



**Emergency Operations Procedure (EOP)
Area Command Planning Section (ACPS)
External Contacts**

DRAFT

EOP No. 007
Revision Number: 1
Revision Date: 09/17/2013
Approved by Electric Operations
Contact:
Review Date: 05/06/2013

Reviewed and Agreed By:

NYSEG

Auburn ☒	Binghamton ☒	Brewster ☒	Elmira ☒	Geneva ☒	Hornell ☒	Ithaca ☒
Lancaster ☒	Liberty ☒	Lockport ☒	Mechanicville ☒	Oneonta ☒	Plattsburgh ☒	

RG&E: ☒

EOP Objectives

Instructions: A brief description of the objectives this EOP intends to address.

To set forth lists of external contacts used by ACPS relative to emergency events.

Pre-Storm

Instructions: Description of pre-storm objectives to be completed. Indicate "Not Applicable" if this section is not applicable for the EOP subject matter.

Preparedness

The following are required to be performed annually to prepare for emergency events:

- Contact lists shall be maintained for all external resource groups including:
 - o Contractors (line, vegetation management, damage assessment, wire guards, etc.)
 - o Mutual Aid utilities
 - o Telecom companies
 - o Regulatory contacts

- Confirm and update lists of contact people for each contractor in the ACPs Contacts folder [\\leeroch1fnp01\group\Teams\NY Operations\Storms and Emergencies\8. Policies and Procedures\8b.Area Command Emergency Plans, Policies and Procedures>Contact Lists](#):
- Confirm and update lists of contact people for each telecom company in the ACPs Contacts folder: [\\leeroch1fnp01\group\Teams\NY Operations\Storms and Emergencies\8. Policies and Procedures\8b.Area Command Emergency Plans, Policies and Procedures](#)
- Contractor and mutual aid utility information shall be updated to include the following information:
 - o Contact names, titles, and direct telephone/email/text information
 - o A method to reach external contacts on a 24x7 basis.
 - o Available number of workers by classification (line, service crews, wire guards, damage assessors, etc.)
 - o Available equipment by type (line trucks, digger derricks, tracked equipment, back lot machines, etc.)
- Any new contractors that have been identified shall be added to the contact database.
- The contractor database shall be reviewed and updated annually..
- The telecom information shall be updated to include cell phone numbers or off-hours emergency contact info for each person, subject to redaction if the list is required to be made publicly available. The telecom list shall be sorted or sortable by division.

Post-Storm

Instructions: Description of post-storm objectives to be completed. Indicate "Not Applicable" if this section is not applicable for the EOP subject matter.

All contact numbers shall be updated to include any changes identified during the event.

Revision History

Rev. No.	Date	Reason(s)
1	09/16/13	Revision and refinement of procedure

Attachments

Contractors Mutual Aid List
Contractor Wire Guard and Damage Assessor List
MAMA Contact List
NEMAG Contact List
NYMAG Contact List
Other Utility Contacts
Telecom Company Contacts

CONTRACTORS MUTUAL AID CONTACT LIST

Revised 2/2013

Source = EOC

EOC Contact: Dave Schaller - NY Contractor Liaison)

COMPANY / CONTACT	OFFICE	CELL	PAGER / EMAIL	HOME	24 HR	EMERGENCY
Agrotors Inc.						
Mark Campolongo	717-309-3100					
Steve Brady	717-334-6777					

New York Storm Contractor Contacts

Contractor	Union	Current Ranking	Contact Name	Email Address	Phone Number	Location	Mapquest Travel Time to Syracuse
Alliance Power Group							
Asplundh Construction Corp.							Long Island = 5:15 Wilkes-Barre = 2:34
Atlantic Transformer Services, Inc.							4:35
Baltray (Bancker) Enterprises, Inc.							5:13
BBC Electrical Services, Inc							19:16
Belway Electrical Contractors, Corp.							4:12
Bruce & Merrilees Electric Co.							5:12
CC Power							14:00
CARR & DUFF ELECTRIC							4:11
City Lights Electrical (Now Boston Lights)							5:29
Contracting Enterprises Inc							
Couttes Brothers (CMP Company)							6:51
CP Ward							1:25
CW Wright							

