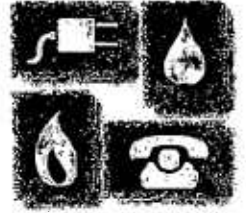
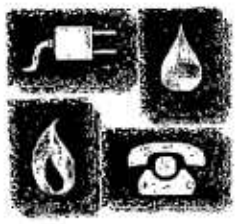


06-m-1078
JE+E
R+W
Comments

RECEIVED
PUBLIC SERVICE
COMMISSION
OSEC-FILES-ALBANY

**New York State
Public Service Commission**

OCT 31 PM 2:46



**WESTCHESTER COUNTY POWER
OUTAGES**

**Case 06-E-1158 Investigation of Consolidated Edison Company of New York, Inc
Performance During and Following the July and September Electric Utility Outages
and**

**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**

**The New York State Public Service Commission is interested in comments from
customers of Consolidated Edison regarding the July and September 2006
service outages in Westchester County.**

The Commission welcomes input from members of the public who were affected by the Westchester County power outages and from other interested parties. Your comments will be included in the formal record of the investigation into the power outages in Westchester County and will be considered by staff of the Department of Public Service in its investigation. Please feel free to write your responses on this form and give them to a staff person during one of the public hearings. You may also complete this form at home and mail it to: Honorable Jaclyn Brillling, Secretary, NYS Public Service Commission, Three Empire State Plaza, Albany, NY 12223-1350 or, you may fax them to the Department's Office of Consumer Services at 518-473-5685.

1. How were you affected by the outages?

FOR 5 DAYS WE WERE WITHOUT POWER. THE PROBLEM ... AS WE WERE TOLD BY THE SUPERVISOR ON SITE ... WAS NOT STRUCTURAL; NOTHING NEEDED TO BE REPAIRED, BUT THE STORM HAD TRIPPED A SWITCH. IT TOOK 5 MINUTES TO FIX... YET NO ONE CAME FOR 5 DAYS!

2. Do you think you received timely, accurate and adequate information from the company or otherwise about what was happening before, during and after the service outages?

NO! WE GOT DIFFERENT INFORMATION VIRTUALLY EVERY TIME WE CALLED. CON ED'S PERFORMANCE WAS A DISGRACE! WE LOST 2 REFRIGERATORS FULL OF FOOD ... ALL BECAUSE NO ONE WOULD COME TO "FLIP A SWITCH".

3. Did you attempt to contact the company for information or assistance immediately before, during or after the outages, and did you get what you were requesting?

I DID TRY + CONTACT CON ED... + WAS TOLD IT WOULD BE 5 OR 6 DAYS UNTIL I GOT POWER BACK

4. What are your overall impressions about how the company responded to the outages and your reasons for those impressions?

I THINK THE PEOPLE IN THE FIELD DID THEIR BEST, I TRULY BELIEVE THE COMPANY WILL DO WHATEVER THEY CAN TO NOT SPEND A DIME TO UPGRADE A SYSTEM WHICH CAUSES ME TO LOSE POWER 3 X A YEAR

5. What are your recommendations about actions you believe the company should or should not have taken before, during and after the service interruptions?

6. What actions do you recommend the Commission take in light of all that you know about these events?

THEY ARE A MONOPOLY... FORCED TO PROVIDE THE SERVICE THEY PROMISE. WE HAVE NO ALTERNATIVES.

Name:

JIMMY ROBERTS

Address:

1 RALSTON STREET

REXB, NY 10580

How to Stay Informed

If you want to read the Commission Order which initiated this investigation or other documents concerning the Westchester power outages, log on to our Web site – www.AskPSC.com – and click on *Westchester Power Outage*.