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April 1, 2010
By Electronic Filing

Hon. Jaclyn Brilling
Secretary
State of New York Department of Public Service
Three Empire State Plaza
Albany, NY 12223-1350

Re: Case 06-E-0894 - Proceeding on Motion of the Commission to Investigate the Electric Power Outages in Consolidated Edison Company of New York, Inc.'s Long Island City Electric Network.

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 Electricity Utility Outages.

Dear Secretary Brilling:

The Public Service Commission's "Order Implementing Outage Recommendations," issued July 20, 2007, ("Order") directs Consolidated Edison Company of New York ("Con Edison" or "the Company") to file with the Commission additional information in conjunction with the Company's annual filing pursuant to Part 105 of the Rules of the Department of Public Service ("DPS") (16 NYCRR 105) as follows:

Directive No. 1

(1) ... a report on the effectiveness of the predictive models in any instances of their application during the preceding year.

Directive No. 2

(2) ... report on the readiness of the outage identification system and details of any instances of its use during the preceding year.

Directive No. 9

(9) ... notification ... that the Company carried out the necessary actions under the LSE identification program.

Directive No. 16

(16) ... certify by affidavit signed by the President of Con Edison that each employee in a position in the emergency response organization received training, to a level commensurate to the position occupied, in the Incident Command System and National Incident Management System, establish a plan for annual renewal of training...

As required by Part 105, Con Edison's Corporate Electric Emergency Plan is being filed on April 1, 2010 with the DPS Director of the Office of Electric, Gas, and Water. Con Edison is filing herewith the information required by directives 1, 2, 9, and 16 of the Order.

Sincerely,

A handwritten signature in blue ink, appearing to read "Mark F. ...".

cc. Thomas Dvorsky (email)

**STATE OF NEW YORK
PUBLIC SERVICE COMMISSION**

CASE 06-E-0894 - Proceeding on Motion of the Commission to Investigate the Electric Power Outages in Consolidated Edison Company of New York, Inc.'s Long Island City Electric Network.

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IMPLEMENTATION OF ORDER DIRECTIVES No. 1, 2, 9, and 16

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Dated: April 1, 2010
New York, New York

Respectfully submitted,



Martin F. Heslin

Attorney for
Consolidated Edison Company of
New York, Inc.
4 Irving Place, Room 1815-S
New York, NY 10003
(212) 460-4705

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ORDER IMPLEMENTING OUTAGE RECOMMENDATIONS
April 1, 2010 Filing Requirements

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Directive No. 1 - Effectiveness of Predictive Model

(1) ...a report on the effectiveness of the predictive models in any instances of their application during the preceding year.

On April 1, 2009, the Company shifted the Deep Thunder project from the developmental phases into an operational testing phase. During this phase, a methodology for validating high-resolution weather forecasts was developed which incorporated ground observations collected at surface weather stations in Westchester County, and weather forecasting performance trending commenced. Overall, Deep Thunder's daily weather forecast for Westchester County was usually more accurate in predicting temperature, wet bulb temperature, and wind speed, in 2009 when compared to other weather services.

Deep Thunder's daily forecast was used as weather parameter inputs in the damage model which is run three times a day to predict damage to the Westchester overhead system. In 2009, one weather event, localized in Yonkers, NY, on July 7th produced significant damage. Like the other weather models that day, Deep Thunder did not produce any indication of the impending severe thunderstorm that would form that night, and therefore, did not predict the significant damage that was caused by the storm. However, when actual weather parameters from the July 7th event were inputted into the damage model, the damage prediction was close to actual damage observed.

The performance of the damage model with the July 7th weather data is encouraging. We are currently in the process of refining the damage model with additional historical damage data to further enhance its prediction accuracy. Due to the low number of damage-producing weather events in 2009, we will continue our evaluation into 2010.

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Directive No. 2 - Outage Response

(2) ... a report on the readiness of the outage identification system and details of any instances of its use during the preceding year.

Background

The System Trouble Analysis and Response (STAR) and Network Trouble Indicator (NTI) technology enhancements continue to provide improvements in outage identification. Additionally, the Reactance-To-Fault (RTF), Contingency Analysis Program (CAP) and Heads-Up Display (HUD) systems were designed to assist operators to better locate feeder faults, review and analyze potential problems, and determine the impact on customers and equipment. Control center and engineering personnel continue to receive training on the use of these applications (several courses are offered on-line) and each operating region participated in training exercises that included the use of the applications.

The Customer Count Team (CCT) is made up of regional engineering and control center personnel and is mobilized during periods of extreme weather to evaluate underground network or prolonged overhead events. When necessary, they will deploy Customer Assessment Teams (CAT) to gain an understanding about the scope and boundaries of a particular event. When the NYC-OEM deploys a Power Outage Response Team (PORT), the company will designate a PORT Liaison to act as the primary field contact for NYC-OEM and will coordinate the information obtained by the CAT personnel.

2009 CAT Mobilization

In 2009, the CAT was mobilized on two occasions in response to outage calls and reports of low voltage.

Brooklyn/Queens

On January 28, 2009, a CAT team was deployed in the Jamaica Network in Queens to investigate outage complaints in the area bounded by Baisley Blvd, Zoller Rd, 180th St, and Merrick Rd. At the time, there were several reports of no-lights and low voltages. Voltage readings indicated 110 volts in all cases.

On August 18, 2009, in response to low voltage complaints, a CAT team was deployed in the Crown Heights Network in Brooklyn. Voltage readings were taken on Church Ave between 34th and 46th Streets, and Snyder Ave between Brooklyn Ave and Kings Highway. All voltage readings were within normal range.

Cases 06-E-0894 and 06-E-1158
ORDER IMPLEMENTING OUTAGE RECOMMENDATIONS
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Directive No. 9 - LSE Notification Program

(9) ... notification ... *that the Company carried out the necessary actions under the LSE identification program.*

Status:

Con Edison developed the program outlined below (see point headings below) to reach out and encourage customers and other consumers who rely on life-support equipment to register with our Life Sustaining Equipment (LSE) program. (Printed copies of mailings are attached in Appendix "A.")

Master-Metered and Elevator-Building Mailing - Sent out May 13th 2009



5-6-09-Documen
1_2ndProof.pdf ..

Attached is a sample of the letter that was sent out to Building/Development Managers as part of LIC recommendation #14 (Con Edison should develop an enhanced program to identify customers, as well as other consumers (e.g., those who pay utility costs in their rent or through master metering arrangements), who rely on life-support equipment, and raise their awareness of the importance of being included in the Company's records as using life-support equipment.).

The letter was sent on May 13th 2009 to building/development managers for 4,843 buildings where tenants have their electricity costs included in rent and as well to tall buildings with elevators.

