. Because they do things for the city?

17 A. (Greenwood) Yes.

18 Q. So, during this tenth contingency, after you got
19 to the fifth through when you got the feeders back, how
20 did that communication work in terms of the real time
21 communication in making sure that to the extent there
22 had to be direct communication with the city, how did
23 that process work?

24 A. (Greenwood) I guess we were calling probably

1 every two to two and a half hours, three hours,
2 something along those lines, and giving the city an
3 update. Those calls were, for the most part, with
4 myself and my staff, many cases the Commissioner of OEM
5 and all his staff.

6 And the city was trying to assist us in any way
7 they could. The Commissioner and his staff explored
8 various ways by which they could help us reduce load,
9 and actually acted on some of those in terms of hitting
10 the sewage treatment plans off and going on to
11 generation.

12 They assisted us, as I said before, with the MTA
13 and TA. They assisted us in numerous ways in trying to
14 look for ways to help this particular case that we had
15 going on in Long Island City.

16 So, it was very mutual understanding that we had
17 a severe situation, and whatever the city could do to
18 help us they were willing to do that. So, we would keep
19 them abreast of calls every two or three hours, give
20 them an update. So, it was very amenable to have a good
21 discussion with them. It was very helpful to us.

22 Q. There was apparently a meeting at the mayor's
23 office Wednesday morning discussing this situation. You
24 were there?

1 A. (Greenwood) Yes.

2 Q. Do you recall who else was there for Con Ed?

3 A. (Greenwood) Kevin Burke, our Chairman, Lou Rana,
4 our president, and myself.

5 Q. Did the city make any specific requests regarding
6 shut down of the network?

7 A. (Greenwood) No, they did not. I guess the first
8 meeting we had was basically to report to the mayor the
9 situation at hand, and he was interested in the actions
10 that we and the city were taking to remedy the problem.

11 Q. Did they--I guess more specifically--have any
12 request regarding if you decided that you had to shut
13 the network down what--whether they needed lead time so
14 they could keep people out of subways and stuff? Did
15 they give you any feedback of that nature?

16 A. (Greenwood) It was not discussed at that meeting,
17 but I believe on Tuesday, Tuesday afternoon, there was
18 some discussion, both with OEM and the police
19 department, about if we found ourselves going down that
20 path I think the police department was looking for at
21 least 20 minutes to half hour of notification so they
22 could make necessary preparations.

23 Q. OEM was as well, or not?

24 A. (Greenwood) OEM, I don't recall having a

1 discussion with them in terms of any lead time, but
2 clearly if that decision was going to be made we would
3 have communicated it immediately to the city and both
4 facets, OEM, the police department, fire department.

5 Q. Would you have likely had that much time? I
6 guess that's more a question for John Miksad or John
7 Mucci.

8 A. (Miksad) I mentioned yesterday, Mike, when we
9 talked at the tenth contingency about the prospect of
10 shutting down the network at the 11th contingency, I
11 said that it would not have been an immediate push of
12 the button to shut down the network on that next event,
13 but rather an evaluation of all of those vital signs of
14 the network that we talked about yesterday.

15 So, we would have some time in order to do that
16 assessment and we would have provided that notification
17 at the time.

18 Q. Once you make the decision how much time would
19 you allow the system to run like that before you
20 actually shut it down?

21 A. (Miksad) What we would have done if we went into
22 the 11th, we would have notified immediately. And then
23 and police in all likelihood would have rolled and
24 started implementing their prep, but we would be doing

1 the evaluation simultaneously and then making that call.
2 So, I think 20 minutes is not unreasonable.

3 Q. The follow up in the action plan that you have in
4 your report talks about the customer outage assessment.
5 You mentioned the computer-aided pool that you developed
6 to analyze data from existing network monitoring
7 systems. Wondering if you could elaborate just briefly
8 which things you are going to be monitoring
9 specifically. Section 12A.

10 A. (Miksad) I am not looking at it, but I think I
11 know what you are talking about. John has it. Right.
12 This is a short term action item. There is a couple of
13 parts to it which I guess tie into 12B and then
14 ultimately perhaps even 12C.

15 So, 12A is referring to the network trouble
16 indicator, we call it NTI, that is using customer count,
17 in other words, customer calls of outages. It's using
18 transformer outages, either open protector or blown
19 fuses. It is using reports of manhole events. And I
20 think that's all.

21 So, those are the three indicators that are being
22 put into an algorithm that I mentioned yesterday will
23 not provide an estimate for customer count but it will
24 always--it's in place now so we have actually been

1 testing it. It will always give us a high side trigger.

2 In other words, it will be a flag for the
3 operator to say something is going on in this network,
4 and in particular in this area of the network, because
5 it actually does this on an M&F plate level so it's
6 looking at each individual M&F plate, a small grid
7 within the network, to say what's happening in this
8 grid, what's happening in the next grid.

9 As I said, provide early warning signs to the
10 operators that something is up. At that point we would
11 then, as I mentioned yesterday, obviously send folks to
12 the area, and then just to check deeper into the systems
13 to find out what exactly is happening, but it would be
14 an early warning trigger that customers are affected.

15 Q. On 12B, to follow up that one, talks about
16 displaying the status of secondary network components.
17 That's not real time, correct?

18 A. (Miksad) That is correct. All 12B does is take
19 that information that I talked about in 12A and bring it
20 on a graphic--on a map based system so that the
21 operators can see the maps. Similar to what we
22 presented yesterday in the presentation portion of the
23 discussion.

24 Q. Action 16A you are talking about looking at

1 advancing the in service date of the new area station by
2 summer 2007. I guess I am curious what would take that
3 long to complete that study?

4 A. (Miksad) Well, we say by, so we expect that it
5 will be before June 1st. I think the--as I said, it's a
6 first time review that we are doing to build an area
7 substation for non-load relief reasons, which was our
8 sole criteria up to this point.

9 So what we are--the things we will be looking at
10 are what the new substation and the subsequent two
11 smaller networks will do to enhance the reliability of
12 the area and compare that against other alternatives,
13 both for Long Island City and in the overall capital
14 project scheme, if it's the most benefit for our
15 customer dollars.

16 Q. So, but there's no specific reason why it's going
17 to take that long? Just because the overall capital
18 program and analysis?

19 A. (Mucci) It's not a simple analysis only because
20 you have to consider that we have to look at every other
21 project that we are doing in order to determine is this
22 the best value in the way of reliability.

23 And to do that we have to do perhaps probability
24 studies. Certainly look at other networks. And we

1 haven't done this before. I would say it's not
2 unreasonable to have it done before summer 2007, but
3 it's certainly something that takes a little more than
4 the regular reinforcement review we do.

5 Q. You guys have a team, I think you referred to
6 them as 3G, third generation, looking at how you modify
7 your networks going forward to better service going
8 forward.

9 Have you given any consideration to having that
10 team look at the Long Island City network, possibly have
11 an additional substation, and how that whole effort
12 might be used to address the needs for Long Island City?

13 A. (Miksad) They actually are looking at it.

14 Q. In terms of what are they doing?

15 A. (Miksad) They are looking if they can apply the
16 concepts they have generated so far in their studies and
17 bench marking efforts to Long Island City. In addition,
18 they are looking at it for other areas, but Long Island
19 City is one of the areas they are evaluating.

20 We are in the process now, I think you probably
21 know this from your last discussion with them, we are in
22 the process of modelling that entire system from the
23 transmission system, through the substation, through the
24 primary distribution system, to the secondary

1 distribution system, where really for the first time
2 going to have a--really from one end to the other of our
3 system a full blown model we could actually run
4 simulations of the system and run various options in
5 that. So, they are involved with that whole effort.

6 That's really what has to happen first. The
7 model comes first and then that allows us to do the
8 analysis.

9 Q. I guess just to clarify from my perspective, from
10 the meeting we had with those guys, and I wanted to get
11 your perspective, we really weren't under the impression
12 they were taking Long Island City into account to any
13 great degree.

