



EDWARD A. DIANA  
COUNTY EXECUTIVE

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EXEC-FILES-ALBANY

February 14, 2013

Acting Secretary Jeffrey Cohen  
New York State Public Service Commission  
Empire State Plaza  
Agency Building 3  
Albany, NY 12223

Dear Acting Secretary Cohen:

In late October 2012, Hurricane Sandy touched down on the east coast of the United States. The storm caused billions of dollars in damage and claimed the lives of over 200 people. We felt the brunt of the storm here in Orange County as a number of our citizens lost power for extended periods of time. We were also faced with damage to critical infrastructure, as well as disruptions to fuel sales throughout the county.

In an effort to assess the needs of our citizens, Orange County conducted a survey after Super Storm Sandy. We asked residents to write to us regarding the problems they faced, and how well the utility companies were responding to their needs. Respondents' needs varied, from extended loss of power, to property damage, to no problems at all for some individuals.

I have enclosed the responses from our survey to help you in your post storm evaluation, and also so you may be able to use them in your assessment of utility companies' response during and after Super Storm Sandy. If you have any questions, please contact my office at 845-291-2700

Sincerely,

Edward A. Diana  
County Executive

EAD:cg

Enc.



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Kristen Thordahl		
Street Address:	31 Kato Court		
City/Town:	Chester		
State:	NY	Zip:	10918
Telephone No.:	845-469-3845		
Cell Phone:	845-341-7304		
E-mail Address	kthordahl@frontiernet.net		
<b>Power Outage Information</b>			
Power/Utility Supplier:	Orange and Rockland		
Date of Power Outage:	10/29/2012		
Time of Power Outage: AM/PM	7:30 PM		
Date of Power Restored:	11/1/2012		
Time Power Restored: AM/PM	3:00 AM		
<b>Comments</b>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE **TYPE** THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. **CLICK ON SUBMIT** BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Tamara L Dreyer		
Street Address:	336 Sycamore Drive		
City/Town:	New Windsor		
State:	New York	Zip:	12553
Telephone No.:	8454963789		
Cell Phone:			
E-mail Address	tdreyer@hvc.rr.com		
<b>Power Outage Information</b>			
Power/Utility Supplier:	Central Hudson		
Date of Power Outage:	October 29, 2012		
Time of Power Outage: AM/PM	7:35 PM		
Date of Power Restored:	November 2, 2012		
Time Power Restored: AM/PM	after 1:00 PM		
<b>Comments</b>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE **TYPE** THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. CLICK ON **SUBMIT** BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Loretta and Brian Prall		
Street Address:	1142 Route 17A		
City/Town:	Greenwood Lake		
State:	New York	Zip:	10925
Telephone No.:	845-477-3768		
Cell Phone:	845-721-0365		
E-mail Address	prall4@optonline.net		
<b>Power Outage Information</b>			
Power/Utility Supplier:	O & R		
Date of Power Outage:	Monday, Oct 29		
Time of Power Outage: AM/PM	5:00 PM		
Date of Power Restored:	Friday Nov 2		
Time Power Restored: AM/PM	5:00 PM		
<b>Comments</b>			
Thank you to O&R for all their hard work getting power restored. I know it took a while and many people were out longer than us but I know that O&R worked round the clock to get the job done.			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

CONSUMER			
Name:	Kathy Critelli		
Street Address:	286 Murray Road		
City/Town:	Middletown		
State:	NY	Zip:	10940
Telephone No.:			
Cell Phone:	(845) 649-4034		
E-mail Address	kmc997@yahoo.com		
Power Outage Information			
Power/Utility Supplier:	Orange and Rockland		
Date of Power Outage:	Monday, October 29, 2012		
Time of Power Outage: AM/PM	11:30 a.m.		
Date of Power Restored:	Wednesday, October 31, 2012		
Time Power Restored: AM/PM	6:00 p.m.		
Comments			

**Submit Completed Form**

## Mayfield, Richard

---

**From:** Leah Nusbaum <saxgurl23@gmail.com>  
**Sent:** Thursday, November 15, 2012 5:57 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** Power Outage Survey-Unable to submit this online



We lost our power first, before the storm got bad. Workers tried to fix, but although reported right away, they actually didnt address the issue until 8pm 10/29 when the storm was actually at it's worse. The number of issues then grew due to the wooded area I live in. The O&R crews didn't learn from last year, and never came onto the mountain, and trim tree limbs. The amount of damage could have been minimalized by this.