New York Storm Contractor Contacts

Contractor	Union	Current Ranking	Contact Name	Email Address	Phone Number	Location	Mapquest Travel Time to Syracuse
D & D Power, Inc.							2:29
D&D Power Inc							
Diversified Services							:00
Energy Group Inc							6:42
E.S. Boulos, Co.							6:42
Evans Line Construction, Inc.							5:59
Ferguson Electrical Construction Co.							2:25
Foley Line Construction							4:35
Foley Line Construction							
Foley Line Construction							
Grattan Line Construction							5:24
Great Lakes Power & Pipe, Inc.							10:13
Halpin Electric (Hawkeye) MA Division							5:40
Harlan Electric Co.							4:28
Hawkeye NewYork / Long Island Div							:13

New York Storm Contractor Contacts

Contractor	Union	Current Ranking	Contact Name	Email Address	Phone Number	Location	Mapquest Travel Time to Syracuse
Hawkeye LLC							
Henkels & McCoy							Philadelphia = 4:10
Hooper Corporation							13:39
IB Abel, Inc.							1:51
InfraSource Underground Constr.							
Jersen Construction Group							2:39
Livingston Light & Power "For Rochester work only"							1:25
M. Scher and Son, Inc.							2:31
Mass Electric							:25
Matrix (Contact info also for S. M. Electric Co)							4:10
Matrix Service Industrial Contractors							4:10
MEADE INC							11:05
Michels Power							
Mid West Electric							7:32
Midwest Powerline							10:11
Miller Brothers Electrical Constr.							4:00
MJ Electric							4:35

New York Storm Contractor Contacts

Contractor	Union	Current Ranking	Contact Name	Email Address	Phone Number	Location	Mapquest Travel Time to Syracuse
MJ Electric							4:35
New River Electrical Corp.							8:47
Northeast Line Construction Corp							5:46
Northline LLC Utilities							2:26
O'Connell Electric Victor NY							1:25
O'Donnell Line Construction							5:28
On Target							6:42
PAR Electric							Cleveland = 5:14 Port Jervis = 3:06
PAR Electric							Illinois = 12:55 Missouri = 16:15
Power and Construction Group							
Prysmian Construction Services, Inc. (no longer Pirelli Constr)							4:14
Richardson-Wayland Electric							9:02
Riggs & Distler	Union						4:16
S. M. Electric Co., Inc. go thru Matrix "Jim Collins"							4:20

New York Storm Contractor Contacts

Contractor	Union	Current Ranking	Contact Name	Email Address	Phone Number	Location	Mapquest Travel Time to Syracuse
S.P.E. Utility Contractors							5:46
South Buffalo Electric							
STATE ELECTRIC CORP							5:28
T. C. Lloyd Construction Co., Inc.							2:28
THIRO/Thirau LLC (Name Change)							4:35
Three Phase Line Construction							5:01
US Utility						03835	7:09
			Kathryn A. Chlebowski for				7:05
Utility Line Constr. Service "Asplundh"							4:00
Utilities Service Corp.							13:14
W.A. Chester, LLC							6:19
Welsbach Electric Corp.							4:38
Woodwalker Electric LLC							8:43
Xtreme Powerline							

Wire Guards

Contractor	Contact Name	Office Contact Number	Cell Phone	Email Address
O'Connell Electric				
Premier				.com



Damage Assessors

Contractor	Contact Name	Office Contact Number	Cell Phone	Email Address
O'Connell Electric				



MID-ATLANTIC MUTUAL AID GROUP (MAMA)