14 And I think, given what happened in Long Island
15 City and those events, that would make sense to do that,
16 so going forward we think that makes sense.

17 A. (Miksad) As I said, I know they are involved. As
18 you said, to a great degree, I am not sure what that
19 means, but I know we have been talking with the
20 substation folks and distribution engineers.

21 MR. WORDEN: We are all set.

22 JUDGE STEIN: Thank you very much. Should we
23 move on to the city?

24 MR. MAURO: Good morning, Your Honor, gentlemen.

1 EXAMINATION BY MR. MAURO:

2 Q. I would like to follow up first on a question
3 that was done by Consumer Protection Board yesterday
4 regarding RMS reporting rate.

5 There was a discussion of what the overall
6 reporting rate and you said it was about 80 percent
7 systemwide and indeed it was about that rate in Long
8 Island City. The answer that I recall seemed to imply
9 that 80 percent was okay in that eight out of ten
10 transformers are seen. Is 80 percent reporting rate
11 from your RMS system okay?

12 A. (Miksad) Just one clarification, Ralph. I don't
13 think we said the reporting rate was 80 percent
14 systemwide. I think we said it was 80 percent for Long
15 Island City. I am not sure if anyone talked about
16 systemwide.

17 Q. I remember systemwide but, okay, 80 percent for
18 Long Island City. It seems to imply that 80 percent is
19 okay. Is 80 percent okay anywhere?

20 A. (Miksad) Right. I think what you heard
21 Matt--Matt answered that question yesterday. I think
22 what he was saying was can we operate with 80 percent
23 and I think he said, yes, from an operation point of
24 view we can.

1 Real time we are seeing eight out of ten statuses
2 and loads for transformers as opposed to perhaps
3 90 percent or some other target. And I think his point
4 was we have this good telemetering on eight out of ten
5 devices and we have the ability to estimate others, so
6 real time does provide the operators with status in
7 order to react and respond to the system.

8 I think where we might be going though is that
9 these systems also feed some of the load flow programs
10 that we use, and they need to be fed with a high level
11 of information to predict subsequent status when it runs
12 those--the next case scenarios.

13 And if you do fall at some point, and it's
14 probably not at 80 percent, but at some point, to too
15 low a level, those systems to do those protections will
16 not function as well.

17 Q. That's where I was going. What is your desired
18 reporting rate?

19 A. (Miksad) The spec, if I am not mistaken, is
20 called the desired performance rate of 95. The
21 manufacturer, as I understand, again, going back to
22 Hazeltine, you may have more knowledge about this than
23 I, but my understanding of when we first worked to
24 develop that system with Hazeltine they would only

1 guarantee a maximum of 95. At least that is my
2 understanding.

3 So, they were aware of many of the communication
4 issues with trying to communicate with an underground
5 system back to a central location. I think that's when
6 the system was actually brand new and their initial
7 guarantee of a max of 95.

8 Q. I guess, John, where I am having a little bit of
9 trouble here is your desired rate is 95 because the
10 system can only guarantee 95, but 80 percent the
11 operators can live with. Why then isn't the desired
12 rate 90 or 85 if 80 percent the operator can live with?

13 A. (Miksad) I think this is a case where the
14 engineers shot high and they are looking for something
15 close to perfection. We talk about some of the
16 maintainability with the system, the harsh environment
17 with regard to heat and moisture in particular, plus a
18 bunch of other things that are in these underground
19 structures that made it a challenge to maintain that
20 level.

21 The whole patent issue that we talked about
22 yesterday that we are released from now, that will allow
23 us to get into the guts of these transmitters and
24 receivers, which we have already started, that will help

1 us drive these reporting rates up to a higher level.

2 But it is and will always be a challenge to
3 communicate with 25,000 unique telemeter points. I
4 don't know of anyone else who does it.

5 Q. Of course at an 80 percent systemwide rate, that
6 would mean 5,000 instruments aren't reporting.

7 A. (Miksad) 5,000 is a big number, yes.

8 Q. You did indicate that it is an input used into
9 WOLF which is a tool for the operator. Has anything,
10 any number or any study been done to indicate at what
11 point WOLF might fail to operate because of a poor
12 reporting rate?

13 A. (Miksad) Not to my knowledge, but that doesn't
14 mean it wasn't done.

15 Q. Is it something that will be looked into or
16 should be looked into, from your perspective?

17 A. (Miksad) Yes.

18 Q. You also mentioned something called RMSX. Can
19 you explain again what additional features that might
20 have.

21 A. (Miksad) The existing system essentially reports
22 on network protective status and transformer loading.
23 What we foresee is getting additional points, like
24 temperature of the transformer, liquid level of the

1 transformer, and pressure in the transformer tank.

2 That would--it could also tell us about things
3 that are happening within the network protector relay,
4 for example, whether power is forward or reverse
5 flowing.

6 Q. Did you mention that's currently an R&D project?

7 A. (Miksad) Yes.

8 Q. Thank you. Going on to another question, follow
9 up on questioning from TransGas yesterday where they
10 were talking about load and current and voltage
11 reduction. They were coming from a transmission
12 perspective, but my question is down at the other end in
13 the secondary.

14 Is it conceivable that when you go to voltage
15 reduction, and certainly when you have the system
16 condition to produce severe low voltage, is it
17 conceivable that the current and the secondary might go
18 up?

19 A. (Miksad) It is conceivable. Our experience--and
20 we have done actual modelling and testing of these
21 things, and our experience has been that is not the
22 case, that there is still enough resistive load that the
23 current is actually going down. The net effect of
24 current is going down.

1 Q. If I remember some of the responses, those
2 studies were done down to an eight percent voltage
3 reduction level. In the case of Long Island City in
4 particular you had much lower than eight percent voltage
5 reduction in the secondary system.

6 Have any studies been done to see what would
7 happen to things like air conditioner motors or
8 refrigeration motors down at the lower voltages where
9 they would stall and they would open because of thermal
10 overload and others would stall, so in the aggregate
11 might there not be more current?

12 A. (Miksad) I don't know if any studies were done to
13 determine that. After Washington Heights, we did a
14 number of low voltage studies with equipment that you
15 mentioned, in addition to technical paper research on
16 the subject.

17 And that was really along the lines to determine
18 what would happen, what would happen to the devices.
19 Would they be damaged or would they be able to, as I
20 say, self protect.

21 And that was really the line of the studies that
22 we had done at that time. I don't know if we went so
23 far as to explore the area you are talking about.

24 Q. The reason why I asked the question is in the

1 October 12th report there is a discussion about PVL and
2 load modelling and in particular constant kva load
3 modelling. And it was stated that after N minus two
4 implied that strange things were happening. And one of
5 the strange things was that the current in the secondary
6 was going up considerably and with a constant kva it
7 would seem when the voltage goes down that's what should
8 happen.

9 So, I am just concerned about what models you
10 might be using at this time and are they really telling
11 you what they need to tell you going on.

12 JUDGE STEIN: Was that a question?

13 MR. LUBLING: It was a statement.

14 Q. Let me ask a question. Will you be looking at
15 the various load models and what they do under severe
16 low voltage condition?

17 A. (Mucci) Yes. We are looking at all our models.
18 We have learned quite a bit in this event, and all the
19 things you talked about were unusual things that are not
20 exactly modeled in our PVL, and none of our work with
21 PVL before and WOLF, and we see a need to continue that
22 work and we are revising some of the models.

23 Q. One last question on here with the voltage
24 reduction. I was trying to ask yesterday, I'm still not

1 sure why it took two hours to get eight percent voltage
2 reduction.

3 It is my understanding that it took up to two
4 hours to get voltage reduction in north Queens because
5 the operator had to manually achieve voltage reduction.
6 That would imply that there was a problem with the
7 automatic circuitry; is that correct?

8 A. (Miksad) It would imply that.

9 Q. Are all of the other stations being looked at to
10 be sure that there is no problems with their automatic
11 voltage reduction circuitry?