O&R does not communicate well once the storm hit. You have to wait through a tele-prompter and answer questions for ten minutes before you can actually get a worker. They were disconcerned with our area due to our taxes I believe they took care of their higher paying customers first.

O & R had crews from South Carolina on the mountain. A wooded area with trails, and you send the out of state workers. Our area could have been fixed sooner had they send local crews. I was told by a local cop that he was trying to help these gentleman find their way around, because they were lost, and didn't have help of the locals. O & R denied that, but a police officer would not lie. Because of the area, people stole generators, and were able to escape because they had quads, and could disappear into the woods. I complained to O & R monday 11/5 because they had not cut down the tree on my trail that had taken a pole half down. I pressed the issue of what would happen if the pole fell; knowing my neighbors they'd cut it to get by, they then addressed it immediately. It is ridiculous they did this.

They were handing out dry ice in locations that people had power. They were handing out dry ice while people worked. They should have been going community to community (the ones that got hit the worst) and it would have been more efficient and fair.

I cannot believe that the pole is still not replaced on my road. It's like they are going to leave it until it breaks. I'm sorry but a little preventative maintence should be done from here on out. I think the state should demand this done too, especially in wooded areas. I cannot believe their slow response, especially when we were hit first, and the worst. There were no signs of crews until Saturday, and they started on the side with less damage. It is unfair to leave the highly damaged areas untouched for a week; they should have planned better.

I was told they were seen coming and going from areas they decided was too much damage, and fighting with out of state workers, who felt different about what to do/ how to do it.

They should have sent the out of state workers in easily accessible areas, and given them more leeway to do what they wanted. To send them in areas that are known to be difficult to navigate is wrong. Someone should explain their actions on this.

My Letter to Orange and Rockland 11/15/12:

There is still a sitting on an angle pole on Orchard Trail, Monroe that needs to be replaced. The workers rigged

it to work, but it had been leaning after a tree hit it. It is structurally damaged, and although workers were able to get it to lean up, it is weak. The next storm we get, it may come down if it is not replaced. I realize a pole needs to be put in, and set. I am hoping this is done before it becomes a problem.

I want to let you all know I, along with many residents at Mountain Lodge Park are extremely disappointed in the way O & R has treated this development. It is a wooded area, and more should be done to prevent outages. I have not seen a truck in the area to cut branches, or check poles in years. It is ridiculous that we are not taken care of like other areas. In the restoration process we were left last, when we were one of the first clients to lost power. We are treated like scum, and if it is due to the amount of damage, please consider how much damage could have been prevented with routine maintance by your crews. You charge enough for services, it makes no sense why you wouldn't do more to maintain our area. It has become more populated, we have older wiring & pipes (structurally inside our homes), making us more at risk for things to break in the even we lose power during the winter.

I beg you to do more for my community. Your service has gotten worse throughout the years, and after last year I believed you guys would have learned from that storm, and do more then to prevent minor damages by trees that need to be trimmed. I am outraged by your lack of care, and hope you take action in the future to maintain our area.

Click [here](#) to report this email as spam.



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE **TYPE** THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. CLICK ON **SUBMIT** BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Gene & Barbara Conklin		
<b>Street Address:</b>	9 Ridge Road		
<b>City/Town:</b>	Monroe		
<b>State:</b>	New York	<b>Zip:</b>	10950
<b>Telephone No.:</b>	845-782-4654		
<b>Cell Phone:</b>	845-541-4181		
<b>E-mail Address</b>	bconklin13@yahoo.com		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange & Rockland		
<b>Date of Power Outage:</b>	October 28, 2012		
<b>Time of Power Outage: AM/PM</b>	7:30 PM		
<b>Date of Power Restored:</b>	October 31, 2012		
<b>Time Power Restored: AM/PM</b>	12:30 PM		
<b>Comments</b>			
We are on the Medical Emergency Listing due to Life Sustaining Equipment on premises, oxygen 24/7 needed for Gene.			