Revised 02/2013

Source = O&R Database

Revised 04/03/06	Corporate Mailing Address	Primary Contact	Secondary Contact	Alternate Contact	Storm Room
Allegheny Power	Allegheny Power 800 Cabin Hill Drive Greensburg, PA 15601 Attn: John L. Shaner	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
BGE	Baltimore Gas and Electric Co. Purchasing & Materials Management Department 1068 N. Front St., Room 400 Baltimore, MD 21202	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
Duquesne Light	Duquesne Light 2839 New Beaver Avenue Building # 2 Pittsburgh, PA 15233 Mail Drop N2-DOC Attn: Tim Kuruce	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
First Energy	FirstEnergy Corp. 76 South Main Street Akron, OH 44308 Send Billing to Attn: Accounts Payable	[REDACTED]	[REDACTED]	[REDACTED]	
Orange & Rockland	Orange & Rockland 390 West Rt. 59 Spring Valley, NY 10977 Attn: Kevin Waldron	[REDACTED]	[REDACTED]	[REDACTED]	
PECO	PECO Energy Co. 680 Ridge Pike Plymouth Meeting, PA 19462 Billing Attn: John Golden	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

PHI	PEPCO	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	1610 Gaither Road Rockville, MD 20850	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	Atlantic City Electric / Delmarva 5100 Harding Highway Mays Landing, NJ 08330 Attn: Michael Caffrey	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
PPL	PPL Electric Utilities	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	Attn: System Emergency Room 827 Hausman Road Allentown, PA 18104	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
PSE&G	PSE&G	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	MC T-12A PSE&G 80 Park Plaza P.O. Box 570 Newark, NJ 07102 Attn: John Carlson	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
UGI	UGI Utilities, Inc.	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	Hanover Industrial Estates 400 Stewart Road PO Box 3200 Wilkes-Barre, PA 18773-3200	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Northeast Mutual Assistance Group (NEMAG) Points of Contact								
Company	Name	Work Number	Home Number	Pager	Cell Number	Fax	Emergency Operations Center	E-mail
Bangor Hydro								
Central Maine Power								
Fair Point Communications								
Green Mountain Power								
Hydro One Inc.								
Hydro-Quebec								

Company	Name	Work Number	Home Number	Pager	Cell Number	Fax	Emergency Operations Center	E-mail
National Grid								
New Brunswick Power								
New Hampshire Co-op								
Northeast Utilities (CLP/PSNH/WMECo)								
Nova Scotia Power								
Nstar								
South Norwalk Electric & Water								

Company	Name	Work Number	Home Number	Pager	Cell Number	Fax	Emergency Operations Center	E-mail
United Illuminating Company								
Unitil Corporation								
Verizon								

updated 10/3/2012



CONTACT LIST

P Primary Contact
S Secondary Contact
N Notification / CC or included in all NYMAG correspondence

Updated 02-15-2013
CONFIDENTIAL

	CONTACT	POSITION	CELL	WORK	E-MAIL	PAGER	HOME
PSC							
CEI CON EDISON and ORANGE & ROCKLAND							
CENTRAL HUDSON							
FIRST ENERGY							
IBERDROLA USA NYSEG / RGE							
LONG ISLAND POWER AUTHORITY							
NATIONAL GRID Upstate NY	TBD		S				
New England							
Emerg. Plog.							
NY / NE Notification							
NORTHEAST UTIL (CL&P)							

OTHER UTILITY CONTACTS

Source = J O'Brien

Utility	Contact	Name	Work #	Cell #	Home #	Pager #	24Hr Cntrl Cntr	Fax #	E-mail
Allegheny Power	Primary								
	Alternate								
Baltimore Gas & Electric 100 OH crews/Release 20-30	Primary								
	Alternate								
Consumer Energy Approx. 225 company crews	Primary								
	Alternate								
Bangor Hydro Electric 27 2-man crews	Primary								
	Alternate								
Central Maine Power	Primary								
	Alternate								
Central Vermont Pub Service	Primary								
	Alternate								
Detroit Energy 400 OH DE Lineman/140 OH contact Crews 3-man	Primary								
	Alternate								
Duquesne Light Co. 165 line workers	Primary								
Energy East	Primary								
	Alternate								
First Energy Corp.	Primary								
Green Mountain Power	Primary								
Hydro-Quebec - 600 Crews	Primary								
	Alternate								
Hydro-One	Primary								
Keyspan	Primary								
	Alternate								
	Alternate								
	Alternate								
NSTAR	Primary								
	Alternate								
PECO Energy	Primary								
PP&L	Primary								
	Alternate								
24 hour emergency phone numbers that get forwarded to the on call system support director pager.									
Unitil (Fitchburg G&E)	Primary								
	Alternate								
United Illuminating 40, 2 worker crews in SW Ct.	Primary								
	Alternate								
Vermont Electric Power 5 Linemen	Primary								
	Alternate								

