

06-m-1078

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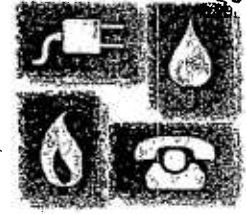
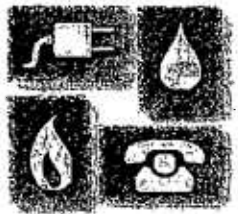
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Comments

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2006 NOV 13 PM 1:28



# New York State Public Service Commission

## 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 Brilling, 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?

In January, 2006 the Con Edison pole in front of my home split in half and they replaced it late in the evening but broke my sprinkler head and still have not paid me the \$80.63 that the supervisor promised would be paid.

On July 18, 2006 through July 21, 2006 we were out of power. All food was spoiled and disposed of and we were very inconvenienced for those four (4) 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. The telephone message replied we are too busy handling other sections and we will get there when we can.

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?  
Yes I contacted them immediately and they said they were handling other sections and would get to my area when they can.

4. What are your overall impressions about how the company responded to the outages and your reasons for those impressions?  
They tried to keep up with the demand but they did not pay for the Food Spoilage as promised and that is unethical.

5. What are your recommendations about actions you believe the company should or should not have taken before, during and after the service interruptions?  
The company should immediately address the outages and should pay what they promise to pay rather than make people fight for what is due them.

6. What actions do you recommend the Commission take in light of all that you know about these events?  
Stay on top of Con Edison and keep heavy communication with them.

Name: Donna Sheridan  
Address: 51 Biltmore Avenue, Yonkers, NY 10710

### 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](http://www.AskPSC.com) – and click on *Westchester Power Outage*.

MANIATIS DIMOPOULOS & LOMBARDI LLP

700 WHITE PLAINS ROAD, SUITE 338 SCARSDALE, N.Y 10583

TEL: 914.472.4242 FAX: 914.472.5074

WWW.MDLATTORNEYS.COM

FACSIMILE

TO: <i>Claims Dept.</i>	FROM: <i>Donna Sheridan</i>
COMPANY: <i>Con Edison</i>	DATE: <i>11-9-06</i>
FAX NUMBER: <i>(212) 979-1278</i>	# OF PAGES (INCLUDING COVER): <i>2</i>
RE: <i>51-1880 0224 0001-1</i>	FILE NAME:

MESSAGE:

*I never received a check or response for the attached. This was submitted on 7-25-06. Please advise. Thank You.*

*Donna Sheridan  
(914) 497-0981*

IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CALL IMMEDIATELY.

THIS TRANSMISSION IS ALSO BEING SEND VIA:

- REGULAR MAIL
- CERTIFIED MAIL
- OVERNIGHT MAIL
- E-MAIL

NOTICE

THE INFORMATION CONTAINED IN THIS TRANSMISSION IS PRIVILEGED AND CONFIDENTIAL. IT IS INTENDED FOR THE USE OF THE INDIVIDUAL OR ENTITY NAMED ABOVE. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT, THE READER IS HEREBY NOTIFIED THAT ANY CONSIDERATION, DISSEMINATION OR DUPLICATION OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF THE ADDRESSEE HAS RECEIVED THIS COMMUNICATION IN ERROR, PLEASE RETURN THIS TRANSMISSION TO US AT THE ABOVE ADDRESS BY MAIL. WE WILL REIMBURSE YOU FOR POSTAGE.



### Residential Claim for Food Spoilage

If you experienced a power outage that caused food in your household to spoil, you may submit a request for reimbursement for the actual value of the lost food up to a maximum of \$350. Claims up to \$150 must include an itemized list of spoiled items. Claims over \$150 must include an itemized list and proof of loss\*. The outage must have resulted from a failure in Con Edison's local distribution system and must have lasted for more than 12 hours within a 24-hour period. Con Edison's tariff liability is limited to actual food losses and excludes damage to motors, equipment, or appliances. Reimbursement is subject to reasonable verification and is governed by the rules stated in Con Edison's electric tariff.