12 A. (Miksad) I don't know for a fact, but we can
13 definitely check that.

14 Q. Thank you.

15 JUDGE STEIN: Before you go ahead, you have four
16 more minutes.

17 MR. TAYLOR: I am going to submit another
18 question through interrogatories in the interest of
19 time, but did have a question for Mr. Greenwood in terms
20 of MTA.

21 EXAMINATION BY MR. TAYLOR:

22 Q. I think it was stated that the load reduction was
23 estimated to be ten megawatts from MTA. Do you happen
24 to know the total load that MTA might carry on, say, a

1 peak hour basis?

2 A. (Greenwood) I do not know.

3 (Mucci) I don't think we know right now, but we
4 could answer that if you submit it in discovery.

5 Q. In terms of the supply into MTA, are you aware if
6 MTA has conducted any recent studies, or has Con Ed
7 conducted any recent studies which would look at
8 increasing the diversity of supply into MTA?

9 A. (Greenwood) I am not aware of any studies that's
10 going on like that. Maybe John.

11 (Miksad) No, I am not either.

12 Q. What I mean by increase in the diversity of
13 supply would mean bringing in another supply other than
14 from the Long Island City network. I just wanted to
15 clarify that.

16 In your perspective, would you think that might
17 be impractical to do for MTA, to bring in a supply from
18 another network, another source, or perhaps even back up
19 generation that could serve as an alternate supply for
20 MTA to each of their converter stations?

21 A. (Greenwood) I will answer to the extent that I
22 know and then I'll pass it to John.

23 There is a couple different supplies. There is
24 track voltage supply points all along the various subway

1 lines, and then there are signal supplies that are taken
2 from the secondary system of our system at various
3 points along the MTA's line.

4 On the track voltage side, as you can imagine,
5 the subways go through one network into another network.
6 And so essentially even if we lost track voltage in one
7 network they could still run their trains because their
8 power is all going into their tracks and be dispersed
9 through their system.

10 The real issue becomes for the Transit Authority,
11 as I have learned, is that on the secondary side they
12 cannot run their trains without signal power. If we
13 lose secondary supply to their signals, regardless of
14 whether they have track supply, they can't run their
15 trains.

16 (Mucci) I should correct. There's also a number
17 of rectifier stations in Long Island City. There is an
18 issue with traction. These trains, if run at all, would
19 run extremely slow, so the voltage would be lower, but
20 there is not enough rectifier stations in the area to
21 supply. There is an additional issue, but the signal
22 issue is significant also.

23 Q. I would think that the power required to run the
24 signal system would be significantly less than the power

1 to run the tracks. Would that be your understanding as
2 well?

3 A. (Greenwood) That is correct.

4 (Mucci) It's true they do use generators at some
5 points to get people out of the tunnels, and things like
6 that. That's been done in the past years ago. I recall
7 that.

8 (Greenwood) As I testified to before, one of the
9 cooperative efforts that they did was to bring in some
10 of their small portable generators and sporadically
11 place them throughout Long Island City in the event they
12 would need them if we did lose signal power or secondary
13 supply.

14 MR. TAYLOR: Thank you. That's all I have.

15 JUDGE STEIN: Wonderful. I think we have
16 concluded the questioning on the issues related to
17 yesterday's panel on the event and the response. We are
18 now going to hear the panel on communications and
19 customer effects.

20 MS. BONILLA: I had one last question.

21 JUDGE STEIN: Yes.

22 EXAMINATION BY MS. BONILLA:

23 Q. I am Alyssa Bonilla from Sunnyside, Queens and I
24 represent Western Queens Power for the People Campaign.

1 Good morning, your Honor, and Jeanne, and gentlemen.

2 Yesterday I asked about the 25,000 customers and
3 I was told that--being out of power--and I was told that
4 did not include people who were in brown out conditions.

5 In my building we have about 500 people. We had
6 no hall lights, no elevators, no air conditioners, no
7 refrigerators. Apartments had just brown light bulbs in
8 one room of their apartments.

9 So, my neighbors were really concerned that we
10 were not counted as being affected or impacted. We
11 perceived a very slow response in Sunnyside for getting
12 aid of any kind from either Con Edison or the city.

13 So, my question today is: Do you have any
14 figures at this point of how many people were
15 experiencing brown out conditions in the Long Island
16 City network?

17 A. (Mucci) Let me just clarify one thing, and I
18 didn't realize that yesterday when you asked the
19 question. If you have certain lights in the building
20 that were out, you could have had a situation we term a
21 side off or phase out.

22 That's partial power. Partial power is counted.
23 You may or may not have been counted, but it sounds like
24 you were probably counted.

1 JUDGE STEIN: When you say counted you mean
2 counted as an outage condition?

3 A. (Miksad) Right. In the 25,000.

4 Q. That seems different than the answer I got
5 yesterday, so I am going to ask for really specific
6 clarification. I need to respond in very clear easy
7 terms to people who ask me questions. None of us are
8 engineers.

9 In your report it says 25,000 customers without
10 power. Does that include customers--in my building
11 there is dozens of customers. We have individual
12 accounts. Were we counted?

13 A. (Miksad) What we learned just from your previous
14 question was that you said the hall lights were out and
15 elevators were out and you mentioned some other things.
16 And what John attempted to say is if those things were
17 out it's possible that you had what we refer to as
18 partial power, meaning that some parts of the building
19 had power, other parts did not.

20 And we talked just earlier with Mike. He asked
21 the same question. And if that was the case, if you had
22 some part of the building out and other parts of the
23 building in lights, albeit with low voltage, we would
24 count that as an outage. If there are--I think you said

1 400 people in your apartment?

2 Q. I am guessing there are about 500 people, 110 or
3 115 units.

4 A. (Miksad) In our counting method, you said there
5 are individual accounts. We would count that as 110
6 customers out.

7 MR. WORDEN: What if she were to give you the
8 location, could you verify whether or not that was
9 counted as an outage?

10 MR. MIKSAD: Sure.

11 MR. WORDEN: If you could you do that and somehow
12 follow that up I think that would help her answer the
13 question she is trying to ask.

14 MR. LUBLING: Your Honor, can we go off the
15 record for a second?

16 JUDGE STEIN: Yes.

17 (Discussion held off the record.)

18 JUDGE STEIN: Back on the record.

19 MS. BONILLA: Just so you understand, the nature
20 of my question is that we are concerned that the count
21 be accurate so we can get an appropriate response from
22 the city in terms of relief efforts.

23 Can I repeat a question I asked yesterday?

24 Because I was given an answer aside.

1 JUDGE STEIN: Off the record.

2 (Discussion held off the record.)

3 BY MS. BONILLA:

4 Q. We would like to know the age of the cable that
5 short circuited in Astoria that caused the fire in the
6 first incident.

7 A. (Mucci) It was an 11-year-old cable.

8 Q. At the public comment hearing we were told that
9 something called an autopsy was being done on that
10 cable. Is that finished?

11 A. (Mucci) Not on that particular cable because it
12 was consumed in the fire, but we did autopsies on many,
13 many cables at my--we have a cable lab in the Bronx
14 where we do studies and autopsies and that's in our
15 report.

16 MS. BONILLA: These are the only follow ups I
17 have on this technical part.

18 JUDGE STEIN: We are now--

19 MR. NORLANDER: Could I ask one question?

20 JUDGE STEIN: Is this a follow up?

21 MR. NORLANDER: Yes.

22 EXAMINATION BY MR. NORLANDER:

23 Q. I don't think I got a full answer yesterday about
24 my question about communications with the ISO about load

1 shedding and load reduction. I will pursue that in
2 written discovery. I wanted to follow on Mr. Mauro's
3 question.

4 Does the RMS system today provide telemetry on
5 reactive power loading? You mentioned that it gives you
6 network protection, status and loading. Does that
7 include reactive power loading?