Telecommunications Companies Emergency Contact Informaiton

Division	Company	24/7 Emergency Contact Info	Contact Person Name	Contact Phone
Binghamton	Adams Cable 19 N Main Street Carbondale, PA 18407	[REDACTED]	[REDACTED]	[REDACTED]
Elmira, Hornell	Armstrong Telephone, Addison Office 136 Front St Addison NY 14801	[REDACTED]	[REDACTED]	[REDACTED]
Rochester	AT&T/TC Systems 50 Mall Rd, Suite 203 Burlington MA 01803	[REDACTED]	[REDACTED]	[REDACTED]
Rochester	AT&T Cable Network Maintenance Ctr 2980 Cobb Pkwy SE 160 Atlanta GA 30339	[REDACTED]	[REDACTED]	[REDACTED]
Auburn, Geneva	Axxess Ontario 200 Park Ave Rochester NY 14607	[REDACTED]	[REDACTED]	[REDACTED]
Rochester	Axxess Ontario 200 Park Ave Rochester NY 14607	[REDACTED]	[REDACTED]	[REDACTED]
Brewster	Best Web Corp 25 RIVERSIDE AVENUE CROTON-ON-HUDSON NY 10520	[REDACTED]	[REDACTED]	[REDACTED]
Brewster	Best Web Corp 25 RIVERSIDE AVENUE CROTON-ON-HUDSON NY 10520	[REDACTED]	[REDACTED]	[REDACTED]
Elmira	BLUE RIDGE CABLE TELEVISION INC 46 NORTH ACADEMY ST Mansfield PA 16933	[REDACTED]	[REDACTED]	[REDACTED]
Plattsburgh/ Wellsboro/ Essex	Cable Communications of Willsboro 5 Essex Road Willsboro NY 12996	[REDACTED]	[REDACTED]	[REDACTED]
Brewster	Cablevision of Connecticut 28 Cross St Norwalk CT 06851	[REDACTED]	[REDACTED]	[REDACTED]
Plattsburgh	Champlain Tel/Primelink 1118 State Route 9 Champlain NY 12919	[REDACTED]	[REDACTED]	[REDACTED]
Plattsburgh	Champlain Tel/Primelink 1118 State Route 9 Champlain NY 12919	[REDACTED]	[REDACTED]	[REDACTED]
Plattsburgh	Champlain Tel/Primelink 1118 State Route 9 Champlain NY 12919	[REDACTED]	[REDACTED]	[REDACTED]
Plattsburgh	Charter Communications 95 Higgins St Worcester MA 06106	[REDACTED]	[REDACTED]	[REDACTED]
Plattsburgh	Chazy-Westport Telephone 608 Miner Farm Rd Chazy NY 12921	[REDACTED]	[REDACTED]	[REDACTED]

