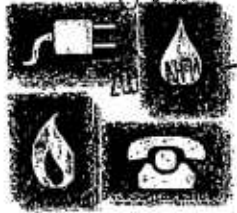


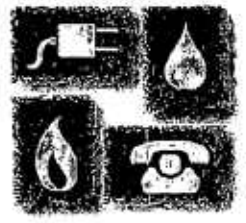
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New York State Public Service Commission



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?

We were without power for nearly 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, not at all. IT was extremely difficult to reach a customer service rep, and when we did, they had no information to give us. IT appeared that in spite of repeated trouble reporting, ConEd had no idea what was going on.

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?

We attempted to contact the company repeatedly & got nowhere. I complained to the PSC & was called by a representative but we have still not gotten an answer to our questions regarding repeated outages.

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

They were unprepared and poorly managed. There seemed to be no system for prioritizing jobs or communicating information.

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

Spend more on capital & infrastructure improvements! Prepare for expected storms! Respond to customers in a timely manner. When we finally got a crew, it took only 10 minutes to fix the problem.

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

1. Implement a rebate program for spoiled food etc.
2. Greater oversight on operational plans. This is a public utility that is unable to communicate priorities, prepare backup plans, or organize its crews efficiently.

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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*.