**Submit Completed Form**





## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Walter Cisek		
Street Address:	36 Pine Hill Dr		
City/Town:	Greenwood Lake		
State:	New York	Zip:	10925
Telephone No.:	845-477-8110		
Cell Phone:			
E-mail Address	walter.cisek@yahoo.com		
<b>Power Outage Information</b>			
Power/Utility Supplier:	Orange and Rockland Utilities		
Date of Power Outage:	10/29/12		
Time of Power Outage: AM/PM	3:30 PM		
Date of Power Restored:	11/02/12		
Time Power Restored: AM/PM	2:00 PM		
<b>Comments</b>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE **TYPE** THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. CLICK ON **SUBMIT** BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Dan Doellinger		
Street Address:	20 Twin Brooks Drive		
City/Town:	Chester		
State:	NY	Zip:	10918
Telephone No.:	8457741596		
Cell Phone:	8455909197		
E-mail Address	tcpnyr@yahoo.com		
<b>Power Outage Information</b>			
Power/Utility Supplier:	O&R		
Date of Power Outage:	10/29/12		
Time of Power Outage: AM/PM	5:15PM		
Date of Power Restored:	11/4/12		
Time Power Restored: AM/PM	1:00PM		
<b>Comments</b>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Kyra Ciampa		
Street Address:	26 Main St. #3		
City/Town:	Chester		
State:	NY	Zip:	10918
Telephone No.:			
Cell Phone:			
E-mail Address	Kciampa@optimum.net		
<b>Power Outage Information</b>			
Power/Utility Supplier:	Orange and Rockland		
Date of Power Outage:	10-29-12		
Time of Power Outage: AM/PM	2000		
Date of Power Restored:	10-30-12		
Time Power Restored: AM/PM	Approx. 1500		
<b>Comments</b>			

**Submit Completed Form**

## Mayfield, Richard

---

**From:** rmendel1948@gmail.com  
**Sent:** Saturday, November 10, 2012 9:01 AM  
**To:** ZZZZ\_ceoffice  
**Subject:** Re: Website - No power

Power was restored last night. Thanks for your assistance R Mendelson

Sent from my iPhone

On Nov 8, 2012, at 2:18 PM, ZZZZ\_ceoffice <[ceoffice@orangecountygov.com](mailto:ceoffice@orangecountygov.com)> wrote:

> Mr. Mendelson:

> I have forwarded your inquiry to the O & R Liaison we deal with I am very sorry that you are still without power after 11 days this is terrible. Do I have your permission to forward your complaint to the NYS Public Service Commission?

>

> Edward A. Diana

> County Executive

> -----Original Message-----

> From: [rmendel1948@gmail.com](mailto:rmendel1948@gmail.com) [<mailto:rmendel1948@gmail.com>]

> Sent: Thursday, November 08, 2012 1:11 PM

> To: ZZZZ\_ceoffice

> Subject: Website - No power

>

> I live at 2 Birch Drive in the Town of Monroe. We have been without power for the past 11 days. Efforts to get any reliable information from O and R have been unsuccessful. Power was restored to most of our neighbors days ago. Can your office provide us with some hope or information in this situation.

> Thank you in advance for any assistance you can provide

>

> Mr Richard Mendelson

> 845 662 6343 cell

>

> Sent from my iPhone

>

> Click <https://www.mailcontrol.com/sr/MZbqvYs5QwJvpeaetUwhCQ==> to report this email as spam.

> This communication may contain confidential information and is intended only for the individual or entity to whom it is addressed. Any review, dissemination, or copying of this communication by anyone other than the intended recipient is strictly prohibited. If you are not the intended recipient, please contact the sender, and destroy all copies of the original message. No responsibility is accepted by Orange County Government for any loss or damage arising in any way from receiving this communication.

>

>

> This message has been scanned for malware.

## Mayfield, Richard

---

**From:** Dunlap, Kim <KDunlap@tectonicengineering.com>  
**Sent:** Friday, November 09, 2012 3:51 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** RE: Website - Contact Us

Thank you for your attention to this issue. Our power was restored on Saturday 11/3/12.  
You have my permission to include this information in the packet you are sending to the Public Service Commission.