Telecommunications Companies Emergency Contact Informaiton

<i>Division</i>	<i>Company</i>	<i>24/7 Emergency Contact Info</i>	<i>Contact Person Name</i>	<i>Contact Phone</i>
<i>Plattsburgh</i>	Chazy-Westport Telephone 608 Miner Farm Rd Chazy NY 12921			
<i>Rochester</i>	Earthlink 100 Chestnut St Rochester NY 14604			
<i>Brewster</i>	Comcast Cable 222 New Park Drive Berlin CT 19103			
<i>Brewster</i>	Comcast Cable 222 New Park Drive Berlin CT 19103			
<i>Plattsburgh</i>	DANC 317 Washington St Watertown NY 13401			
<i>Oneonta</i>	Delhi Telephone/DTC Cable 107 Main St Delhi NY 13753			
<i>Mechanicville</i>	Empire State Independent Network/ION 80 State Street Albany NY 12207			
<i>Ithaca</i>	Empire Telephone Co 34 Main St Prattsburgh NY 14873			
<i>Mechanicville</i>	Fairpoint Comm/Taconic Tel One Taconic Place Chatham NY 12037			
<i>Binghamton/ Rochester</i>	Fibertech 300 Meridian Centre Rochester NY 14618			
<i>Rochester</i>	Finger Lakes Regional Dev Corp/Ontario County Fiber 78 Main St Phelps NY 14532			
<i>Binghamton, Ithaca, Rochester</i>	Finger Lakes Tech/Ontario Tele/Trumansburg Tele: 7890 Lehigh Crossing Victor NY 14654			
<i>Binghamton, Ithaca</i>	Frontier 11 E Park Pl Norwich NY 13815			
<i>Plattsburgh</i>	Frontier 1649 Route 9N Keeseville NY 12924			
<i>Norwich/ Waterville</i>	Frontier 11 E Park Pl Norwich NY 13815			
<i>Binghamton</i>	Frontier Communications 37 Millard St. Dundee, NY 14837			

Telecommunications Companies Emergency Contact Informaiton

Division	Company	24/7 Emergency Contact Info	Contact Person Name	Contact Phone
<i>Rochester, Auburn, Geneva</i>	Frontier Telephone 180 S Clinton Avenue Rochester NY 14646	[REDACTED]	[REDACTED]	[REDACTED]
<i>Rochester</i>	Frontier Telephone 180 S Clinton Avenue Rochester NY 14646	[REDACTED]	[REDACTED]	[REDACTED]
<i>Rochester</i>	Frontier Telephone 180 S Clinton Avenue Rochester NY 14646	[REDACTED]	[REDACTED]	[REDACTED]
<i>Rochester</i>	Greenlight Networks LLC PO Box 25301 Rochester NY 14625	[REDACTED]	[REDACTED]	[REDACTED]
<i>Binghamton</i>	Haeefe TV 24 E Tioga St Spencer NY 14883	[REDACTED]	[REDACTED]	[REDACTED]
<i>Plattsburgh</i>	Hamilton County Cablevision 239 Assembly Point Rd Lake George NY 12845	[REDACTED]	[REDACTED]	[REDACTED]
<i>Liberty/ Deposit</i>	Hancock Telephone 34 Read St Hancock NY 13783	[REDACTED]	[REDACTED]	[REDACTED]
<i>Plattsburgh</i>	Keene Valley Video PO Box 47 Keene Valley NY 12943	[REDACTED]	[REDACTED]	[REDACTED]
<i>Rochester</i>	M3SLDC 2136 Five Mile Line Rd Penfield NY 14526	[REDACTED]	[REDACTED]	[REDACTED]
<i>Oneonta</i>	Margaretville Telephone 50 Swart St Margaretville NY 12455	[REDACTED]	[REDACTED]	[REDACTED]
<i>Liberty/ Stamford</i>	Middleburgh Telephone 103 Cliff St Middleburgh NY 12122	[REDACTED]	[REDACTED]	[REDACTED]
<i>Mechanicville</i>	Mid-Hudson Cablevision PO BOX 399 Catskill MN 12414	[REDACTED]	[REDACTED]	[REDACTED]
<i>Auburn/ Geneva</i>	Ontario Telephone 75 Main St Phelps NY 14532	[REDACTED]	[REDACTED]	[REDACTED]
<i>Oneonta/ Depoit</i>	Oquaga Lake Cable 396 Oquaga Lake Rd Deposit NY 13754	[REDACTED]	[REDACTED]	[REDACTED]
<i>Binghamton</i>	PEG Bandwidth Three Bala Plaza East, Suite 502 Bala Cynwyd PA 19004	[REDACTED]	[REDACTED]	[REDACTED]
<i>Plattsburgh</i>	Primelink Inc 99 Kansas Ave Plattsburgh NY 12903	[REDACTED]	[REDACTED]	[REDACTED]