Physician – Medical Facility – Manufacturer Mailing – Sent out May 22nd 2009



5-18-09_Docum
nt1_2rd Proof.pdf.

Attached is a sample of the letter that was sent out to medical facilities, physicians, and medical manufacturers as part of LIC recommendation #15 – (Con Edison should include beginning in its 2007 summer preparedness letter to customers and service organizations and equipment distributors, its "Safety for Special Customers" and its "Power Problems? Let us know!" brochure. Con Edison should also reach out to such individuals (including apartment dwellers who are not direct Con Edison customers) through doctors, senior care facilities, and other such entities.)

The letter was sent out on May 22nd 2009 to 14,459 physicians, medical facilities, and medical manufacturers.

Annual Life-Sustaining Equipment Customers' Mailing – Sent out April 28th 2009



Customer News
May-Jun (Eng)_SCRE



Final LSE
etter.pdf (244 KB)

Cases 06-E-0894 and 06-E-1158
ORDER IMPLEMENTING OUTAGE RECOMMENDATIONS
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Attached is a copy of our May-June "Customer News" publication sent to all of our customers. It is also printed in Spanish for those customers who receive bill messages in Spanish. Also attached is a sample of the letter that was sent out to customers enrolled in our Life Sustaining Equipment program. Please refer to Long Island City recommendation #16 – (Con Edison should, in the spring of 2007 and each year thereafter, send information to all its customers informing them of the life-support equipment certification and recertification processes, as well as the importance of their identifying themselves to Con Edison as life-support equipment customers.)

Included with the letter was an "Emergency Action Planner" magnet with room for key telephone numbers and our "Power Problems? Let us know!" brochure. It was sent on April 28th, 2009 to 3,135 customers enrolled in the Life Sustaining Equipment program.

NYCHA Journal Advertisement – In June edition



CE_10.25x6.5_NY_HCE_10.25x6.5_NYHA
A_08.pdf _SP_08.pdf

The attached ads in English and Spanish encouraging tenants who use life sustaining equipment to contact us is scheduled appeared in the New York City Housing Authority (NYCHA) journal's June 2009 edition. The Journal is provided for NYCHA's 415,000 tenants.

Updated Contact Information Mailings – Sent out May and November 2009.



2009 Summer.pdf WINTER 2009
(21 KB) LETTER.pdf

These sample letters request updated contact information and were sent to 1,062 community based organizations. The letters also requested that the recipients encourage persons who use life-sustaining equipment to register with Con Edison. Please refer to Long Island City recommendation #8 (Con Edison should update, on at least a semi-annual basis, its contact information for public officials, community based organizations, and critical care/large facilities, by asking those officials and organizations for contact information, as well as at each six-month interval thereafter).

Cases 06-E-0894 and 06-E-1158
ORDER IMPLEMENTING OUTAGE RECOMMENDATIONS
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Directive No. 16 - ICS Training Affidavit

(16) ... *certify by affidavit signed by the President of Con Edison that each employee in a position in the emergency response organization received training, to a level commensurate to the position occupied, in the Incident Command System and National Incident Management System, establish a plan for annual renewal of training...*

Status

As indicated in the 2009 filing, Emergency Management created training levels for the ICS Command Structures utilized for CERC (Corporate Emergency Response Center) type incidents/events and the ERP (Emergency Response Program) type local or regional incidents/events, using the guidance prescribed in C.I. 260-4. A Basic ICS on-line course was completed last year and can now be used in lieu of the classroom Basic course.

Required Levels of Training By Position

Incident Commanders / Section Chief – Basic ICS (SAF-3060) or Basic on-line ICS (SAF-3061) or Incident Commander (SAF-3001) and Advanced ICS (SAF-3070) and ICS-300 and NIMS IS-700 (347)

Officer Positions – Basic ICS (SAF-3060) or Basic on-line ICS (SAF-3061) or Incident Commander (SAF3001) and NIMS IS-700 (347) Officer titles may include but are not limited to Customer Ops, EH&S, Information, Law, Energy Services, etc.

Branch Directors (CERC) – Basic ICS (SAF-3060) or Basic on-line ICS (SAF-3061) or Incident Commander (SAF-3001) and Advanced ICS (SAF-3070) and ICS-300 and NIMS IS-700 (347)

Branch Directors (CERP) – Basic ICS (SAF-3060) or Basic on-line ICS (SAF-3061) or Incident Commander (SAF-3001) and Advanced ICS (SAF-3070) and ICS-300 and NIMS IS-700 (347)

CERC level staffers have been identified and scheduled by Emergency Management. Electric Operations Emergency Management (EOEM) has identified employees in the electric regions who would staff the ICS organization for regional events.

Each Company employee who is designated as of April 1, 2010 to occupy a position in the ERP or the CERC response structures for mobilization at a “serious” event level and above has received training in the Incident Command System to a level commensurate with the position held. Lists of the employees currently identified and trained to occupy a position in the ERP or the CERC are maintained by Emergency Management and are updated as employees are identified for positions and are trained.

The training certification affidavit is provided in Appendix “B.” The names of employees are redacted per 16 NYCRR 105.4(e)(2).

APPENDIX A



Consolidated Edison Company
of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

May 2009

RE: 1200 KING ST ENT

SENIOR QUARTERS MGMT
CORP (OLSL RYE BROOK)
ADVANTAGE IQ MS#1204
PO BOX 2440
SPOKANE WA 99210

Dear Building/Development Management:

The safety and well-being of the public at-large are of special interest to us. We are enclosing two brochures, *Safety For Special Customers/Life-Sustaining Equipment & Medical Hardships* and *Energy Safety*, that we hope you will share with the tenants in the referenced building. Routinely, we make this information available to our customers in their bills. However, the information is important for *all*, and that's why we ask that you display the brochures and this letter at the premises so that members of the public who are not direct Con Edison customers are aware of this important information.

Generally, life-sustaining equipment (LSE) users contact Con Edison when they open an account with us or when they add equipment at an existing account. However, LSE users who do not have a Con Edison account because utilities are included in their rent may not think to register their needs with us. Some examples of life-sustaining equipment are iron lung, Cuirass-type (chest) respirator, rocking-bed respirator and hemodialysis equipment.

If you know of an LSE user at the referenced premises, you can help us further. Please have them call at 1-800-75-CONED (1-800-752-6633) to request their own copy of our brochure. It is also available on www.coned.com.

Knowing what to do and what *not* to do if you smell gas or suspect a gas leak or have another emergency is important for everyone. Our, "*Energy Safety*", is very informative and also has tips about carbon monoxide (CO) and how to recognize the symptoms of CO poisoning and to avoid exposure to harmful CO gas.