Claims must be filed within 30 days of the date of the power outage.

**INSTRUCTIONS:** Please complete all statements on this form, sign, and return to Con Edison. Print or type all entries. Keep a copy of the completed form for your records. Allow 30 days for review and processing of your claim.

Name: Donna Sheridan

Address: 45 Biltmore Avenue, Yonkers, N.Y. 10710  
(INCLUDE COMPLETE MAILING ADDRESS AND APARTMENT NUMBER)

Daytime Phone: (914) 497-0981  
(IF WE HAVE QUESTIONS ABOUT YOUR CLAIM OR NEED MORE INFORMATION, WE WILL CONTACT YOU AT THIS NUMBER.)

Con Edison Account Number: 51-1880-0224-0001-1  
(15 DIGIT NUMBER LISTED ON YOUR BILL - NOT APPLICABLE IF YOU DO NOT RECEIVE A CON EDISON BILL)

Date(s) of Outage: from 7/18/2006 Time: 10:30 to 7/21/2006 Time: 12:15  
MONTH / DAY / YEAR AM / PM MONTH / DAY / YEAR AM / PM

Itemized list of food(s) spoiled:  
(CONTINUE ON A SEPARATE SHEET IF NECESSARY)

	TYPE OF FOOD	QUANTITY <small>(POUNDS, OUNCES, DOZEN)</small>	COST
1	Salmon, filet of sole Watermelon, milk, Ham		
2	Yogurt filet mignon, Bologna		
3	Frozen vegetables chese, Roast Beef, Chicken		
4	Pastrami, Beef Bacciale		
5	Butter, sour cream 3 doz Clams, sausage, eggs		

Total Amount of Loss: \$ 150.00  
(DOLLARS / CENTS)

Up to \$150 — include itemized list  
Over \$150 — include itemized list and proof of loss\*

\* Examples of acceptable proof of loss include cash register tapes, store or credit card receipts, cancelled checks, clean identifying price labels or UPC bar codes from merchandise, and photographs of spoiled items.

All of the information provided on this claim form is true and accurate to the best of my knowledge and represents my actual losses.

Donna Sheridan  
(SIGNATURE — UNSIGNED CLAIM FORMS WILL NOT BE PROCESSED)

7-25-06  
(DATE)

SIGN AND RETURN FORM TO:	CON EDISON CLAIMS DEPARTMENT PO BOX 801 NEW YORK, NY 10276
OR FAX TO:	(212) 979-1278



Q-TIPS	2.99 T
OFF	5.99 T
ALKALINE AA	2.99 T
PMK BABY PWD	3.29 T
2 @ 0.60	
LUIGI PENNE	1.20 F ✓
PM DRESSING	0.99 F ✓
DENTYNE 3PK	1.99 B ✓
1.46 lb @ 0.99 /lb	
WT ESCAROLE4605	1.45 F ✓
1.01 lb @ 0.78 /lb	
WT GRN BEAN4066	0.79 F ✓
DOLE SALAD	1.50 F ✓
BAGGED BASIL	2.99 F ✓
2 @ 1.09	
SCOTT WHITE	2.18 T
SCOTT BATH	1.09 T
2 @ 2.97	
COLGATE TP	5.94 T
SC 4356 Colgate Tot1071306	2.97-T
MC SCANNED COUPON	0.40-F
SC MULTIPLIED COUPON	0.40-F
MC OP SCANNED COUPON	0.50-F
SC MULTIPLIED COUPON	0.50-F
MC OP SCANNED COUPON	1.00-F
MC OP SCANNED COUPON	0.40-F
SC MULTIPLIED COUPON	0.40-F
MC SCANNED COUPON	0.25-F
SC MULTIPLIED COUPON	0.25-F
MC SCANNED COUPON	1.00-F
MC SCANNED COUPON	1.00-F
MC SCANNED COUPON	0.55-F
SC MULTIPLIED COUPON	0.55-F
TAX	3.15
**** BALANCE	95.16

