

**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.

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 Electric Utility Outages.

**REPORT ON PROGRAM TO IDENTIFY LIFE SUPPORT EQUIPMENT USERS
(Implementation of Order Directives 8 and 9)**

The Public Service Commission (“Commission”) initiated Cases 06-E-1158 and 06-E-0894 to investigate electric service outages during 2006 in Westchester County and the Long Island City (“LIC”) network.¹ The Commission’s July 20, 2007 “Order Implementing Outage Recommendations,” issued a number of directives to promote Consolidated Edison Company of New York, Inc.’s (“Con Edison” or “Company”) implementation of recommendations contained in Staff’s investigation reports.²

Directives 8 and 9 address Con Edison’s outreach to persons who use electrically powered life-sustaining medical equipment and are intended to promote notification regarding enrollment in Con Edison’s Life Sustaining Equipment (LSE) program.

Directive 8 is focused on existing customers and requires that the Company:³

[S]end information to all its customers, in the spring of each year, 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, and annually to report to Staff its compliance within thirty days thereafter.

¹ Case 06-E-0894, Order Instituting Proceeding and Directing Staff Investigation, issued July 26, 2006; Case 06-E-1158, Notice, issued October 3, 2006..

² Cases 06-E-0894 and 06-E-1158, Order Implementing Outage Recommendations, issued July 20, 2007 (Order”), pp. 5-22, Appendices A and B.

³ Order, p. 15.

Directive 9 is focused on persons who are not direct customers and requires that the Company:⁴

[D]esign and implement, consistent with the Implementation Report filed in response to the Staff Westchester Recommendations, an expanded Life Support Equipment (LSE) customer identification program, including identification of the customers who pay utility costs indirectly as part of rent, or as part of master metered, or sub metered arrangements; submit a description of the program to Staff for review no later than September 15, 2007; a time line for implementation; and notification to the Commission annually in connection with the Company's Part 105 filing that the Company carried out the necessary actions under the LSE identification program.⁵

The Commission's order issued March 21, 2012 granted Con Edison's petition to report on the implementation of Directives 8 and 9 in a single report due July 31 of each year rather than in two reports on separate dates.⁶

Accordingly, Con Edison is providing herewith its report of activities during 2014 to implement Directives 8 and 9 of the Order.

Directive No. 8 - LSE Identification Program

Directive No. 8 of 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 "send information to all its customers, in the spring of each year, 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 and annually report to Staff its compliance within thirty days thereafter."⁷

⁴ Id.

⁵ By Letter dated September 14, 2007, Con Edison provided to Staff the details of the Company's program to reach out to and encourage customers and other consumers who rely on life-support equipment to register in the Life Sustaining Equipment program.

⁶ Cases 06-E-0894 and 06-E-1158, Order issued March 21, 2012 Approving Staff Memorandum dated March 15, 2012 (p. 7).

⁷ Order, p. 15.

Customer News – Spring 2014 Edition

Attached is a copy of Con Edison’s Spring 2014 *Customer News* publication sent to all customers. It is also printed in Spanish for those customers who receive bill messages in Spanish. The publication includes the Company’s Life Sustaining Equipment Survey with a message that encourages any customers who use life-sustaining equipment to contact Con Edison regarding their use of this equipment and provides information for contacting the Company. The article also notes that Con Edison sends a letter annually asking those enrolled in the program to recertify to keep the Company’s records current. This publication complies with the instruction of Staff Recommendation No. 16 in Case 06-E-0894.



Customer News
Spring 2014 English.p



Customer News
Spring 2014 Spanish.l

Annual LSE Customers Mailing (May-June 2014)

Attached is a sample of the letter that was sent in May-June 2014 to the customers enrolled in the Company’s Life Sustaining Equipment program. The letter asks them to update their telephone contact numbers with Con Edison so that the Company may contact them during power outage events. The letter also provides a telephone number for calling Con Edison and includes information on preparing for a power outage. Included with the letter was the “Power Problems? Let us know!” brochure and an “Emergency Action Planner” magnet with information on preparing for a power outage and important telephone numbers.



LSE Letter.pdf



Emergency Action
Planner Refrigerator I

Directive No. 9 - LSE Identification Program

Directive No. 9 of 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 expand its Life Support Equipment (LSE) customer identification program and file with the Commission each year "notification ... that the Company carried out the necessary actions under the LSE identification program."⁸

Con Edison has developed the program outlined below to reach out and encourages customers and other consumers who rely on electrically powered life-support equipment to register with the company's Life Sustaining Equipment (LSE) program. The activities conducted during 2013 to implement this program are as follows:

Master-Metered and Elevator-Building Mailing (June 2014)

Attached is the template of the letter that was sent in June 2014 to Building/Development Managers for 25,194 buildings where tenants have their electricity costs included in rent and as well to tall buildings with elevators. The letter urges that tenants who use life-sustaining equipment be encouraged to contact Con Edison regarding their use of that equipment. This letter complies with the instruction of Staff Recommendation No. 14 in Case 06-E-0894 and Staff Recommendation No. 28 in Case 06-E-1158.



Master Meter
Building Letter 2014.r

⁸ Order, p. 15.

Physician – Medical Facility – Manufacturer Mailing (May 2014)

Attached is a sample of the email and attachments that were sent to 7,018 Medical Facilities, Physicians, and Medical Manufacturers on May 8, 2014. The email informs the recipient of the need for Con Edison to know about every person who uses life-sustaining equipment (LSE) in the five boroughs and Westchester, even if they do not have a Con Edison account, and provides information on how to notify Con Edison of LSE use. The email encourages to recipient to share this information with their patients or clients who use LSE. This communication complies with the instruction of Staff Recommendation No. 15 in Case 06-E-0894 and Staff Recommendation No. 28 in Case 06-E-1158.



Healthcare Provider -
Equipment Distributor



Safety for Special
Customers.pdf



Power Problems
Brochure.pdf

NYCHA *Journal* Advertisement (June 2014)

The attached ads in English and Spanish appeared in the New York City Housing Authority (NYCHA) *Journal*, June 2014 edition. The ad encourages users of LSE equipment to notify Con Edison regarding their use of that equipment and provides information for contacting Con Edison. The *Journal* is hand-delivered to each of the 178,000 apartments in NYCHA's 334 public housing developments throughout the five boroughs. It also is distributed to more than 10,000 NYCHA employees and is mailed to elected officials and community leaders. *See*

<http://www.nyc.gov/html/nycha/downloads/pdf/j14june.pdf> and

<http://www.nyc.gov/html/nycha/downloads/pdf/j14juns.pdf>



NYCHA Journal Ad
June 2014 English.pdf



NYCHA Journal Ad
June 2014 Spanish.pdf

Summer Outreach Community Group Mailing (June 2014)

Attached is a sample of a letter that was sent in June 2014 to 1,330 community based organizations with a disc including a number of brochures about electric and gas safety, how to report a power problem, billing and payment options, a guide to customers with special needs, and tips for severe weather. This letter also requested updated contact information from the recipients.

The letter stated that important information for anyone who depends on life-sustaining equipment, including an LSE/medical hardship survey, is enclosed. The letter stated that Con Edison “need[s] to know about every person who uses LSE, even if they do not have a Con Edison account, so please share this with anyone in your community who relies on this equipment.” This letter complies with the instruction of Staff Recommendation No. 8 in Case 06-E-0894.



2014 Community
Organization Letter.p

Dated: July 31, 2014

Respectfully submitted,

A handwritten signature in black ink that reads 'Martin F. Heslin'.

Martin F. Heslin

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