8 A. (Miksad) No, it does not.

9 Q. Does the proposed system, the RMSX or the one in
10 development, would that provide such information?

11 A. (Miksad) I am not sure. I will have to check on
12 that.

13 JUDGE STEIN: So, if you want to follow up you
14 have to submit an information request. The burden is on
15 the questioner to follow up.

16 Q. If I could finally conclude. A week ago the
17 Federal Energy Regulatory Commission made a proposed
18 rule that load serving entities, such as Con Edison, are
19 users of the bulk power system and must acquire reactive
20 power, monitor in real time, and manage the reactive
21 power load within their distribution system.

22 Is Con Ed able to do that?

23 A. (Miksad) Yes.

24 Q. Today?

1 A. (Miksad) Yes.

2 MR. NORLANDER: Thank you.

3 JUDGE STEIN: That concludes our follow up on
4 issues that we discussed yesterday. Now we are going to
5 have the Con Edison third panel. Why don't we take a
6 break while people get organized and reconvene in six
7 minutes.

8 (Recess taken.)

9 MS. MCCARTNEY: Good morning. At Con Edison we
10 have a series of procedures that guide us in obtaining
11 large amounts of complex data and translating it into
12 information that is meaningful.

13 My name is Mary McCartney, I'm director of
14 corporate communications at Con Edison. Also with me is
15 Joe Murphy from energy services at Con Edison, and Rich
16 McKnight from customer operations.

17 So, as I was saying, it's of no surprise to
18 anyone who sat through our presentation yesterday we
19 deal with very complex information that then we want to
20 translate into something that's meaningful and useful to
21 our customers.

22 At all times we try--our goal is to be accurate
23 and timely, and there are times that we ask customers to
24 actually take action, for instance, to lessen their use

1 of electricity to help us manage the load, but in all
2 cases we want to let them know what conditions are on
3 our various energy systems and to let them know what we
4 are doing to resolve any problems that we are having.

5 After the Long Island City power outage, we took
6 a long, hard look at these processes and we examined our
7 communication infrastructure, so to speak. Things like
8 our procedures, our interaction with the control centers
9 and command posts we talked about yesterday, and our
10 ability to obtain information and transmit those
11 messages to all of our customers.

12 We looked at the results of our communication,
13 did the media carry the conservation message. Were our
14 customers able to reduce load in some circumstances.
15 Were we able to keep the appropriate agencies abreast of
16 our activities and decisions as the week unfolded.

17 And lastly, we looked at the content of our
18 communications. As was discussed yesterday and earlier
19 this morning, we acknowledged that we missed the mark on
20 estimating the number of people who were affected by
21 this outage. And John Miksad earlier and yesterday
22 described the steps that we are taking to improve our
23 work in this area.

24 During that week, in fact even starting before

1 that week, which we will go through in a second, we had
2 dozen of briefings, hundreds of phone calls, responded
3 to thousands of press inquiries, and communicated
4 constantly.

5 I would like to just quickly go through the
6 description, as I said, sort of our communications
7 infrastructure. When I'm talking about customers it's a
8 broad range. It's not just people who are affected
9 right by that outage. It's the public at large.

10 Our customers are also the media. As you know,
11 in New York City this is the world's busiest, loudest
12 media marketplace. Our large customers--Joe Murphy
13 spoke to you yesterday a bit about our interactions with
14 the Port Authority and La Guardia airport.

15 Elected officials, particularly, we take
16 particular care with the elected officials who represent
17 the people in the area that is being affected, our
18 regulators, and of course the emergency services, city,
19 state.

20 Before the heatwave, and in New York City weather
21 is always a big topic, heatwave is a big topic, a
22 blizzard is a big topic. The press talks about it
23 before, during and afterwards. We do too.

24 Our distribution engineering group on the Friday

1 before had a conference call and we knew there was
2 severe weather coming, that this was going to be a
3 serious heatwave, and we anticipated hitting a new peak.

4 In the 125 years the highest peak of electricity
5 delivered to our customers in New York, which we did and
6 broke it the next day. So, on the Friday before,
7 distribution engineering had a conference call with all
8 the local control centers and they established their
9 command post on the following Sunday, Sunday the 16th.
10 12-hour work shifts were established at that point.

11 In the control centers, the incident command
12 structure you heard about yesterday was set up at each
13 location and an information officer, who communicated
14 with central command post, with OEM, energy services,
15 public affairs--public affairs also set up our command
16 post--customer operation and our life sustaining
17 equipment customers.

18 This gives you a little sense of the flow of
19 information. Here are the regional control centers that
20 I just mentioned, Brooklyn, Queens, Manhattan, Staten
21 Island, Bronx, Westchester, so they had an incident
22 command structure set up at those locations.

23 They feed information from the field, and their
24 own information into our central command post.

1 Originally it was until Thursday the 20th there was
2 distribution engineering command post. Subsequently it
3 was CERC, our corporate emergency response center.

4 Up here you have OEM and NYPD. OEM had
5 representatives at both sites. And when OEM opened
6 their command center Con Edison sends people to work out
7 of that location as well. That's as a matter of course.

8 Okay, so, we have got this information coming in
9 to our central command center. We have an information
10 liaison officer there. That's where the information
11 flows out of that, through the different organizations
12 in the company, and then we are responsible for getting
13 it out to our particular customers, many of whom we
14 share.

15 Customer operations management, the call center
16 and customer outreach for people in the field, public
17 affairs dealing with the media and elected officials,
18 public, through them as well, the Public Service
19 Commission.

20 The Public Service Commission had representatives
21 in CERC and then energy services to deal with large and
22 critical customers. I want to give you a brief idea of
23 what the incident command system looked like in the
24 Brooklyn-Queens control center. It's basically the same

1 anywhere.

2 You can see the information officer is a member
3 of senior staff, an important position in this effort.
4 During the outage--actually at the start of the
5 heatwave, even that Monday before things--the outages
6 began earlier in the morning, we started by doing
7 regular press about the heatwave in anticipation of the
8 week unfolding with heat and with the potential heat.

9 We made conservation appeals which radio and T.V.
10 picked up immediately on Monday. We did a general one
11 and then very quickly started to focus on the
12 neighborhoods in Long Island City.

13 We are talking to the press. If somebody asked
14 we said, yeah, please ask customers to call us. We gave
15 outage locations to the best of our knowledge, and then
16 subsequently distribution locations, locations where
17 ice, wet ice and dry ice, were being distributed in the
18 neighborhood.

19 At the same time, our corporate home page on
20 Thursday when CERC was instituted, we set up a separate
21 site on the home page that had all the press releases
22 and information on ice distribution and so forth, and we
23 updated that regularly.

24 With our regulators, the Public Service

1 Commission, once the distribution engineering command
2 post was established I believe then started regular
3 two-hour updates to the PSC, and that was at a minimum.
4 There were many, many more conversations and contacts
5 throughout the week.

6 With elected officials, as I said, starting on
7 Tuesday, we began reaching out to elected officials in
8 Queens in the areas that were--particularly the areas
9 that were--neighborhoods that were affected, and our
10 elected officials were helpful to us in giving us
11 locations where they recommended that ice go. And
12 further down the road for claims distribution, things
13 like that.

14 City and state agencies, George Greenwood I think
15 spoke this morning and gave you a good sense of our
16 relationship with OEM and the PD, the frequent updates
17 that went on throughout the week with those agencies.

18 I am going to ask Joe Murphy now to speak briefly
19 about large customers.

20 MR. MURPHY: I'm Joe Murphy. When we get
21 involved in an activity like this we reach out to our
22 large customers and also to what we deem our sensitive
23 and critical customers. Our large customers, generally
24 represented by large commercial and/or industrial

1 customers, where we have the opportunity to reduce
2 loads. Our critical customers generally are hospitals,
3 health care facilities, and institutions associated with
4 life and safety issues, water pollution control plants.
5 In this instance, it also included Rikers Island,
6 Department of Corrections, as a result of it also being
7 supplied by the Long Island City network.