Thank you in advance for your cooperation. If you have any questions or need additional brochures, please call us at 1-718-802-5874.

Sincerely,

John Farchione
Manager, Customer Assistance

**PLEASE SEE THE BACK OF THIS LETTER FOR IMPORTANT
INFORMATION ABOUT POWER PROBLEMS AND HOW TO PROTECT
TENANTS IN THE EVENT OF A SERVICE DISRUPTION.**

If your building experiences a power problem, Con Edison needs to know. To report an outage or other power problem, such as flickering lights, building management **and** tenants should call us: 24 hours a day, 7 days a week, at 1-800-75-CONED (1-800-752-6633). You may also report outages from the home page on our web site: www.coned.com.

In order to ensure public safety, we encourage building management to consider these important steps to be taken now, in case an extended power outage interrupts elevator service in your building:

- Review your emergency preparedness plan and specify evacuation procedures.
- Include in your plan the location of tenants with special needs, such as the elderly and infirm. Have this information available to give to first responders during an emergency.
- If you know of tenants who require electric service to maintain life-sustaining equipment, please have them call 1-800-75-CONED for our brochure, Safety For Special Customers/Life-Sustaining Equipment & Medical Hardships. The brochure is also available on www.coned.com. We have enclosed several copies for you to display at your address to make the residents aware of this important program.

It is also important that we have the most up-to-date contact information for all Con Edison accounts including day and evening telephone contact numbers, an email address, and a fax number so that we can contact you or your offices if necessary. Please take the time to update your account contact information by visiting our web site: www.coned.com; click on, "My Account", "View My Account", and "Update Account Information" or call us at 1-800-75-CONED.

Thank you for your attention.



Consolidated Edison Company
of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

May 2009

Dear Healthcare Provider or Equipment Distributor:

Con Edison provides the most reliable electric service in the industry for the five boroughs in New York City and Westchester County. Still, unavoidable power problems can occur from severe storms or unforeseeable equipment failure. Generally, we restore service within a few hours, but there may be instances when service could be out for longer periods. This is a major concern if electrically operated medical equipment is in use.

I am writing to ask that you partner with Con Edison so that people with this equipment, who are dependent upon Con Edison service, are aware of our Life-Sustaining Equipment program and that they are well-prepared in the event of an electrical power outage. We need to know about every person who uses life-sustaining equipment in the five boroughs and Westchester even if they do not have a Con Edison account because they receive their electricity through a rental or building maintenance payment.

The well-being of these people is of vital concern to us. We want to take every opportunity to be sure that they are known to us and that they know what to do in case of an extended power outage. You can help us. *We've enclosed two brochures—Safety For Special Customers/Life-Sustaining Equipment & Medical Hardships and Power Problems? Let Us Know!* Both contain useful information. Please share this information with your personnel who may come into contact with patients or clients whose electricity needs may be life essential and/or with your customers who purchase or rent special equipment that requires electrical supply.

In case of an emergency, users of life-support equipment should always have an alternate source of electric power, such as a battery back-up system. If a generator is to be used as an alternate source of electricity, it is important that it is properly adjusted and working to manufacturer's instructions and local building codes in a properly ventilated area. It is important that the person has a plan in the event of an emergency. This plan often includes contacting the local fire and police departments and ambulance services for assistance. It is also a good idea for customers to have a telephone that works when the power is off, such as a corded phone or a fully-charged cellular phone. Be aware that during a power outage, most cordless phones will not work, and cell phone service may be sporadic.

Thanks for your attention and cooperation. If you have any suggestions for ensuring the safety and well-being of people with special electric needs, please contact us. Also, we will be happy to send you additional brochures. Just call us at 1-800-293-5680.

Very truly yours,

Robert Sherman
Department Manager, Customer Outreach

Encs.

CUSTOMER NEWS



HIGHLIGHTS:

- Free Programmable Thermostats
- Life-Sustaining Equipment Survey
- Air Conditioner Lottery



MAY/JUNE 2009

Bring on Summer!

It happens every year: hot, humid weather hits and the demand for electricity rises. For the past 10 years the demand for electricity in metropolitan New York has climbed 20 percent.

We're prepared for this summer, and the years to come, through our EnergyNY plan, which balances energy efficiency and infrastructure investments, while protecting the environment.

Trim Summer Bills

Air-conditioning tips to stay cool and lower costs:

- Turn the AC off before you leave. Use a timer to turn it back on later so it is cool when you return.
- Set the AC to no cooler than 78 degrees.
- Clean or replace your AC filter at least once a month.
- Buying a new AC? Look for the Energy Star label.



For more energy-saving ideas, visit conEd.com/thepowerofgreen.

There are other ways to help make your home or business more energy efficient. The EmPower New York program offers income-eligible customers no-cost, energy-efficiency services. To find out more, call 1-866-729-7890. For information on other programs, visit getenergysmart.org.

What to do if You Smell Gas

Gas has a strong odor, similar to rotten eggs. If you smell gas, or see mist or hear a hissing, you should leave the area, and take others with you. Don't use a home phone or cell phone, turn on or off lights, or use a lighter. Any small spark could cause the gas to ignite. Instead, get a safe distance away and report the leak at 1-800-CONED (1-800-752-6633). If you are a National Grid gas customer, call 1-718-643-4050. For more gas safety information, visit conEd.com/gassafety.

Ready Westchester?

Westchester County is assembling a list of seniors and residents with special needs who may require assistance in the event of a major emergency. To find out more about the Special Needs Registry, and enroll, visit westchestergov.com/specialneeds or call 211.



Con Edison Invests to Meet New York's Energy Needs

On May 8, 2009, Con Edison filed a request for new electric rates with the New York State Public Service Commission (PSC) to begin April 2010. The proposals support the company's EnergyNY plan for meeting the region's future energy needs through energy efficiency and infrastructure investment.



In the coming decade, we anticipate demand for energy growing seven percent — a figure that takes into account savings achieved by energy efficiency. To keep up, we will spend \$1.5 billion on our systems this year, including

new substations and installing approximately 2,000 miles of electrical cable — enough to extend from New York City to Denver, Colorado.

Con Edison proposed a three-year rate plan that would increase delivery rates approximately \$695 million each year of the plan. Under this proposal, a typical residential customer paying \$83.60 per month would see a \$6.48 increase, or a total bill increase of 7.8 percent (13.6 percent in delivery) in each year beginning April 2010. A large business paying \$15,744 per month would see an increase of \$751, or 4.8 percent (10.7 percent in delivery).

If the Commission does not approve a three year plan, the company proposes to increase electric delivery revenues by \$854 million in April 2010. Under this proposal, a typical residential customer paying \$83.60 per month would see an increase of about \$8.00, or a 9.6 percent rise (16.7 percent in delivery). A large business paying \$15,744 per month would see an increase of \$942, or 6.0 percent (13.4 percent in delivery).