EFT DEBIT 07/12/06 02:01 PM  
 CARD #\*\*\*\*\*5281  
 PAYMENT AMT 95.16  
 CASH BACK 0.00

REF:8097221 AUTH:00

Debit	95.16
CHANGE	0.00
TOTAL NUMBER ITEMS SOLD =	52

Coupon Savings Summary:  
 Manufacturer: \$ 5.10  
 PAC Bonus Savings: \$ 2.10  
 PAC Savings: \$ 16.21  
 Total Coupons: \$ 23.41

07/12/06 02:01 PM 293 6 404 203

Here are Your Point Totals:

Baby Club	: 8.05
Pet Club	: 6.58
This Year's coupon savings:	177.87

Pathmark guarantees all items sold.  
 If you are not satisfied with any item, return it within 90 days, with your entire original receipt.

Non-Refundable Items include:  
 Prescriptions, Gift Cards/Certificates  
 Phone Cards & Amusement Park Passes.

**Join Our Team!**

For your convenience, apply at our in-store kiosk or www.pathmark.com

Thanks so much for shopping Pathmark  
 Your Cashier, MARIA D.

PATHMARK...IT'S ABOUT TIME

12 @ 2/6.00		PC	36.00 F
SC CHOCK COFFEE			
SC PC CHOCK FULL 0 NU			3.00-F
SC PC CHOCK FULL 0 NU			3.00-F
SC PC CHOCK FULL 0 NU			3.00-F
SC PC CHOCK FULL 0 NU			3.00 F
WISE CHS 000			.99 F
1 @ 5/4.00		PC	.80
RONZ 2 ZITI CUT			
1 @ 5/4.00		PC	.80
RONZ 2 ZITI CUT			
SPLNCA PACKETS 20			8.99 F
PF DCL MILAN			2.24 F
PEP BRUSSELS			2.24 F ✓
SR SHCWR&BATH PWD			99 T
1 @ 5/4.00		PC	.80 F
RON 8 SPAGHETTI			
1 @ 5/4.00		PC	.80 F
RON SPAGHETTI			
1 @ 5/4.00		PC	.80 F
RON 8 SPAGHETTI			
MC PC RONZONI PASTA			2.00-F ✓
HEARSHEY SURP			2.49 F ✓
1.81 lb @ 1.30 /lb			
WT TOMAT. PLUM 25 LB			2.33 F
1.36 lb @ 2.49 /lb			
WT CAL BROC RAPE 22LB			3.39 F
RP TOMATO PASTE		PC	.43 F
RP TOMATO PASTE		PC	.43 F
RP TOMATO PASTE		PC	.43 F
RP TOMATO PASTE		PC	.43 F
RP TOMATO PASTE		PC	.43 F
RP TOMATO PASTE		PC	.43 F
MC PC RED PACK TOMATO			.15-F
1 @ 1.49 CANTALOUPE M12 SZ		PC	1.49 F
SC PC CANTALOUPE			.50-F
SEEDLESS WATERMELO			2.07 F ✓
1 @ 2/5.00			
STRAWBERRY FLA 16			2.50 F ✓
1 @ 3/1.99			
FRSH FIGS BLK 40/4			.66 F
1 @ 3/1.99			
FRSH FIGS BLK 40/4			.66-F
CL 7 @ 3/1.99			
FRESH FIGS WHT 28			4.64 F
1 @ 1.99 ONION CELLO 3L3			1.99 F
8 @ 3/1.99			
CORN YELLOW 500"			1.99 F
**** .67 BI			138.26
CASH			140.00
CHANGE			1.74

COUPONS RED 19.32  
 TOTAL NUMBER OF COUPONS SOLD = 91  
 7/18/05 11:39 PM 0275 08 0010 106

You saved 19.32 in Price Plus coupons.  
 "Coupons tendered" amount includes  
 Price Plus Club discounts.

Questions or comments?  
 Contact us at 1-800-SHOPRITE or  
 on the web at www.shoprite.com!

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