Telecommunications Companies Emergency Contact Informaiton

<i>Division</i>	<i>Company</i>	<i>24/7 Emergency Contact Info</i>	<i>Contact Person Name</i>	<i>Contact Phone</i>
<i>Plattsburgh</i>	Primelink Inc 99 Kansas Ave Plattsburgh NY 12903	[REDACTED]	[REDACTED]	[REDACTED]
<i>Plattsburgh</i>	Primelink Inc 99 Kansas Ave Plattsburgh NY 12903	[REDACTED]	[REDACTED]	[REDACTED]
<i>Brewster</i>	RCN New York Communication 1 Van Buren St Herndon VA 20170	[REDACTED]	[REDACTED]	[REDACTED]
<i>Plattsburgh/ Malone</i>	SLIC Network Solutions PO Box 150 Nicholville NY 12965	[REDACTED]	[REDACTED]	[REDACTED]
<i>Oneonta</i>	Scientel America 38 Chapel Street Winsor, NY 13865	[REDACTED]	[REDACTED]	[REDACTED]
<i>Ithaca</i>	Southern Cayuga County Cable 12160 Water St. Locke NY 13092	[REDACTED]	[REDACTED]	[REDACTED]
<i>Rochester</i>	Southern Tier Network 2136 Five Mile Line Rd Penfield NY 14526	[REDACTED]	[REDACTED]	[REDACTED]
<i>Deposit</i>	TDS Telecom 87 Front Street Deposit NY 13754	[REDACTED]	[REDACTED]	[REDACTED]
<i>All NY</i>	Time Warner Cable	[REDACTED]	[REDACTED]	[REDACTED]
<i>Ithaca</i>	Trumansburg Home Telephone Co. 7890 Lehigh Crossing Victor NY 14564	[REDACTED]	[REDACTED]	[REDACTED]
<i>Rochester</i>	TW Telecom 200 Meridian Centre Blvd Rochester NY 14618	[REDACTED]	[REDACTED]	[REDACTED]
<i>Elmira, Corning</i>	Verizon 3122 Shipper Road Vestal NY 13850	[REDACTED]	[REDACTED]	[REDACTED]
<i>Lancaster, Lockport</i>	Verizon 555 Filmore Avenue Tonawanda NY 14150	[REDACTED]	[REDACTED]	[REDACTED]
<i>Plattsburgh</i>	Verizon 26 Parkford Dr Clifton Park NY 12065	[REDACTED]	[REDACTED]	[REDACTED]
<i>Mechanicville</i>	Verizon 26 Parkford Dr Clifton Park NY 12065	[REDACTED]	[REDACTED]	[REDACTED]
<i>Brewster</i>	Verizon 29 Arlo Ln Peekskill NY 10566	[REDACTED]	[REDACTED]	[REDACTED]
<i>Brewster</i>	Verizon 545 Saw Mill River Rd Elmsford NY 10523	[REDACTED]	[REDACTED]	[REDACTED]

Telecommunications Companies Emergency Contact Informaiton

<i>Division</i>	<i>Company</i>	<i>24/7 Emergency Contact Info</i>	<i>Contact Person Name</i>	<i>Contact Phone</i>
Brewster	Verizon 47 Kensico Dr Mount Kisco NY 10549	[REDACTED]	[REDACTED]	[REDACTED]
Brewster	Verizon 223 Marbledale Rd Tuckahoe NY 10707	[REDACTED]	[REDACTED]	[REDACTED]
Brewster	Verizon 33 Route 304 Nanuet NY 10954	[REDACTED]	[REDACTED]	[REDACTED]
Liberty/ Fleischmanns	Verizon 40 Washington Ave Greenburgh NY 10603	[REDACTED]	[REDACTED]	[REDACTED]
Liberty/ Fleischmanns	Verizon 83 Pershing Ave Poughkeepsie NY 12601	[REDACTED]	[REDACTED]	[REDACTED]
Stamford/ Oneonta/ Cooperstown/ Waterville	Verizon 26 Parkford Dr Clifton Park NY 12065	[REDACTED]	[REDACTED]	[REDACTED]
Binghamton, Ithaca	Verizon 3122 Shipper Road Vestal NY 13850	[REDACTED]	[REDACTED]	[REDACTED]
Plattsburgh	Vermont Telephone Company 354 River St Springfield VT 05156	[REDACTED]	[REDACTED]	[REDACTED]
Plattsburgh	Vermont Telephone Company 354 River St Springfield VT 05156	[REDACTED]	[REDACTED]	[REDACTED]
Plattsburgh	Westelcom Network Inc 130 Park Place Watertown NY 13601	[REDACTED]	[REDACTED]	[REDACTED]
Rochester	Windstream 108 South Second St Fulton NY 13069	[REDACTED]	[REDACTED]	[REDACTED]
Rochester	Windstream 108 South Second St Fulton NY 13069	[REDACTED]	[REDACTED]	[REDACTED]
Rochester	Windstream 108 South Second St Fulton NY 13069	[REDACTED]	[REDACTED]	[REDACTED]
Rochester	Windstream 108 South Second St Fulton NY 13069	[REDACTED]	[REDACTED]	[REDACTED]