The PSC may approve, modify, or reject any or all of the proposed changes. Among other things, the PSC's decision may require revisions of the proposed amount of the increases applicable to particular classifications of service, or changes in rates applicable to those classifications for which the company proposes no increase.

We Pay Businesses for Saving Energy

If your business can help us temporarily reduce demand for electricity when heat waves, storms, or other events strain the power grid, we'll pay you. When you help us relieve energy demand, you also cut your electric bills. To learn more about demand response programs, visit conEd.com/dr or call 1-800-643-1289.



Free Central A/C Thermostats!

Want to control the temperature of your central air-conditioning, *even when you're not there?* We're offering a free high-tech programmable thermostat that lets you adjust the temperature manually or remotely so you can use energy efficiently and help us provide reliable power. We even offer free installation, and pay you for participating. Visit conEd.com/cool for details.

Report Power Problems

If you have an outage or partial, dim, or flickering lights, call us at 1-800-75-CONED (1-800-752-6633) or visit conEd.com and click the "Report an electric service problem" link. If you use the Web, we need your account number or the telephone number associated with your account.

More than 40% of Con Edison's fleet uses alternative fuels, including biodiesel and compressed natural gas.

Steam Safety

If you see steam on Manhattan streets, immediately call us at **1-800-75-CONED (1-800-752-6633)**. Steam is caused by water falling on a steam pipe, a manhole cover, or a steam leak, and we need to check it out.

Retire Online!

Doing business with the Social Security Administration is easy, fast, and secure. At socialsecurity.gov, you can apply for retirement benefits, arrange for direct deposit, and learn about other programs.

Enroll in e*bill, Win an AC

Stay cool and go green this summer by signing up for paperless billing. e*bill is a convenient, secure, and environmentally friendly way to pay your bill. Join between May 15 and June 30, 2009, and we'll enter you to win one of two Energy Star air conditioners.* To enroll, visit conEd.com/ebill. Con Edison's and Con Edison affiliates' employees, directors, and officers, and members of their families, are not eligible.

*Each of two winners will receive an Energy Star room air conditioner or a \$500 gift certificate.

You and Your Meter Reader



When we have access to your meter, you avoid an estimated bill. So, as part of your spring cleaning, clear the area to and

around your meter, trim bushes, and put away shovels, brooms, and other winter items that can block the path and cause slips, trips, and falls. We also need you to repair uneven floors and ragged rugs, to check that stairways are dry and in good shape, and that the lighting is adequate.

Thanks,

Your meter reader

power of green

In 2008, Con Edison processed more than 10 million electronic payments — saving acres of trees.

Correction: The Web address for Idle-Free NY is idle-free.info.

30% post-consumer waste

the power of Giving

Get in the Game

The LEAGUE empowers and encourages young people to use their time and talents to make their community a better place, and Con Edison supports their efforts. The LEAGUE offers exciting school-based programs that teach students how such simple steps as planting a tree or painting a classroom can make a difference. For more information, visit theleague.org or call 1-718-230-7937.



Sustainable Schooling and Schools

Con Edison supports the Children's Environmental Literacy Foundation, which works with teachers to make students aware of the importance of environmental stewardship. We are helping the organization provide programs for educators and students that make their schools models of sustainability, both in how they operate and in their academic attitude. Learn more by visiting celfoundation.org.



Cool Down with Theater

From July 7 to August 2, the Summer Play Festival will present original new plays and musicals by emerging writers at the legendary Public Theater. Con Edison is proud to sponsor their 6th season. The festival seeks to attract new audiences to live theater by offering quality full-length productions at a low ticket price. For more information and tickets, call 1-212-967-7555 after June 1, or visit spfnyc.com.

Science Takes Center Stage

Con Edison is a sponsor of the World Science Festival, June 10-14. You're invited to join the world's leading scientific minds, artists, and thinkers and celebrate science through discourse and debate, dance and theater, and film and the visual arts. For more information, visit worldsciencefestival.com.

Life-Sustaining Equipment/Medical Hardship Survey

If you or someone you know uses life-sustaining equipment or has a medical hardship, we need to know so we can contact them in an emergency. We offer this service to everyone who depends on the electricity Con Edison delivers to operate life-sustaining equipment or for whom a disruption in service would create a medical hardship. Mail this form or call 1-800-75-CONED (1-800-752-6633). Con Edison customers can also apply at conEd.com by clicking on Customer Central, and then the "special services" link. To keep our records current, each year we send a letter asking you to recertify.

Customer information (Please print clearly)

Name _____
 Address _____ Apt _____
 City _____ Zip _____
 Phone _____

Con Edison account number (If applicable)

□ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □

Type of residence Private house Apartment

Superintendent's apartment number _____

Superintendent's phone _____

If you rent, is the electric service payment included in the rent? Yes No

Doctor or hospital

Name _____
 Address _____ Apt _____
 City _____ Zip _____
 Phone _____

Equipment information (If applicable)

- Tank-type respirator (iron lung) Rocking bed respirator
 Cuirasse-type (chest) respirator Apnea monitor (infant monitor)
 Electrically operated respirator (used more than 12 hours a day) Hemodialysis equipment (kidney machine)
 Other, please specify: _____
 Frequency of use: times per week _____ hours per day _____
 Is equipment used during sleeping hours? Yes No
 If yes, how often? _____

Medical hardship

If you don't use life-sustaining equipment, but have a medical hardship, check the box below.

Yes

Please mail this survey to:

Con Edison Life-Sustaining Equipment/Medical Hardship
 30 Flatbush Avenue, Room 515
 Brooklyn, NY 11217



Consolidated Edison Company
of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

April 2009

Dear Valued Customer:

We're writing to you because our records show that life-sustaining equipment is in use at your premises. The well-being of all our customers is of vital concern to us, so we're providing the following information and suggestions for customers whose electricity needs are life-essential.

While Con Edison provides the most reliable electric service in the industry, unavoidable power problems can occur from severe storms or unforeseeable equipment failure. Generally, we restore service within a few hours, but there may be instances when service could be out for longer periods. This is a major concern if electrically operated medical equipment is in use.

If you lose power or experience dim, partial, or flickering lights, we need to hear from you right away. Please contact us immediately by calling 1-800-75-CONED (1-800-752-6633) or visiting our web site at www.conEd.com.