8 The nature and type of calls that we made to
9 these customers involved requests for load reduction.
10 It also asked for their--gave them information with
11 regard to feeder status.

12 Eventually, as the week unfolded, there also was
13 an effort to call and confirm what their service status
14 was, but we were in constant contact with them. There
15 were a number of customers that as a result of our
16 outreach to them, the hospital, the water pollution
17 control plant, we became aware of needs they had
18 specifically on site and as a result of that we were
19 able to respond with generators to various locations
20 early on to those critical customers.

21 With respect to--at the point where we understood
22 that the scope and seriousness of the outage was really
23 beyond what we understood initially, our efforts in
24 energy services somewhat shifted because those large and

1 critical customers had really been stabilized with the
2 feeder situation being stabilized.

3 So, our efforts then shifted to working with our
4 electric operations personnel in the installation of
5 localized generators and either support of specific
6 customer needs, whether they were residential, or
7 specific needs to isolate certain portions of our
8 distribution system and supply them those also by
9 generator.

10 So, that was basically some of our activity
11 during this week. At this point Rich McKnight will
12 speak a little bit about our customer service efforts.

13 MR. MCKNIGHT: I am Rich McKnight, I'm the
14 general manager of customer assistance. We try to
15 assist customers, not to analyze them.

16 During this event during the week we became the
17 face of the company to a lot of our customers because we
18 established a field presence relatively early in the
19 process. And we have a mobile van that goes out to
20 support customers' questions, any questions they might
21 have, and we began with a centralized location and then
22 as the week evolved we established a total of five
23 locations that people could come to us and ask us any
24 questions, including customer service issues, claims

1 issues as the week evolved also, and also became a focal
2 point for ice distribution.

3 We established many more locations for ice
4 distribution as the need arose. In total, there was at
5 least ten different distribution points to places like
6 senior centers. Based upon requests we made special
7 drops, for lack of a better description, but we also had
8 predetermined locations which we communicated to all our
9 representatives and they could advise the customers of
10 these particular locations.

11 The life sustaining and medical hardship
12 customers--Just to clarify, LSE, from our point of view,
13 is life sustaining equipment customers. They
14 predetermine themselves to us, they notify us that they
15 are using life sustaining equipment, as well as the
16 medical hardship customers who might have a medical
17 issue, but don't have equipment they are on.

18 Prior to an event we reach out to them. In this
19 case, on the 17th, we reached out to the entire
20 population throughout the service territories of all
21 these customers, and really the intent of the call is to
22 plan, is to help them plan, let them know the weather is
23 going to be severe, to let them know if something does
24 happen and they need to have an emergency, they should

1 reach out to 911 or get to a hospital.

2 From an equipment point of view, most
3 particularly we wanted to give them a reminder that
4 battery back up is a good idea, and some equipment
5 backup is good for those situations.

6 We also provide them with a special number which
7 they are able to call, priority number, that only these
8 group of customers have to be able to reach a
9 representative as the highest priority that we have
10 during any kind of an outage event.

11 The third group--the call center, Con Ed runs a
12 24 by seven call center. We handle all types of
13 customer inquiries. During an outage situation we
14 convert our call center from routine, where emergency
15 calls are given priority to begin with, to basically an
16 all emergency call center.

17 We shift gears. Everyone that we have in the
18 call center can handle any emergency type call. So, it
19 becomes entirely emergency call center if the need
20 arises. We provide them with as much information as we
21 can on what's going on in the event.

22 We let them know, for example, in this case, the
23 voltage reduction. If they press they had an emergency
24 we advised them that we--we let them know about the

1 voltage reduction just as a conservation issue, but if
2 they still have a problem they should be speaking to us.

3 John mentioned yesterday we looked at our message
4 very closely during the event as well as after and tried
5 to reinforce the message that even though you might hear
6 something you think we know about it now, we still want
7 you to speak to somebody. We have changed that
8 messaging at that point and that continued in that
9 regard.

10 Another process we get involved with, and they
11 are an assist for the law departments, a claims group,
12 our claims process I remember mentioned a lot of
13 locations we were involved with handing out claims
14 forms.

15 During this event that we get involved with, and
16 we are an assist for the claims group, is in our claims
17 process--I mentioned a lot of locations that we were
18 involved with that we are handing out better forms.
19 During this event we provided a change and the
20 requirements for filing claims changed and evolved
21 throughout the event. The documentation requirements
22 were reduced so a customer merely needed to send us a
23 letter to file a claim.

24 We provided the forms themselves in many

1 languages. We added for this particular event Italian
2 and Greek. We already had Spanish, Chinese, Russian.

3 One of the stories that I heard about from the
4 hearing, and I think it was a positive effort that the
5 law department undertook, was getting out very quickly
6 to the businesses also, and on the spot going door to
7 door in the area to try and resolve claims. And we got
8 a lot of claims. I think it was 500 visits starting
9 actually on the 24th, so, early in the process.

10 Mary mentioned the web. The web is another
11 access point also for the claim forms I mentioned. All
12 the claims forms are available on all of those languages
13 on the web.

14 I think that's all we have for this part of the
15 presentation.

16 JUDGE STEIN: Thank you very much. I am sure
17 there will be questions.

18 Questions for this panel?

19 EXAMINATION BY MS. BONILLA:

20 Q. My name is Alyssa Bonilla from Western Queens
21 Power for the People Campaign. This presentation was
22 the most difficult to listen to because communications
23 was one of the more upsetting aspects of our experience
24 with the outage.

1 Regarding community presence, I would say
2 community presence of Con Edison was not felt in my area
3 until the latest stages of the outage.

4 MR. LUBLING: Your Honor, is this a public
5 statement hearing or is this a question? If you have a
6 question, address it to the panel.

7 JUDGE STEIN: I assume you are going to end up
8 your statement with a question. Let me suggest that you
9 explain the reasons behind your question, but if you
10 could put a question to the experts here that would be
11 consistent with how the hearing is set up.

12 Q. Communication was difficult. If you had a phone
13 working and if you called Con Edison, the frustrating
14 part was getting through and not getting helpful
15 information. So, many of our customers said they were
16 told their power would be back on tomorrow on multiple
17 occasions.

18 So, my question is: What kind of information do
19 you give your call centers to release to the public and
20 how often is that information updated? Because it was
21 not clear to us that we needed to contact you to tell
22 you that our power was out.

23 Some of us had no TVs, some of us had no phones
24 or radios, so, other than numbers of call lines, if

1 getting through didn't help getting more lines to get
2 through wouldn't help. What are you doing to improve
3 information that we get?

4 A. (Miksad) I guess there is a couple of things.
5 And I think your first point is right on in that we
6 believe that many customers, in particular in the
7 network supplied areas, really aren't aware of what to
8 do, what exactly to do in an outage, I think because it
9 happens rarely, and I also think that generally if there
10 is an outage power comes back on in a couple of hours.
11 I think as a result, many folks have come to just not
12 either understand what to do or not call.

13 So, I guess in the front end of that, what we are
14 doing is two things. One is in the bill inserts in the
15 mailing to customers we are encouraging customers to
16 call if there is any problems whatsoever in order to
17 sort of inform them that there is still today a
18 necessary part of our outage management system.

19 Now, we talked about the "smart" meters that
20 would eliminate the need essentially for customers to
21 call us. That would be intelligence directly from the
22 meter.

23 The other thing that Rich touched on is that when
24 the customers do call in, I don't know if you

1 experienced it or not, there is an initial broadcast
2 message that says--it could say any number of things,
3 like press for English or Spanish, it could say we have
4 outages in certain areas or towns. It could say, and I
5 believe it did say that week, we talked about voltage
6 reduction was in place.

7 We believe, listening to that in hindsight, that
8 that message could lead a caller to believe that we had
9 our arms around the problem, we know it, you don't need
10 to proceed in this process.

