



Dianne Cooper/OCS/NYSDPS

10/13/2006 09:53 PM

To Eleanor Stein/OHADR/NYSDPS@NYSDPS, Nancy Plotkin/OCS/NYSDPS@NYSDPS, Lynn Adriance/Exec/NYSDPS@NYSDPS, Guy AskPSC@NYSDPS

bcc

Subject Fw: Con Ed Power Outage ~~06-11-08~~

This document IS flagged as a record

Lynn, Please file in Communications file

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

----- Forwarded by Dianne Cooper/OCS/NYSDPS on 10/13/2006 09:42 PM -----



Paul Eddy/OEE/NYSDPS  
10/13/2006 09:40 PM

To Dianne Cooper/OCS/NYSDPS@NYSDPS  
cc "Worden, Mike" <michael\_worden@dps.state.ny.us>

Subject Re: Con Ed Power Outage

Dianne I have cc'd Mike Worden for his action.  
Thanks

Dianne Cooper  
----- Original Message -----

From: Dianne Cooper  
Sent: 10/13/2006 09:33 PM  
To: Paul Eddy; Karl Roenick; Nancy Plotkin  
Cc: AskPSC  
Subject: Con Ed Power Outage

Any idea what I can do with this E-mail?

Dianne K. Cooper, Utility Consumer Program Specialist  
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New York State Department of Public Service  
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----- Forwarded by Dianne Cooper/OCS/NYSDPS on 10/13/2006 09:31 PM -----



"Dept. of Public Service"  
<dpswww@pscbs.dps.state.ny.us>  
10/11/2006 09:18 PM

To  
cc

Subject



COMMENTS on Electric - Con Edison from: cwolkoff@optonline.net  
UTILITY: Electric - Con Edison

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TOPICS : Case 06-M-1078 and Case 06-E-1158

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Comments

The following is the email I sent to Con Edison: We told your customer service rep about the power surge that damaged our circuits during the Ernesto storm Labor Day weekend, but are writing to you now to document this so that you have a complete record and can investigate why the surge occurred and what can be done to avoid such problems in the future. We were away over the holiday weekend but were in contact with our alarm company (who called three times that Sat.) and with our neighbors. Our power stayed out after the rest of our neighborhood was on. We then learned that there had been a surge from Con Edison's line that burned out some of the circuits in our house and nearly caused a fire (burned through a surge protector to the garage door opener, leaving a black area on the ceiling of the garage). From talks with the electrician, appliance store and appliance repairmen, we know that we were not the only ones to experience such a surge and resulting problems. We would!

like an explanation of how and why these surges occurred and what you are doing to avoid them in the future. Allan and Claire Wolkoff 890 Pirates Cove (aka 1015 Orienta Ave.) Mamaroneck, NY 10543

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EMAIL Address: cwolkoff@optonline.net

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Zip Code: 10543

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Area Code: 914

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Phone: 698-4659

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