In case of an emergency, users of life-support equipment should always have an alternate source of electric power, such as, a battery back-up system. If you use a generator as an alternate source of electricity, it is important that it is properly adjusted and working to manufacturer's instructions and local building codes in a properly ventilated area. It is important that you have a plan in the event of an emergency. This plan often includes contacting the local fire and police departments and ambulance services for assistance. It is a good idea to make a list of emergency telephone numbers or to load them into your phone's speed dial function. It is also important to have a telephone that works when the power is off, such as a corded phone or a fully-charged cellular phone. Be aware that during a power outage, most cordless phones will not work, and cell phone service may be sporadic.

We've enclosed a copy of our brochure *Power Problems? Let Us Know!* for your convenience. It contains helpful information you will find interesting and useful. We've also enclosed a refrigerator magnet Emergency Action Planner with reminder tips and important telephone numbers for users of life-sustaining equipment.

If you have any questions, please contact us at 1-800-293-5680.

Very truly yours,

Robert Sherman
Department Manager,
Customer Outreach

Enc.

In case of an emergency, you can count on us.

If you use life-sustaining equipment or you know someone who does, it's important to let us know. Con Edison keeps a record of these individuals so that we can contact them in case of an emergency. Even if you are not a Con Edison customer but live in our service area, you are eligible to be contacted in case of an emergency. To give us this information, complete and mail the accompanying form or call **1-800-75-CONED (1-800-752-6633)**.

To keep our records current, each year we send a letter asking you to recertify the equipment that you use.



Life-Sustaining Equipment/ Medical Hardship Survey

Name _____
Address _____ Apt _____
City _____ Zip _____
Phone _____
Alternate contact in case of emergency _____
Name of development _____
NYCHA office phone _____

Doctor or Hospital:

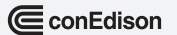
Name _____
Address _____ Apt _____
City _____ Zip _____
Phone _____

Equipment Information:

Tank-type respirator (iron lung)
 Cuirasse-type (chest) respirator
 Rocking bed respirator
 Electrically operated respirator (used more than 12 hours a day)
 Apnea monitor (infant monitor)
 Hemodialysis equipment (kidney machine)
 Other, please specify:
Frequency of use: Times per week _____ Hours per day _____
Is equipment used during sleeping hours? Yes No
If yes, how often? _____

Please mail this survey to:

Con Edison Life-Sustaining Equipment/Medical Hardship
30 Flatbush Avenue, Room 515
Brooklyn, New York, NY 11217



En caso de una emergencia, usted puede contar con nosotros.

Si usted utiliza equipo de soporte vital o si conoce a alguna persona que utilice dicho equipo, es importante que nos avise. Con Edison mantiene un registro de dichas personas, para que podamos contactarlas en caso de una emergencia. Incluso si usted no es un cliente de Con Edison, pero vive en nuestra área de servicio, todavía reúne las condiciones para ser contactado en caso de una emergencia. Nos puede informar completando el formulario adjunto y enviándolo por correo o llamando al **1-800-75-CONED (1-800-752-6633)**.

Para mantener nuestros registros al día, le enviamos una carta todos los años en la que pedimos que certifique de nuevo el equipo que utiliza.



Equipo de soporte vital/problema médico

Información del cliente: (por favor, escriba claramente con letras de molde)

Nombre _____

Dirección _____ Apartamento _____

Ciudad _____ Código postal _____

Teléfono _____

Teléfono alternativo de un amigo o vecino que puede ayudarnos a comunicarnos con usted en caso de una emergencia _____

Número de cuenta de Con Edison: (si es aplicable)

Tipo de residencia Casa privada Apartamento

Número de apartamento del superintendente _____

Teléfono del superintendente _____

Si usted alquila su vivienda, ¿se incluye en el alquiler el pago del servicio de electricidad?

Sí No

Médico u hospital:

Nombre _____

Dirección _____ Apartamento _____

Ciudad _____ Código postal _____

Teléfono _____

Información sobre el equipo:

- Respirador tipo tanque (pulmón de acero)
- Respirador tipo Cuirass (pecho)
- Respirador para cama basculante
- Respirador que funciona con electricidad (utilizado 12 horas o más al día)
- Monitor de apnea (monitor infantil)
- Equipo de hemodiálisis (máquina de riñón)
- Otro (describalo, por favor): _____

Frecuencia de uso: Veces por semana _____ Horas por día _____

¿Se utiliza el equipo durante horas de dormir? Sí No

Si la respuesta es sí, ¿con qué frecuencia? _____

Si no se utiliza equipo de soporte vital, por favor, añada a esta persona a la lista de _____

Por favor envíe esta encuesta por correo a:



May 2009

Dear Director:

Con Edison is dedicated to providing our customers with helpful tips on using energy wisely while staying safe, comfortable and healthy this summer. We've prepared a summer preparation and services package that can be an important resource for you and the people you serve. It includes new and important information and messages. An especially important message is that we want our customers to call Con Edison at **1-800-75-CONED (1-800-752-6633)** or visit www.coned.com to report a power outage or other power problem.

We've updated and redesigned our line of brochures, combining some messaging and creating some new messaging. The new *Energy Safety* brochure has information about electric safety in the home and outside the home. It also contains very important information about how to detect and what to do if you suspect a gas leak. Looking through the package, you will find some of our most commonly requested brochures: *Safety For Special Customers*—which contains the life-sustaining equipment/medical hardship survey, *The Power of Green, Billing & Payment Options, Take Care In Hot & Cold Weather, Customers With Special Needs, and Steam Safety*. Please pay special attention to our brochure *Power problems? Let us Know!* Also, as directors of centers, you may know of persons who depend upon life-sustaining equipment, so please share *Safety for Special Customers* with them. We need to know of every person who uses life-sustaining equipment in the five boroughs and Westchester even if they do not have a Con Edison account because they receive their electricity through a rental or building maintenance payment.

We urge everyone to conserve energy this summer, go 'green' and save money! Our 10 Tips is very helpful for customers and even tells them how they can buy green power.

Please call 1-800-293-5680 if you would like us to send you more of any brochure in the package. Thank you and have a safe and energy-efficient summer.

Reminder: It's important that we have your correct contact information on file. Please provide your information via fax to 1-917-534-4088 or email rodriguez@coned.com.

Organization _____	Contact Name _____
Telephone _____	Cell Phone _____
Email _____	Fax Number _____

Sincerely,

Robert F. Sherman
Department Manager
Con Edison Customer Outreach



Consolidated Edison Company
of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

November 2009

Dear Director/Administrator/Coordinator:

The Winter season is fast approaching, and we'd like to tell you about some helpful tips on using energy wisely while staying safe, comfortable and healthy this winter. On our website, you'll find an online library of fact-filled and informative brochures that are an important resource in the months ahead for you and the people you serve. In the interest of "going green" and reducing the use of paper, we encourage you to review the brochures online and download those of special interest. We will gladly supply hardcopies of any of these publications if you would like to have them for your clients as well. Just call us at 1-800-293-5680.