11 What we have done is modify the message so it's
12 very clear that we want you to proceed with this outage
13 call. So, I guess those are the two front end things
14 that have changed to address your issue.

15 Now, there are additional changes through the
16 process. We talked about some of them yesterday and
17 this morning, but those are the two front end things
18 that we are doing to make sure that that customer is
19 encouraged to proceed with reporting their issue, which
20 was the specific thing you just brought up.

21 JUDGE STEIN: Before you go on, I think you
22 also-- I think you also asked: What is the source of
23 the information the reps of the call center provide to
24 the public, and how often is it updated?

1 MS. BONILLA: I asked what kind of information
2 they are allowed to share with the public and how often
3 it's updated.

4 JUDGE STEIN: I would like to go back and get an
5 answer to that on the record as well.

6 A. (Miksad) Sure. That information--I showed that
7 call process where call comes in, customer has the
8 option to go self service through the automated system
9 or talk to a rep, and then either of those can generate
10 an outage ticket or an emergency ticket.

11 That information, once that ticket is generated,
12 is automatically updated on a computer system that is
13 intranet based and available to everyone in Con Ed, the
14 operators as well as the media folk and public relations
15 folks, so there is not necessarily an interval of update
16 as opposed to as things change that the status is
17 updated on that system.

18 Q. Regarding claims, residential customers received
19 a \$3 rebate on our bills. How did you derive this \$3
20 rebate? What is it for?

21 A. (McKnight) I will try and answer. Essentially it
22 was based upon a monthly charge. It was a portion of
23 the monthly charge of the bill. A fixed portion of the
24 bill that was reduced.

1 Q. What portion?

2 A. (McKnight) There is two different portions of the
3 bill. There is a fixed portion of the bill and then
4 there is a portion depending on how much energy you use
5 each month.

6 The fixed portion was the part that was adjusted
7 downward. The amount that was used was not adjusted
8 downward because you have a fixed piece of it, the
9 monthly customer charge.

10 Q. Are there plans by Con Ed to diversify what
11 qualifies for a reimbursement of outage related losses
12 to include such real losses as we experienced, such as
13 emergency room visits and medical expenses, lost
14 business revenues, lost wages, perishable food losses to
15 small businesses above the \$7,000 limit, and
16 non-perishable food losses sustained by residents and
17 businesses, such as air conditioners, refrigerators,
18 computers, commercial compressors, and damaged other
19 electrical equipment?

20 Do you have plans to diversify your reimbursement
21 policies to include these kind of economic losses we
22 sustained?

23 A. (Miksad) I guess the simple answer is not
24 currently. To our knowledge, we are the only--we know

1 we are the only utility in New York State that provides
2 any compensation for losses.

3 To our knowledge, we are the only utility that
4 provides compensation for losses in the United States.
5 And we did increase those levels that you alluded to for
6 residential and commercial customers after the 1999
7 Washington Heights event, but they have stayed at that
8 level since that time.

9 Q. Are there any plans by Con Edison to perform a
10 study to assess the amount of this kind of damage that
11 we sustained?

12 A. (Miksad) Not to my knowledge.

13 MS. BONILLA: That's all I have.

14 JUDGE STEIN: Thank you. Staff.

15 EXAMINATION BY MR. WORDEN:

16 Q. Just to quickly follow up on the claims since we
17 are talking about that. Has the company reimbursed any
18 customers for spoiled medicine?

19 A. (McKnight) My understanding is that is correct,
20 food spoilage and medicine.

21 Q. Do you have plans to reevaluate your entire
22 tariff on this issue?

23 A. (McKnight) I thought John answered that.

24 Q. He answered it on specific elements. I guess my

1 question is in a broader sense. Do you plan on looking
2 at the tariff in its entirety to see, to modify, to
3 raise the dollar levels or other modifications to it?

4 A. (Miksad) Not to my knowledge.

5 Q. The company did not give a restoration estimate
6 until some time during the day on Tuesday. Do you think
7 that's a reasonable thing for customers that are out of
8 service for the periods of time here for them not to
9 know until that late in restoration when their service
10 is going to be restored?

11 A. (Miksad) No.

12 Q. I don't recall seeing anywhere in your report
13 addressing the issue of trying to provide restoration
14 estimates. Is there a reason why that wasn't addressed?

15 A. (Miksad) I can't speak to the report, but our
16 intention is to develop a better system for ETRs, which
17 is in particular difficult with an underground system,
18 and the assessment that needs to happen between the time
19 we realized the extent of the damage and the time we
20 were able to get our arms around it.

21 So, the short answer is, yes, we need to do a
22 better job. I can't speak to why it didn't appear in
23 that report.

24 Q. As long as you are looking at it that's really

1 what I want to get down. We are kind of short on time,
2 so there's no need to clarify.

3 Kind of a follow up from the financial guys who
4 aren't here today, but I guess I think you guys can
5 address it. I just want to clarify: You are not
6 seeking specific recovery for claims; is that correct?

7 A. (Miksad) That's what I heard yesterday, that is
8 correct.

9 Q. That's what I thought I heard too. And I assume
10 that would apply for the spoiled medicine as well as
11 whatever perishable items you have.

12 A. (Miksad) I agree.

13 Q. You talked about the tools you are developing to
14 get better information. And I think one of the things
15 we heard you mention, John Miksad, was that you
16 recognized the number of outages or there may be more
17 damage or something of that nature from feedback from
18 two of your employees, Tom Newell and Matt Ketschke,
19 that was here yesterday.

20 Do you have plans or during--well, during this
21 event did you take advantage of other employees that
22 live in this network to try to get feedback as far as
23 what was going on out there? And is part of that also
24 from other employees? I assume you had a large number

1 of employees out in the network besides these two
2 managers.

3 A. (Miksad) The question was from employees that
4 live in the affected area?

5 Q. Two part. That's first.

6 A. (Miksad) And other employees that were out in the
7 area.

8 Q. Correct.

9 A. (Miksad) To my knowledge, we did not survey or
10 solicit information from our employees who were also
11 affected in the Long Island City network.

12 I know they were talking to colleagues and sales
13 associates. I do know that there were a number of
14 employees that were also impacted by the outage, but I
15 don't know during the event of any attempt to get
16 information from them as to what their status was.

17 And on the second part with our employees, no, I
18 don't--what I thought I heard from Matt yesterday was
19 that there was--through Thursday there was a very strong
20 focus on feeder restoration to stabilize the network.

21 And I categorize it as folks were looking down
22 since this was an underground system, and not looking
23 up, not really focused on doing a count, which I guess
24 from where we sit now it seems straightforward, but we

1 are talking about a pretty dispersed area and actually
2 doing the count required--I don't know if we had 80 or
3 100 people driving around neighborhoods in a coordinated
4 fashion to do this total count.

5 I don't think anyone pieced it altogether to say
6 this is definitely more than 1600 or 2000. Whether--I
7 think we talked already about when this network, the
8 algorithm that we talked about to give us the early
9 warning indicator, alerted operators. One of the things
10 that it would trigger would be for us to get out there
11 and take a look.

12 Q. If you look at page 397 in the company's report.
13 And this would be really John and John, not so much the
14 customer panel, or comes back to the customer panel.

15 That's showing the second tenth contingency and the
16 feeders that are out in the black. Would it not be
17 fairly reasonable to assume that the area up there in
18 the upper right-hand corner, just before Rikers Island,
19 where all the feeders are out, that customers in those
20 areas were receiving extremely low voltage, if they were
21 not out of service?

22 A. (Mucci) Yeah, that's reasonable.

23 Q. I think you could make that same analogy to a
24 couple of other areas where there were a lot of feeders

1 out because the secondary had the supply?

2 A. (Mucci) That is correct.

3 Q. Did you--did the company make an effort
4 specifically to identify the number of customers that
5 were receiving low voltage, not just were out of power.
6 I know your estimate was 25,000 out of power. Did you
7 try to estimate how many customers had extremely low
8 voltage?