Charter Communications
Emergency Contacts for Municipalities and Public Safety Agencies

To report emergencies such as wires or poles down, road closings, etc, please use the following phone numbers

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Frontier Communications

NYSEG County	24 Hour Plant Service Center	Supervisor	Contact Number	General Manager	Contact Number
ALLEGANY					
BROOME					
CATTARAUGUS					
CAYUGA					
CHAUTAUQUA					
CHEMUNG					
CHENANGO					
CLINTON					
COLUMBIA					
CORTLAND					
DELAWARE					
DUTCHESS					
ERIE					
ESSEX					
FRANKLIN					
GREENE					
HAMILTON					
HERKIMER					
LEWIS					
LIVINGSTON					
MADISON					
NIAGARA					
ONEIDA					
ONONDAGA					
ONTARIO					
ORANGE					
ORLEANS					
OTSEGO					
PUTNAM					
RENSSELAER					
SARATOGA					
SCHOHARIE					
SCHUYLER					
SENECA					
STEBEN					
SULLIVAN					
TIOGA					
TOMPKINS					
ULSTER					
WASHINGTON					
WAYNE					
WESTCHESTER					
WYOMING					
YATES					
RG&E County	Plant Service Center				
ALLEGANY					
CAYUGA					
LIVINGSTON					
MONROE					
ONTARIO					
WAYNE					
WYOMING					
Additions:					
Fulton					
MONTGOMERY					
WARREN					
Oswego					

		
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ION NOC

Trouble Reporting & Escalation List

Prepared for: NYSEG & RGE

Prepared by: Joe Calzone

July 12, 2013



		
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[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

		ION Repair (866) 546-2121

ION Escalation List

[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]			
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

[REDACTED]	
[REDACTED]	
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

■■■■■■■■■■

Response	Percentage
Yes, the current administration is responsible	85%
No, the current administration is not responsible	15%

Time Warner Telecom Contacts

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
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[REDACTED]

[REDACTED]
[REDACTED]

Verizon Local Contacts by Division

Division	Company	24 / 7 Emergency Contact Info	Contact Person Name	Phone	Contact Person E-mail Addr	Street Address	City	State	Zip
Elmira/Corning	Verizon	See Below							
Lancaster, Lockport	Verizon	See Below							
Plattsburgh	Verizon	See Below							
Mechanicville	Verizon	See Below							
Brewster	Verizon	See Below							
Brewster	Verizon	See Below							
Brewster	Verizon	See Below							
Brewster	Verizon	See Below							
Brewster	Verizon	See Below							
Liberty/Fleischmanns	Verizon	See Below							
Liberty/Fleischmanns	Verizon	See Below							
Stamford/Oneonta/ Cooperstown/Waterville	Verizon	See Below							
Binghamton/Ithaca	Verizon	See Below							

[REDACTED]
 [REDACTED]
 [REDACTED]
 [REDACTED]

████████████████████

[illegible]

Verizon Organization Chart - Operations /Engineering

1	██████████	██████████	\$██████████	\$██████████
2	██████████	██████████	██████████	██████████
3	██████████	██████████	██████████	██████████
4	██████████	██████████	██████████	██████████
5	██████████	██████████	██████████	██████████

Engineering

[illegible]

Communications

[illegible]