Our website is also a great resource for your clients and constituents to get valuable advice on being more energy efficient and how to cope with high winter bills.

Please take a few minutes to check out our website and the brochures. You can visit the homepage at www.coned.com. To locate the online brochures:

- Point to "customer central" on the homepage
- Click "publications" on the drop down menu
- Point to "publications" on the menu on the left, and
- Click on "online brochures" on the drop down menu

Online, you will find some of our most commonly requested brochures: *Power Of Green, Appliance Guide, Power Problems, Customers With Special Needs, Billing & Payment Options, Energy Safety* and more. The same library is available in Spanish as well.

Two of the brochures, our new *Power of Green* poster and *Natural Gas—How to Use Less, Save Money*, have terrific low cost, no cost ideas on how to conserve, save some money and they provide important information about financial assistance programs. Timely seasonal information appears in each edition of Customer News, which is enclosed with bills six times a year. Also of special interest is the Power Problems brochure that encourages customers to call Con Edison immediately at 1-800-75-CONED (1-800-752-6633) if they experience an outage or dim or flickering lights.

We want to remind our customers that today's competitive energy marketplace offers them the opportunity to choose their provider from the many Energy Services Companies (ESCOs) that are operating in the New York City and Westchester areas. *PowerYourWay* is a Con Edison program that helps customers explore their energy options. Visit www.poweryourway.com to learn more.

Lastly, it's important that we have your correct contact information on file. Please provide your information to rodriguez@coned.com or you can fax us at 1-917-534-4088.

Organization _____ Contact Name _____
Telephone _____ Cell Phone _____
Email _____ Fax Number _____

Sincerely,

Robert Sherman
Department Manager - Customer Outreach and Education

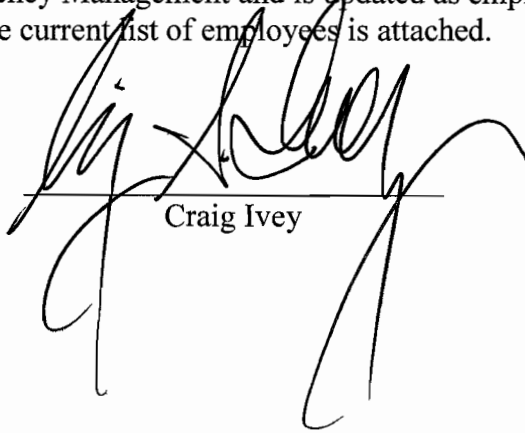
APPENDIX B

AFFIDAVIT

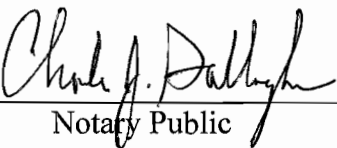
COUNTY OF NEW YORK)
) ss.:
STATE OF NEW YORK)

Craig Ivey certifies as follows:

- 1. I am President and Chief Operating Officer of Consolidated Edison Company of New York, Inc. ("the Company").
- 2. To the best of my knowledge, information, and belief, each Company employee who is designated as of April 1, 2010 to occupy a position in the Electric Emergency Response Plan (ERP) or the Corporate Emergency Response Center (CERC), response structures for mobilization at a "serious" event level and above, as shown in the respective organization charts, has received training in the Incident Command System to a level commensurate with the position held. A list of the employees currently identified and trained to occupy a position in the Electric ERP or the CERC is maintained by Emergency Management and is updated as employees are identified for positions and are trained. The current list of employees is attached.


_____ Craig Ivey

Subscribed and sworn to before me
this 29 day of March, 2010



Notary Public

CHARLES J. GALLAGHER
Notary Public, State of New York
No. 01GA4694445
Qualified in Queens County
Commission Expires Sept. 30, 2013

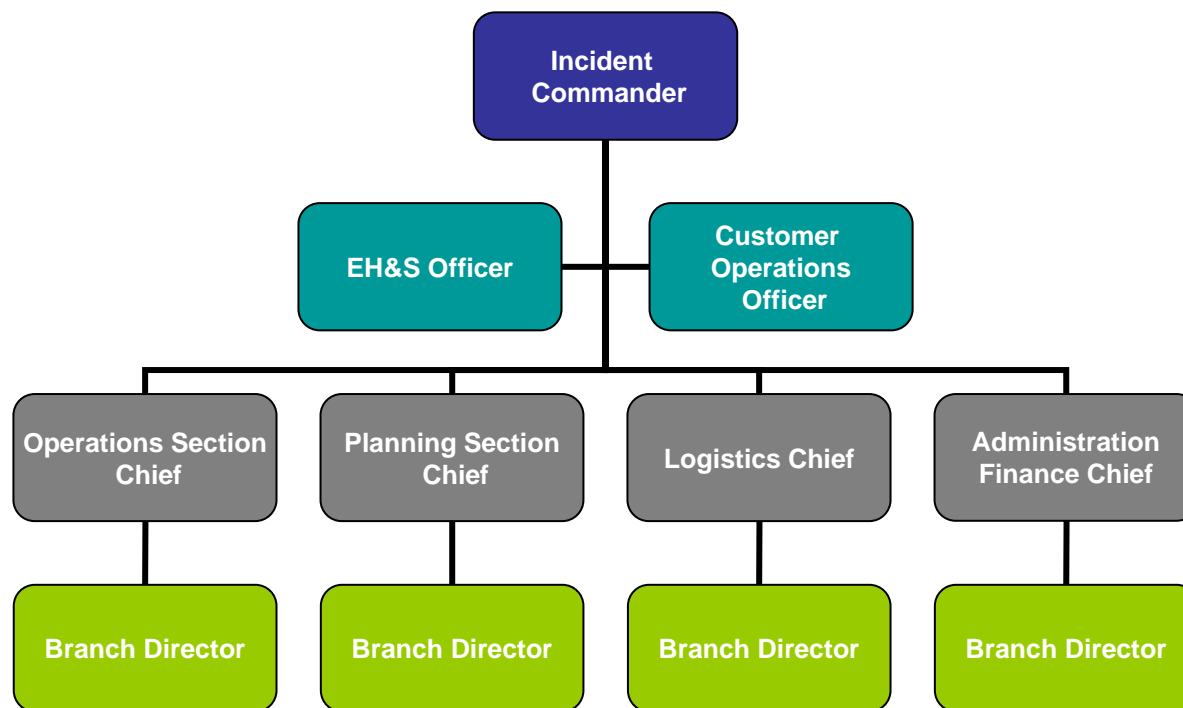
ICS Structure And Training Levels For All Electric ERP Field/Control Room Applications

Command Level

Command Staff Level

General Staff Level

Branch Directors



Required Levels of Training By Position

Incident Commanders – Basic ICS (SAF-3060) or Basic ICS on-line (SAF-3061) or Incident Commander (SAF3001) and Advanced ICS (SAF-3070) and NIMS IS-700 (347) (If a field event w/environmental impact the HAZWOPER regulation requires SAF-3001 and not SAF3060)

All Officer Positions – Basic ICS (SAF-3060) or Basic ICS on-line (SAF-3061) or Incident Commander (SAF3001) and NIMS IS-700 (347) Officer titles may include but are not limited to Customer Ops, EH&S, Information, Law, Energy Services, etc.