9 A. (Mucci) Other than the tickets we generated from
10 the calls, no.

11 Q. You didn't try to do an assessment of how low the
12 low voltages were, to my knowledge, did you?

13 A. (Mucci) The analysis to investigate the backfeed
14 situation, we did look at RMS readings. Some of the RMS
15 transmitters are of the type that have voltage readings
16 on them.

17 Q. Would it be reasonable to expect that in that one
18 area or couple of those areas that the customers, that
19 their air conditioners wouldn't work at the volts they
20 were receiving?

21 A. (Mucci) Yes, it would be.

22 Q. Did you receive--keep an inventory how many
23 claims you received for damage to equipment?

24 A. (Miksad) It sounds like we did, yes.

1 Q. We will follow that up. I assume you did receive
2 those claims.

3 A. (McKnight) Yes.

4 Q. Regarding your general appeals to reduce load or
5 shed load or get off the system that were made through
6 like the media and other sources like that, not your big
7 customers, how do you measure the success of those
8 appeals?

9 A. (McCartney) We monitor--once we send it out
10 either through press release or talking to the reporters
11 we monitor T.V. and radio broadcasts to see if we are
12 getting it or getting a crawl across the bottom of the
13 screen or something like that. So we know the appeal is
14 being carried by the press.

15 In terms of evaluating from the general public
16 how much load we are getting, I don't recall that we
17 have numbers for that.

18 (Mucci) No, we don't. We have anecdotal evidence
19 based on history, but very few actual facts.

20 (Miksad) Just one other point. It's a moving
21 target. So, we do a forecast that is based on
22 temperature. Very often the temperature forecast
23 changes. We get updates throughout the day. So, as
24 that forecast changes obviously the load would change.

1 So, that's sort of a moving target.

2 You have got all of the other demand reduction
3 efforts going on. We talked about the ISO demand
4 reduction program, our major customer appeals, customers
5 going on generation, so you have got a number of things
6 happening simultaneously. It makes it a difficult thing
7 to pull out.

8 Q. But those general appeals are for the most part
9 targeted more towards residential customers or small
10 commercials?

11 A. (McCartney) Yes, as Joe Murphy discussed before.

12 Q. That's fine. We're short on time.

13 How does Con Ed communicate with residents of
14 master metered and submetered buildings? An LSE
15 customer who is not a customer, maybe in the Power for
16 the People building, for example?

17 A. (McKnight) If someone identifies themselves,
18 whether in a master meter building or not, we treat them
19 the same as far as outbound calling process. We will
20 call them and let them know there's a storm coming or
21 severe weather and that area is in jeopardy of losing
22 power.

23 Q. An individual living in the building, life
24 support customer, but they are not a Con Edison

1 customer.

2 A. (McKnight) If they identify themselves to us we
3 record them as one of our life sustaining equipment
4 customers. It's on a master account. We identify the
5 account as there.

6 Q. How would an individual like that know to contact
7 you?

8 A. (McKnight) I am not sure what outreach efforts
9 have taken place over the years. One of the things we
10 do, and have been participating in for a couple of years
11 now, is sending a letter to manufacturers of this
12 equipment to have them alert the purchaser of the
13 equipment to reach out to the utility, specifically to
14 us, to let us know that they should be part of the
15 process. We have a program. They should be included in
16 the process.

17 Q. Do you put in things to the account where you
18 have these master meter situations to ask them to
19 specifically communicate that information?

20 A. (McKnight) I didn't hear the question.

21 Q. If you have a master meter account, do you
22 communicate with that individual and ask them to
23 communicate the--spread the information about these
24 programs?

1 A. (McKnight) I am not sure that we have
2 communicated to all the master metered building owners,
3 if that's the question. I can check that.

4 MR. WORDEN: I mean obviously you have some
5 buildings not just in this network areas, but a lot of
6 areas, where there are a lot of people in there.

7 We will follow that up. I think I am out of
8 time.

9 JUDGE STEIN: Thank you. Attorney General.

10 EXAMINATION BY MR. DONALDSON:

11 Q. What I ask will not reflect what you are going to
12 see later in the IRs.

13 I know you make the phone calls at the beginning
14 for life support and medical emergency customers. First
15 thing, if I understand correctly, there's a recorded
16 message, there may be some trouble, get ready.

17 In this particular outage when did you first
18 start actually making contact to the customers to
19 ascertain whether they had really gotten the message?

20 A. (McKnight) The first one started on the 17th, the
21 general one communicated to the entire area. We
22 followed it up on the evening of the 17th with Long
23 Island City network, with the outbound campaign just to
24 Long Island City customers advising them of the voltage

1 reduction.

2 And as I mentioned, one of the things we provide
3 them with on this message is a number to call if they
4 had any specific--a separate number than we give the
5 general public.

6 JUDGE STEIN: Can I just clarify for the record.
7 Are you talking about a notice that goes to all
8 customers or to the LSE customers?

9 A. (McKnight) I was talking about the life
10 sustaining equipment customers.

11 The first call that was referenced we make to all
12 of the outbound--all of the life sustaining equipment
13 customers in our entire service territory. The second
14 call the evening of the 17th we made it to the customers
15 in the Long Island City network.

16 Q. But that was a message saying if you have a
17 problem get back to us. It wasn't an affirmative
18 contact with the customer to ascertain that you actually
19 made contact.

20 A. (McKnight) We followed up every day after that
21 with manual phone calls to the customers, speaking to
22 all of the population of these customers. And if they
23 had any issues we reported to electric operations
24 through the trouble ticket that John mentioned.

1 Q. There were manual phone calls?

2 A. (McKnight) Yes. Many, many manual phone calls.
3 They got tired of hearing from us, as a matter of fact.

4 Q. In the report, the Appendix A, there is a
5 reference that on the 22nd of July at 19:00 hours the
6 company put together a list of what appears to be
7 buildings with elevators, six or more floors. Is that
8 the first time the elevator buildings figured in the
9 process?

10 A. (McKnight) I am not sure who was involved in that
11 process. I was not.

12 (Murphy) I can recall two additional listings
13 that were developed. One listing it was my
14 understanding that we received through the OEM, which
15 was a listing of buildings with elevators. There was
16 also a second list developed by Con Edison personnel,
17 buildings with high occupancy rates for residential
18 customers.

19 Q. This all occurred after the 17th?

20 A. (Murphy) That is correct, yes.

21 Q. One final question which really has kind of two
22 parts. Any effort to do a follow up on either the life
23 support or medical emergency customers or people like
24 the police department, OEM, lessons learned from the

1 outage to better serve this particular population?

2 A. (McKnight) I am not aware of specific interaction
3 with the OEM. We have undertaken a review of the
4 process to make sure it's as efficient as we think it
5 should be and we've made some minor changes.

6 We do notify the office of emergency management
7 in New York City if we have trouble getting in contact
8 with a customer. And that's if we had--there is a
9 potential they have no service, and we did that in this
10 process.

11 But I'm not aware--I see George standing up. I'm
12 sure he's aware of something.

13 MR. GREENWOOD: We did a lessons learned with the
14 office of emergency management approximately two or
15 three weeks after the event and a number of things were
16 discussed. LSEs were not one of them, but we did do
17 lessons learned with them.

18 If we find we cannot contact an LSE it's
19 immediately followed up to the office of emergency
20 management. Then in turn notify the police department,
21 who would actually make a visit to the premises.

22 MR. DONALDSON: Yes, I am sure that's part of
23 your standard emergency plan, but my question is: After
24 the event do you go back to the folks affected to find

1 out how to do a better job?

2 MR. GREENWOOD: Back to the LSE customers
3 themselves?

4 MR. MCKNIGHT: I misunderstood. We did not do
5 that.

6 MR. MURPHY: May I make just one additional
7 comment. With regard to the two lists you just
8 mentioned, I think it's appropriate to note in both of
9 those lists we stayed in contact with the individuals
10 listed.