Kim Dunlap

**From:** ZZZZ\_ceoffice [mailto:ceoffice@orangecountygov.com]  
**Sent:** Friday, November 09, 2012 2:10 PM  
**To:** Dunlap, Kim  
**Subject:** RE: Website - Contact Us

Dear Kim:

Thank you for contacting my office to register your experiences with local utility companies during the recent storm. Your input will prove valuable as we assess the response to outages resulting from super storm Sandy. I believe it is important that we be proactive and compile a comprehensive list of our residents' experiences now to provide to the New York State Public Service Commission, rather than wait for hearings at a later date. Again, thank you for your time and participation as we work to make our local utilities understand the severity of these service disruptions so that they may improve response time and service support in the event of future storms. With best wishes,

Edward A. Diana  
County Executive

PS we did re-send your complaint but I am hopeful you will give me permission to include your letter with our overall packet we are sending to the Public Service Commission ?

**From:** Dunlap, Kim [mailto:KDunlap@tectonicengineering.com]  
**Sent:** Friday, November 02, 2012 2:36 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** RE: Website - Contact Us

Thank you for your response but the diversion was told to Town workers at a meeting with the utility company that they were sent elsewhere.

I have not seen any utility repairs over the last 2 days – where are they.

I personally live in Bloomingburg (in Orange County at the border with Sullivan County) and we are being told we will not have any power until 11/11/12. We have no heat, water, bathroom facilities or any way to cook or store perishable items. In addition the temperature is dropping and a storm is supposedly coming mid-week.

**From:** ZZZZ\_ceoffice [mailto:ceoffice@orangecountygov.com]  
**Sent:** Friday, November 02, 2012 12:14 PM  
**To:** Dunlap, Kim  
**Subject:** RE: Website - Contact Us

The County has been in contact with all local utilities based on priorities given to us by local municipalities. All three utilities have on site representatives that we will raise local service issues with on your behalf. O&R has assured us no crews have been diverted however, we are troubled by the response to date on behalf of our resident. We are contemplating more formal action with New York State at this time.

**From:** Dunlap, Kim [<mailto:KDunlap@tectonicengineering.com>]

**Sent:** Thursday, November 01, 2012 2:35 PM

**To:** ZZZZ\_ceoffice

**Subject:** Website - Contact Us

What is the county doing to get involved with the restoration of utility services?

We have heard the Orange & Rockland have diverted there repair crews to New Jersey to help with the cleanup there. While we have sympathy for all areas that were affected by the storm we feel they should service their customers first and then assist other areas.

Kim Dunlap

*Controller*

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PO Box 37, 70 Pleasant Hill Rd, Mountainville N.Y. 10953

845.534.5959 voice 845.534.5999 fax

[www.tectonicengineering.com](http://www.tectonicengineering.com) [kdunlap@tectonicengineering.com](mailto:kdunlap@tectonicengineering.com)

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## Mayfield, Richard

---

**From:** Hansen, Joy  
**Sent:** Friday, November 09, 2012 3:06 PM  
**To:** ZZZZ\_ceoffice  
**Cc:** Chichester, Carol; Rhein, Tammy; 'dhammond@uwoc.org'  
**Subject:** RE: Hurricane Sandy's effects on my household

Thank you for acknowledging my experience, and all the other community residents going through their own hardships. I understand people are still out of power, and feel a sign of relief knowing that you and the Public Service Commission are prioritizing working to resolve the problems that have been a severe inconvenience to many since October 29th, 2012.  
Joy Hansen

**Joy Hansen**  
**System of Care Youth Engagement Specialist**  
United Way of the Dutchess-Orange Region &  
Orange County Youth Bureau  
18 Seward Avenue  
Middletown, NY 10940  
845-615-3619  
Fax: 845-346-1170  
[jhansen@orangecountygov.com](mailto:jhansen@orangecountygov.com)

*"Time is neutral and does not change things. With courage and initiative, leaders change things" -- Jesse Jackson*

---

**From:** ZZZZ\_ceoffice  
**Sent:** Friday, November 09, 2012 1:54 PM  
**To:** Hansen, Joy  
**Subject:** RE: Hurricane Sandy's effects on my household

Dear Joy:

Thank you for contacting my office to register your experiences with local utility companies during the recent storm. Your input will prove valuable as we assess the response to outages resulting from super storm Sandy. I believe it is important that we be proactive and compile a comprehensive list of our residents' experiences now to provide to the New York State Public Service Commission, rather than wait for hearings at a later date. Again, thank you for your time and participation as we work to make our local utilities understand the severity of these service disruptions so that they may improve response time and service support in the event of future storms. With best wishes,

Edward A. Diana  
County Executive  
PS Thank you for all your comments and your work for the residents of the County.