Section Chief – Basic ICS (SAF-3060) or Basic ICS on-line (SAF-3061) or Incident Commander (SAF3001) and Advanced ICS (SAF-3070) and NIMS IS-700 (347)

Branch Directors – Basic ICS (SAF-3060) or Basic ICS on-line (SAF-3061) or Incident Commander (SAF3001) and NIMS IS-700 (347)

ICS Structure And Training Levels For CERC

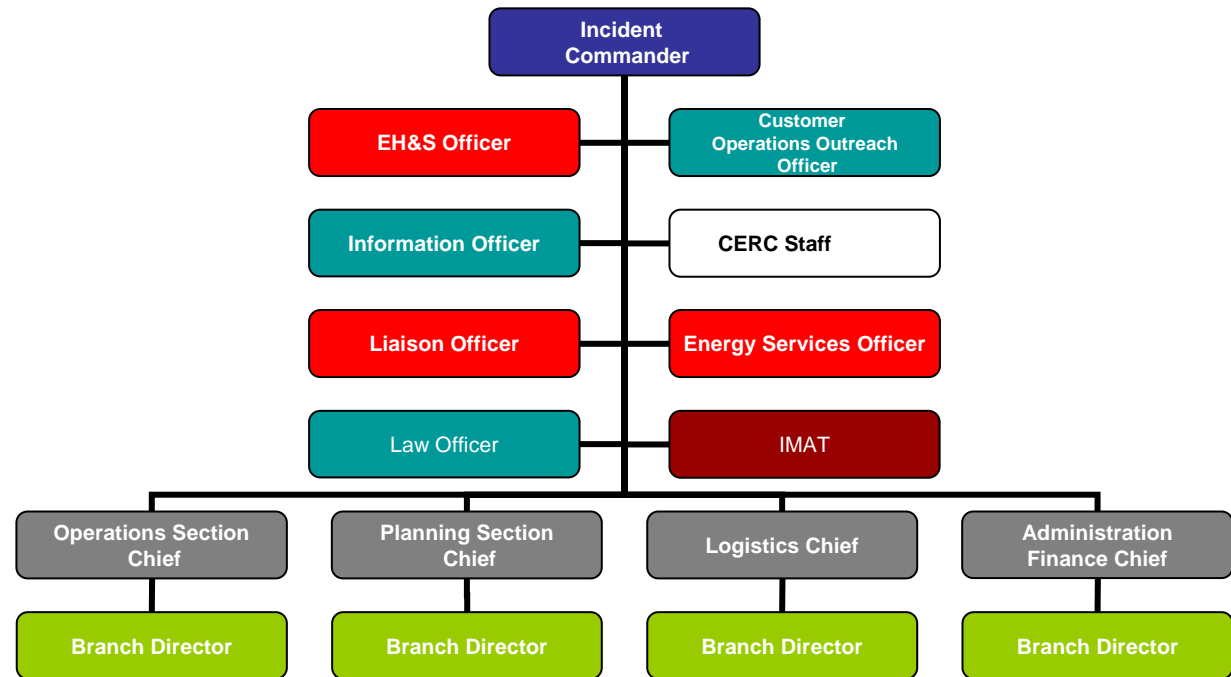
Command Level

Command Staff Level

Command Staff Level

General Staff Level

Branch Directors



Required Levels of Training By Position

Incident Commanders – Basic ICS (SAF-3060) or Basic ICS on-line (SAF-3061) or Incident Commander SAF3001) and Advanced ICS (SAF-3070) and ICS-300 and NIMS IS-700 (347)

Officer Positions – Basic ICS (SAF-3060) or Basic ICS on-line (SAF-3061) or (SAF3001) and NIMS IS-700 (347) Officer titles include: Customer Ops, Information and Law.

Officer Positions – Basic ICS (SAF-3060) or Basic ICS on-line (SAF-3061) or Incident Commander (SAF3001) and NIMS IS-700 (347) and ICS-300 for Officer titles: EH&S, Energy Services and Liaison.

IMAT Position - Basic ICS (SAF-3060) or Incident Commander SAF3001) and Advanced ICS (SAF-3070) and ICS-300 and NIMS IS-700 (347) and Planning Section SAF 3085

General Staff – Basic ICS (SAF-3060) or Basic ICS on-line (SAF-3061) or Incident Commander SAF3001) and Advanced ICS (SAF-3070) and ICS-300 and NIMS IS-700 (347)

Branch Directors – Basic ICS (SAF-3060) or Basic ICS on-line (SAF-3061) Incident Commander SAF3001) and Advanced ICS (SAF-3070) and ICS-300 and NIMS IS-700 (347)

**ELECTRIC OPERATIONS ERP ICS POSITION ROSTER
TRAINED/QUALIFIED AS OF APRIL 1, 2010**

Electric Operations ERP ICS Position Roster
Trained/Qualified as of April 1, 2010

NAME	ICS POSITION
	Branch Director
	Branch Director
	Branch Director
	Branch Director
	Branch Director
	Branch Director
	Branch Director
	Branch Director
	Branch Director
	Branch Director
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	Branch Director
	Branch Director
	Branch Director

Electric Operations ERP ICS Position Roster
 Trained/Qualified as of April 1, 2010

NAME	ICS POSITION
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Incident Commander/Section Chief (Ops-Planning)
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief

Electric Operations ERP ICS Position Roster
Trained/Qualified as of April 1, 2010

NAME	ICS POSITION
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief
[REDACTED]	Section Chief