11 We actually sent people into the field who were
12 on the phone with them to track very closely their
13 restoration and provided that information to our
14 electric operations personnel. They were certainly
15 given a priority.

16 EXAMINATION BY MR. NORLANDER:

17 Q. At page 4-71 you list organizations and agencies
18 which Con Edison communicated during the outage, and at
19 the end of that first paragraph, after listing some of
20 those you say "and other agencies and organizations".
21 Was one of those organizations the New York ISO?

22 A. (Miksad) I know there were communications with
23 the ISO. It's not required by procedure or--either ISO
24 procedure or Con Edison procedure--to talk about local

1 distribution outages to the ISO, but with regard to the
2 point that you made earlier about implementation of the
3 ISO demand reduction programs, that was the nature of
4 the conversations.

5 Q. And would the other agencies include the Federal
6 Energy Regulatory Commission, FERC?

7 A. (Miksad) No. They are there also. Generally not
8 involved in local distribution outages.

9 Q. Now, when you say local distribution outage,
10 that's because of the demarcation that transformers
11 between federal jurisdiction over transmission high
12 voltage and distribution classification of the feeders?

13 A. (Miksad) I imagine that's a way of saying it, but
14 the Public Service Commission regulates the utilities.
15 The distribution system, that's our--

16 Q. The 28 or the 27 kv feeders essentially function
17 as transmission lines within the distribution system,
18 correct?

19 A. (Miksad) They function as distribution lines by
20 all definitions I know of in the industry.

21 Q. Do customers take service at 27 kv?

22 A. (Miksad) Some do.

23 Q. In the Long Island City network?

24 A. (Miksad) Yes.

1 Q. Now, just one follow up on the life support
2 customers. I think it would be fair, I will try to
3 characterize it, that customers who are in submetered
4 buildings under Commission regulations in general are
5 supposed to be no worse off, that is they can't be
6 charged more than Con Ed charges, supposed to get the
7 HEPFA rights and so forth.

8 But because these customers do not have accounts
9 with Con Edison, is there, either by policy or practice
10 or just sheer capability limitations, a difference in
11 the level of service that they receive or
12 responsibilities that Con Ed perceives because of their
13 status as submetered customer, not a direct customer, as
14 to the LSE customers?

15 A. (Miksad) I don't know if we know what the service
16 that exists between the building owner and the tenants,
17 so I don't know if we can make a fair comparison.

18 (McKnight) Since it's a self reporting process,
19 obviously we need to hear from them. I think what we
20 have heard is that somehow engaging the master account,
21 lack of better description, makes sense. I am not sure
22 that has not been done.

23 My response is I am not aware of it. That
24 doesn't mean it didn't happen. That's pretty much the

1 way we can try and help them. And we tried, as I
2 mentioned, externally with other parties to get involved
3 in the process who deal with these customers to let us
4 know who they are. And we can always look for new ways
5 to do that.

6 Q. Do you think it would be fruitful to reexamine
7 the submetering orders and standard submetering orders
8 and perhaps the submetering customer tariffs to allocate
9 the responsibilities perhaps of the submeterer to
10 identify the LSE tenants within the building that are
11 going to suffer from--

12 JUDGE STEIN: What orders are you referring to?
13 It's a very general question.

14 MR. NORLANDER: That's my last question. I
15 thought it was easier.

16 (Discussion held off the record.)

17 JUDGE STEIN: So, we will conclude with five
18 minutes for the city.

19 EXAMINATION BY MR. TAYLOR:

20 Q. The findings of the report list some enhancements
21 to the customer outreach programs. Will those
22 enhancements be systemwide to Con Edison?

23 A. (McKnight) I guess I am--which reference are you
24 making?

1 Q. Action 15A in the comprehensive report describing
2 the enhancements to the customer outreach program.

3 A. (McKnight) Yes, they are systemwide.

4 Q. Do you have any indication yet of approximately
5 how much the customer outreach budget may increase next
6 year due to these enhancements?

7 A. (McKnight) I have not--no personal knowledge
8 exactly what the price would be.

9 Q. Any inclination if the customer outreach budget
10 may actually go up next year or still too early to tell?

11 A. (McKnight) I would say it's too early to tell. I
12 have not been personally involved in that discussion. I
13 didn't mention--or we will be purchasing two additional
14 vans, because by nature of this event and others that
15 went on simultaneously we see the need to have
16 additional presence out there. So, that certainly would
17 be an additional expense and that would be partly this
18 year and partly next year.

19 Q. Any indication of how your customer outreach
20 budget compares to other utilities in New York State say
21 on a per customer basis?

22 A. (McKnight) I have no knowledge of the specific
23 customer outreach budget and any comparisons.

24 Q. My last question. In the media there have been

1 some people that have reacted to some of your reports,
2 including specifically the October 12th comprehensive
3 report, that it's filled with technical jargon and that
4 it's difficult to obtain what really happened.

5 Any recommendations on improvements that could be
6 made to get that message to the people a little clearer?

7 A. (Mucci) I think we tried to develop what we
8 termed as a comprehensive report, and we also tried to
9 make it clear in the executive summary in layman's
10 terms.

11 However, in this particular incident, the issues
12 were far reaching and extremely complex and extremely
13 difficult for us to translate--as you witnessed
14 yesterday, a lot of the acronyms and jargon--into what
15 was needed in the public, because there was such a
16 difference in requirement from some of the engineers and
17 people like--experts like yourself, and in the
18 requirements of the questions from the public in the
19 area, and the press, that we tried to address in
20 totality.

21 In ways that was more difficult than if we had
22 aimed our target at one level or another level. I think
23 that may be the reason that people feel that way. We
24 feel we covered substantially the incident and our

1 presentations try to simplify that. Presentations to
2 the press conference and the executive summaries try to
3 simplify.

4 I think our engineers--I support what they did.
5 I think they did a very good job with many, many hours
6 to put these reports, not just this report but several
7 other reports at issue, together to make sure all the
8 facts are out there and all the investigation was
9 comprehensive and completed with leaving as few open
10 questions as we could possibly give. That was our
11 intent.

12 MR. TAYLOR: Thank you.

13 EXAMINATION BY MR. MAURO:

14 Q. I have just one question on customer calls. Is
15 it true that the emergency call number is for more than
16 just electrical customers?

17 A. (McKnight) The number that we published for all
18 our customers to use, 1-800-75CONED, is used for all
19 customers as a general number.

20 Q. Even with the additional 250 lines, how do you
21 handle something like a gas emergency with all the busy
22 signals coming in?

23 A. (McKnight) We're not going to have busy signals
24 in the future because we have got that self service

1 functionality John mentioned. It's gone from three
2 minutes to 90 seconds.

3 The challenge, when you have large scale outages,
4 is to get the customer's information quickly and then
5 move on to the next one, because during that process the
6 lines are tied up.

7 The increasing lines coupled with the
8 improvements in the self service functionality were
9 intending to meet that need. We analyzed this event and
10 others that we have had since then and we sized it to
11 avoid any busy signals in the future. That's the
12 intent.

13 Q. It's your belief even with hundreds of backed up
14 calls a gas emergency will still get through?

15 A. (McKnight) A gas emergency call, yes, they will
16 get through and they are given the first priority.

17 MR. MAURO: Thank you.

18 JUDGE STEIN: Concluded, all right. Let's go off
19 the record for a second.

20 (Discussion held off the record.)

21 JUDGE STEIN: There being no further questions, I
22 would like to thank the participants of this technical
23 conference. I would like to thank all of the subject
24 matter experts who worked so hard to give us a full

1 picture of their area of expertise. I would like to
2 thank the participants and parties for their patience
3 and their discipline.

4 With that, at 12:05 on October 27th, I will
5 adjourn this technical conference.

6 (Technical conference concluded.)

7

8 Greenwood/Mucci/Miksad panel

9 Examination by:

10 Attorney General.....901

11 Staff.....907

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16 Miksad/Mucci/McKnight/Murphy/McCartney panel

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