---

**From:** Hansen, Joy  
**Sent:** Monday, November 05, 2012 12:12 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** Hurricane Sandy's effects on my household

In response to your request on how storm has effected my particular household, I would first like to say that I feel the inconveniences we are having is burdensome mostly because of not knowing when we can expect to "be out of the dark"- so to say. I know we should be grateful in lieu of the devastation done to our neighbors in Jersey, Long Island, and New York City (for which I empathize there losses), however, I have family in all of these areas that I can not freely go to see and help because of my own situation & gas issues. We have been out of electricity for one week today, we have been getting water from our pond for flushing as there was no water, batteries, or candles in the local stores, but we are survivors and with the help of neighbors and friends are making the best of things. What has been most frustrating is that each time I called O & R they gave me hope on the dates of Nov. 3 @ 10:30 am, and November 4th before midnight - neither has occurred - we are still in the dark- now they say Nov. 8?!?

I missed 3 days of work last week, and one of my children is home sick today, after being a week out of school! We live in Warwick's Cascade Lake area, many lines down and trees as well, and we fear that this new storm that is approaching will only make matters worst. I havent seen one O&R truck in our vicinity, only tree companies and our local DPW workers. I only hope that these concerns can be assessed,addressed and analyzed by our leaders so we are better equiped to accommodate all people in the county in the future,as it seems these natural disasters have been occuring more often. I thank all Line workers, County workers, tree companies and emergency workers for working to the best of their ability to accommodate people in need, and hope that management of these organizations, and public leaders, collectively collaborate successfully to serve the public that is depending on them!

**Joy Hansen**  
**System of Care Youth Engagement Specialist**

**United Way of the Dutchess-Orange Region &  
Orange County Youth Bureau**  
18 Seward Avenue  
Middletown, NY 10940  
845-615-3619  
Fax: 845-346-1170  
[jhansen@orangecountygov.com](mailto:jhansen@orangecountygov.com)

*"Time is neutral and does not change things. With courage and initiative, leaders change things" – Jesse Jackson*



## Mayfield, Richard

---

**From:** Suzan L. Sussmann <sls393@cornell.edu>  
**Sent:** Friday, November 09, 2012 2:36 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** Re: Form Returned: Power\_Outage\_Survey\_form.pdf

We did get power on Tuesday evening, with a wonderful follow up call by O & R. All is well!

Suzan Sussmann

Sent from my iPad

On Nov 9, 2012, at 1:11 PM, "ZZZZ\_ceoffice" <[ceoffice@orangecountygov.com](mailto:ceoffice@orangecountygov.com)> wrote:

> Dear Mr. & Mrs. Sussman:  
> Thank you for contacting my office to register your experiences with local utility companies during the recent storm. Your input will prove valuable as we assess the response to outages resulting from super storm Sandy.  
> I believe it is important that we be proactive and compile a comprehensive list of our residents' experiences now to provide to the New York State Public Service Commission, rather than wait for hearings at a later date.  
> Again, thank you for your time and participation as we work to make our local utilities understand the severity of these service disruptions so that they may improve response time and service support in the event of future storms.  
> With best wishes,  
>  
> Edward A. Diana  
> County Executive  
>  
>  
> -----Original Message-----  
> From: Suzan L. Sussmann [<mailto:sls393@cornell.edu>]  
> Sent: Tuesday, November 06, 2012 8:52 AM  
> To: ZZZZ\_ceoffice  
> Subject: Form Returned: Power\_Outage\_Survey\_form.pdf  
>  
> Form Returned: Power\_Outage\_Survey\_form.pdf  
>  
> The attached file is the filled-out form. Please open it to review the data.  
>  
>  
> Click <https://www.mailcontrol.com/sr/MZbqvYs5QwJvpeaetUwhCQ==> to report this email as spam.  
> This communication may contain confidential information and is intended only for the individual or entity to whom it is addressed. Any review, dissemination, or copying of this communication by anyone other than the intended recipient is strictly prohibited. If you are not the intended recipient, please contact the sender, and destroy all copies of the original message. No responsibility is accepted by Orange County Government for any loss or damage arising in any way from receiving this communication.  
>  
>  
> This message has been scanned for malware.