**CERC ICS POSITION ROSTER
TRAINED/QUALIFIED AS OF APRIL 1, 2010**

CERC Position Roster
 Trained/Qualified as of April 1, 2010

Name	CERC Position
[REDACTED]	Admin/Finance Section Chief
[REDACTED]	Admin/Finance Section Chief
[REDACTED]	Admin/Finance Section Chief
[REDACTED]	Admin/Finance Section Chief
[REDACTED]	Admin/Finance Unit Leaders - Cost Accounting
[REDACTED]	Admin/Finance Unit Leaders - Cost Accounting
[REDACTED]	Admin/Finance Unit Leaders - Cost Accounting
[REDACTED]	Admin/Finance Unit Leaders - HR
[REDACTED]	Admin/Finance Unit Leaders - HR
[REDACTED]	Admin/Finance Unit Leaders - HR
[REDACTED]	Admin/Finance Unit Leaders - HR
[REDACTED]	Admin/Finance Unit Leaders - Security
[REDACTED]	Admin/Finance Unit Leaders - Security
[REDACTED]	Admin/Finance Unit Leaders - Security
[REDACTED]	Command Staff - EH&S Officer
[REDACTED]	Command Staff - EH&S Officer
[REDACTED]	Command Staff - EH&S Officer
[REDACTED]	Command Staff - EH&S Officer
[REDACTED]	Command Staff - EH&S Officer
[REDACTED]	Command Staff - Energy Services Officer
[REDACTED]	Command Staff - Energy Services Officer
[REDACTED]	Command Staff - Energy Services Officer
[REDACTED]	Command Staff - Energy Services Officer
[REDACTED]	Command Staff - Energy Services Officer
[REDACTED]	Command Staff - Energy Services Officer
[REDACTED]	Command Staff - IMAT
[REDACTED]	Command Staff - IMAT
[REDACTED]	Command Staff - IMAT
[REDACTED]	Command Staff - IMAT
[REDACTED]	Command Staff - IMAT
[REDACTED]	Command Staff - Law Officer
[REDACTED]	Command Staff - Law Officer
[REDACTED]	Command Staff - Law Officer
[REDACTED]	Command Staff - Law Officer
[REDACTED]	Command Staff - Law Officer
[REDACTED]	Command Staff - Law Officer
[REDACTED]	Command Staff - Law Officer
[REDACTED]	Command Staff - Law Officer
[REDACTED]	Command Staff - Liaison Officer
[REDACTED]	Command Staff - Liaison Officer

CERC Position Roster
 Trained/Qualified as of April 1, 2010

Name	CERC Position
[REDACTED]	Command Staff - Liaison Officer
[REDACTED]	Command Staff - Liaison Officer
[REDACTED]	Command Staff - Liaison Officer
[REDACTED]	Command Staff - Liaison Officer
[REDACTED]	Command Staff - Liaison Officer
[REDACTED]	Command Staff - Liaison Officer
[REDACTED]	Command Staff Customer Operations/Outreach Officer
[REDACTED]	Command Staff Customer Operations/Outreach Officer
[REDACTED]	Command Staff Customer Operations/Outreach Officer
[REDACTED]	Command Staff Customer Operations/Outreach Officer
[REDACTED]	Command Staff Customer Operations/Outreach Officer
[REDACTED]	Command Staff Deputy Information Officer
[REDACTED]	Command Staff Deputy Information Officer
[REDACTED]	Command Staff Deputy Information Officer
[REDACTED]	Command Staff Deputy Information Officer
[REDACTED]	Command Staff Deputy Information Officer
[REDACTED]	Command Staff Deputy Information Officer
[REDACTED]	Command Staff Information Officer
[REDACTED]	Command Staff Information Officer
[REDACTED]	Command Staff Information Officer
[REDACTED]	Command Staff Information Officer
[REDACTED]	Incident Commander
[REDACTED]	Incident Commander
[REDACTED]	Incident Commander
[REDACTED]	Incident Commander
[REDACTED]	Incident Commander
[REDACTED]	Incident Commander
[REDACTED]	Logistics Section Chief
[REDACTED]	Logistics Section Chief
[REDACTED]	Logistics Section Chief
[REDACTED]	Logistics Section Chief
[REDACTED]	Logistics Section Chief
[REDACTED]	Logistics Section Chief
[REDACTED]	Logistics Section Chief
[REDACTED]	Logistics Unit Leaders/Special Operations
[REDACTED]	Logistics Unit Leaders/Special Operations
[REDACTED]	Logistics Unit Leaders/Special Operations
[REDACTED]	Operations Branch Director Gas
[REDACTED]	Operations Branch Director/Electric

CERC Position Roster
 Trained/Qualified as of April 1, 2010

Name	CERC Position
[REDACTED]	Operations Branch Director/Electric
[REDACTED]	Operations Branch Director/Electric
[REDACTED]	Operations Branch Director/Electric
[REDACTED]	Operations Branch Director/Electric
[REDACTED]	Operations Branch Director/Gas
[REDACTED]	Operations Branch Director/Gas
[REDACTED]	Operations Branch Director/Gas
[REDACTED]	Operations Branch Director/Gas
[REDACTED]	Operations Branch Director/Gas
[REDACTED]	Operations Branch Director/Gas
[REDACTED]	Operations Branch Director/Gas
[REDACTED]	Operations Branch Director/Gas
[REDACTED]	Operations Branch Director/Steam
[REDACTED]	Operations Branch Director/Steam
[REDACTED]	Operations Branch Director/Steam
[REDACTED]	Operations Branch Director/Steam
[REDACTED]	Operations Branch Director/Substations
[REDACTED]	Operations Branch Director/Substations
[REDACTED]	Operations Branch Director/Substations
[REDACTED]	Operations Branch Director/Substations
[REDACTED]	Operations Branch Director/Substations
[REDACTED]	Operations Branch Director/Transmission Ops
[REDACTED]	Operations Branch Director/Transmission Ops
[REDACTED]	Operations Branch Director/Transmission Ops
[REDACTED]	Operations Section Chief
[REDACTED]	Operations Section Chief
[REDACTED]	Operations Section Chief
[REDACTED]	Operations Section Chief
[REDACTED]	Operations Section Chief
[REDACTED]	Operations Section Chief
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[REDACTED]	Operations Section Chief
[REDACTED]	Operations Section Chief
[REDACTED]	Operations Section Chief
[REDACTED]	Operations Section Chief
[REDACTED]	Operations Section Chief
[REDACTED]	Operations Section Chief
[REDACTED]	Operations Section Chief

CERC Position Roster
Trained/Qualified as of April 1, 2010

Name	CERC Position
[REDACTED]	Planning Section Chief
[REDACTED]	Planning Section Chief
[REDACTED]	Planning Section Chief
[REDACTED]	Planning Section Chief
[REDACTED]	Planning Section Chief
[REDACTED]	Planning Section Chief
[REDACTED]	Planning Section Chief
[REDACTED]	Planning Section Chief
[REDACTED]	Planning Section Chief
[REDACTED]	Planning Section Chief
[REDACTED]	Planning Section Chief
[REDACTED]	Planning Section Chief
[REDACTED]	Planning Section Chief
[REDACTED]	Planning Section Chief
[REDACTED]	Planning Section Chief
[REDACTED]	Planning Section Chief