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COMMISSION
EXEC-FILES-ALBANY
NEW YORK STATE
DEPT OF PUBLIC SERVICE

Ms. Jaclyn A Brillig, Secretary
Public Service Commission
Three Empire State Plaza
Albany, NY 12223-1350
Re: Case 06-M-1078

2006 OCT 17 PM 12:03

2006 OCT 11 PM 3:23
DIRECTORS OFFICE
CONSUMER SERVICES

Dear Ms. Brillig,

I was one of the unfortunate homeowners at 8 Briar Del Circle in Larchmont, New York without power from Saturday, September 2nd through Wednesday, September 6th. Immediately after the storm hit through Labor Day Monday it is clear that even with five days notice of the storm, Con Edison was unprepared and unwilling to service it's customers. Please do not believe Con Edison when they tell you they were fully deployed with trucks and employees during the weekend. I have heard from a very reliable source that Con Edison admitted to a senior politician in Larchmont/Mamaroneck that they were caught off guard with many of their employees taking the weekend off and did not have the manpower or trucks to service the outage. The fact is that over the weekend I was driving all over Westchester and saw no Con Edison trucks working. Please demand to see Con Edison's paperwork and insist that they show you the jobs that were completed on Saturday, Sunday and Monday. My suspicions are that they will lie. Look for jobs in Mamaroneck and Larchmont and if they have any it will be a fabrication.

I am sure you are aware of the communication issues with Con Edison as it pertains to their customers. First, they try and make sure that you do not get through to a representative by forcing you to access numerous options and an answering machine to field calls. When I did get through the responses to simple questions were standard non-responses with no understanding of what was happening in the field. There is no communication between the field and the representatives answering calls. When you try and identify the exact location of the downed power lines affecting your area, the representatives have no mapping capabilities or updated information from the field. Basically, there is no communication. Given cellphone and paging technologies it is dumbfounding that Con Edison can be so antiquated and unresponsive. The conflicting reports of power restoration were almost comical. At one point after four days, Con Edison told us our power was restored only to find out it had not been.

Please do not allow this utility to continue to get away with its monopolistic and money saving ways. It is clear that Con Edison is making cost cutting decisions that clearly compromise their response in emergency situations. They play a brilliant pr game by sending out press releases that talk about their support from surrounding areas, but have Westchester offices that do not bring in employees during anticipated storms on holiday weekends. Why was Long Island Power able to restore power in twenty four hours, and Con Edison took up to 5 days in Westchester? Please do not let them tell you it was the volume of houses out or the amount of downed trees. They were not working that holiday weekend, and you need to find out why.

Thank you very much for your attention to this matter, and good luck in your hearings. We deserve a "brighter" future with power restored and an efficient company servicing its clients who pay them thousands of dollars a year.

Sincerely,

Ross Greenburg
8 Briar Del Circle
Larchmont, NY 10538
914-834-7963