## Mayfield, Richard

---

**From:** Artan Nikaj <artan\_nikaj@hotmail.com>  
**Sent:** Friday, November 09, 2012 1:53 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** Re: Power Outage Survey

Thank you for taking lead on this. As of yesterday we have electric now.

Thanks,

Art

Sent from my iPhone

On Nov 9, 2012, at 1:45 PM, "ZZZZ\_ceoffice" <[ceoffice@orangecountygov.com](mailto:ceoffice@orangecountygov.com)> wrote:

Dear Artan:

Thank you for contacting my office to register your experiences with local utility companies during the recent storm. Your input will prove valuable as we assess the response to outages resulting from super storm Sandy.

I believe it is important that we be proactive and compile a comprehensive list of our residents' experiences now to provide to the New York State Public Service Commission, rather than wait for hearings at a later date.

Again, thank you for your time and participation as we work to make our local utilities understand the severity of these service disruptions so that they may improve response time and service support in the event of future storms.

With best wishes,

Edward A. Diana  
County Executive

**From:** Artan Nikaj [[mailto:artan\\_nikaj@hotmail.com](mailto:artan_nikaj@hotmail.com)]  
**Sent:** Monday, November 05, 2012 1:14 PM  
**To:** ZZZZ\_ceoffice  
**Cc:** Oriona Nikaj  
**Subject:** Power Outage Survey

Orange County Government  
Goshen, New York 10924  
Hurricane Sandy Power Outage Survey  
1. PLEASE TYPE THE DESIGNATED INFORMATION.

2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.

3. E-MAIL FORM TO ADDRESS LISTED AT THE BOTTOM OF THE FORM.

CONSUMER

Name: Artan Nikaj

Street Address: 30 Dry Hill Lake Road

City/Town: Monroe

State: NY Zip: 10950

Telephone No.: 845-238-7048

Cell Phone: 845-238-7048

E-mail Address: [artan\\_nikaj@hotmail.com](mailto:artan_nikaj@hotmail.com)

Power Outage Information

Power/Utility Supplier: Orange and Rockland

Date of Power Outage: 10/30/2012

Time of Power Outage: 9 PM

Date of Power Restored: STILL WITHOUT POWER

Time Power Restored: STILL WITHOUT POWER

Comments

We have called, emailed but no response yet.

I have a 2 and 4 year old and my wife is 9 months pregnant due any day now. It is freezing cold and I have wires across my driveway.

I would expect power to be restored in much shorter time given weather conditions. I have seen crews around the neighborhood fixing electricity in other streets but I don't understand why they don't come to us. In our road there are 12 households without electric and some of these people are elderly as well - not just children.

Thanks,

Art

Click [here](#) to report this email as spam.

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This message has been scanned for malware.

## Mayfield, Richard

---

**From:** rmendel1948@gmail.com  
**Sent:** Friday, November 09, 2012 1:04 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** Re: Website - No power

Thank you. You may forward this matter on my behalf.  
Mr Richard Mendelson

Sent from my iPhone

On Nov 8, 2012, at 2:18 PM, ZZZZ\_ceoffice <[ceoffice@orangecountygov.com](mailto:ceoffice@orangecountygov.com)> wrote:

> Mr. Mendelson:  
> I have forwarded your inquiry to the O & R Liaison we deal with I am very sorry that you are still without power after 11 days this is terrible. Do I have your permission to forward your complaint to the NYS Public Service Commission?  
>  
> Edward A. Diana  
> County Executive  
> -----Original Message-----  
> From: [rmendel1948@gmail.com](mailto:rmendel1948@gmail.com) [<mailto:rmendel1948@gmail.com>]  
> Sent: Thursday, November 08, 2012 1:11 PM  
> To: ZZZZ\_ceoffice  
> Subject: Website - No power  
>  
> I live at 2 Birch Drive in the Town of Monroe. We have been without power for the past 11 days. Efforts to get any reliable information from O and R have been unsuccessful. Power was restored to most of our neighbors days ago. Can your office provide us with some hope or information in this situation.  
> Thank you in advance for any assistance you can provide  
>  
> Mr Richard Mendelson  
> 845 662 6343 cell  
>  
> Sent from my iPhone  
>  
> Click <https://www.mailcontrol.com/sr/MZbqvYs5QwJvpeaetUwhCQ==> to report this email as spam.  
> This communication may contain confidential information and is intended only for the individual or entity to whom it is addressed. Any review, dissemination, or copying of this communication by anyone other than the intended recipient is strictly prohibited. If you are not the intended recipient, please contact the sender, and destroy all copies of the original message. No responsibility is accepted by Orange County Government for any loss or damage arising in any way from receiving this communication.  
>  
>  
> This message has been scanned for malware.



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE **TYPE** THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. **CLICK ON SUBMIT BUTTON** BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	William Proscia		
<b>Street Address:</b>	10 Pennington Ine.		
<b>City/Town:</b>	Huguenot		
<b>State:</b>	NY	<b>Zip:</b>	12746
<b>Telephone No.:</b>			
<b>Cell Phone:</b>	845-754-5018		
<b>E-mail Address</b>	Wcp@hvc.rr.com		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange and Rockland		
<b>Date of Power Outage:</b>	10/30/12		
<b>Time of Power Outage: AM/PM</b>	app. 1200 pm		
<b>Date of Power Restored:</b>	11/06/12		
<b>Time Power Restored: AM/PM</b>	app. 6:00 pm		
<b>Comments</b>			
<p>My family and I are very dissatisfied with the level of service provided by Orange and Rockland. The storm was predicted well in advance and the response was terrible. Service trucks were not even in my town until three days after the storm. I have small children in my home and we were forced to leave our home and stay with relatives who had power.</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE **TYPE** THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. **CLICK ON SUBMIT BUTTON** BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Russ Wyborski		
<b>Street Address:</b>	18 Stage Rd		
<b>City/Town:</b>	Pine Island		
<b>State:</b>	NY	<b>Zip:</b>	10969
<b>Telephone No.:</b>	845-981-7138		
<b>Cell Phone:</b>	734-476-4552		
<b>E-mail Address</b>	rjwirish@gmail.com		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange and Rockland		
<b>Date of Power Outage:</b>	October 29		
<b>Time of Power Outage: AM/PM</b>	9:15 pm		
<b>Date of Power Restored:</b>	November 7		
<b>Time Power Restored: AM/PM</b>	6:00 pm		
<b>Comments</b>			
Power was restored to the center of Pine Island in the morning of November 3rd. It took 4 more days to go 2 miles to my neighborhood.			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Phyllissann Grasso		
Street Address:	75 High Ridge Road		
City/Town:	Monroe		
State:	NY	Zip:	10950
Telephone No.:	845-782-5141		
Cell Phone:			
E-mail Address			
<b>Power Outage Information</b>			
Power/Utility Supplier:	Orange & Rockland		
Date of Power Outage:	10/29/12		
Time of Power Outage: AM/PM	7:15pm		
Date of Power Restored:	11/2/12		
Time Power Restored: AM/PM	PM		
<b>Comments</b>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. **CLICK ON SUBMIT BUTTON** BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Geoffrey Hawthorne		
<b>Street Address:</b>	127 Lake Region Blvd		
<b>City/Town:</b>	Monroe		
<b>State:</b>	NY	<b>Zip:</b>	10950
<b>Telephone No.:</b>	845-649-7992		
<b>Cell Phone:</b>	845-649-7992		
<b>E-mail Address</b>	unit111@optonline.net		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange & Rockland		
<b>Date of Power Outage:</b>	10/29/2012		
<b>Time of Power Outage: AM/PM</b>	9:10 pm		
<b>Date of Power Restored:</b>	11/02/2012		
<b>Time Power Restored: AM/PM</b>	8:00 PM		
<b>Comments</b>			
<p>Our power was off early in the storm. On 10/31 and 11/01 O&amp;R's website showed that they had dispatched a crew to restore our power. On Friday 11/02 it said that O&amp;R could not determine why we had no power, that they were "taking steps to restore" power and it should be on by 11/11/12. As there was power on Lakes Rd, (the main road in my area) I drove and walked the entire circuit of power lines into my development. There were NO lines down, no trees on wires, nothing. I noted the circuit breakers/fuses had been manually disengaged at the foot of Lakes Rd leading to our development. I saw on Lakes Rd that many of them were pulled. An O&amp;R employee conformed to me that early in the storm O&amp;R personnel disconnected circuit breakers to prevent damage if a line went down. No one was ent to put them back on line for 4 days! I also know that when utilities submit rate increases to the PSC, the number and length of outages can mean a better result for their rate increase if the numbers are high enough. They made the outage in my area, yet took 4 days to reconnect. Was it left non powered to artificially inflate the number of people without power and improve their chance for a rate increase? Something is wrong with their system. I know that downed lines pose a hazard (I am a retired Police Officer and was a career and volunteer firefighter previously) and that is a priority but wouldn't it make sense to restore power to people quickly when there is no damage and thus little cost to restore it? I live in a development of about 200 homes. I have a generator and the O&amp;R manufactured power outage here cost me 120 gallons of propane at almost \$4 a gallon. That is obscene that they can do that to people.</p>			

**Submit Completed Form**





# Orange County Government

Goshen, New York 10924

## Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Geoffrey Hawthorne		
<b>Street Address:</b>	127 Lake Region Blvd		
<b>City/Town:</b>	Monroe		
<b>State:</b>	NY	<b>Zip:</b>	10950
<b>Telephone No.:</b>	845-649-7992		
<b>Cell Phone:</b>	845-649-7992		
<b>E-mail Address</b>	unit111@optonline.net		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange & Rockland		
<b>Date of Power Outage:</b>	10/29/2012		
<b>Time of Power Outage: AM/PM</b>	9:10 pm		
<b>Date of Power Restored:</b>	11/02/2012		
<b>Time Power Restored: AM/PM</b>	8:00 PM		
<b>Comments</b>			
<p>Our power was off early in the storm. On 10/31 and 11/01 O&amp;R's website showed that they had dispatched a crew to restore our power. On Friday 11/02 it said that O&amp;R could not determine why we had no power, that they were "taking steps to restore" power and it should be on by 11/11/12. As there was power on Lakes Rd, (the main road in my area) I drove and walked the entire circuit of power lines into my development. There were NO lines down, no trees on wires, nothing. I noted the circuit breakers/fuses had been manually disengaged at the foot of Lakes Rd leading to our development. I saw on Lakes Rd that many of them were pulled. An O&amp;R employee conformed to me that early in the storm O&amp;R personnel disconnected circuit breakers to prevent damage if a line went down. No one was ent to put them back on line for 4 days! I also know that when utilities submit rate increases to the PSC, the number and length of outages can mean a better result for their rate increase if the numbers are high enough. They made the outage in my area, yet took 4 days to reconnect. Was it left non powered to artificially inflate the number of people without power and improve their chance for a rate increase? Something is wrong with their system. I know that downed lines pose a hazard (I am a retired Police Officer and was a career and volunteer firefighter previously) and that is a priority but wouldn't it make sense to restore power to people quickly when there is no damage and thus little cost to restore it? I live in a development of about 200 homes. I have a generator and the O&amp;R manufactured power outage here cost me 120 gallons of propane at almost \$4 a gallon. That is obscene that they can do that to people.</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Kevin M. Fanning		
Street Address:	28 Branch Street		
City/Town:	Monroe		
State:	NY	Zip:	10950
Telephone No.:	845 782-0517		
Cell Phone:	845 662-7823		
E-mail Address	kfan@frontiernet.net		
<b>Power Outage Information</b>			
Power/Utility Supplier:	Orange and Rockland Utilities		
Date of Power Outage:	10/29/2012		
Time of Power Outage: AM/PM	7:00 PM		
Date of Power Restored:	N/A		
Time Power Restored: AM/PM	N/A		
<b>Comments</b>			
<p>We lost power during the storm. As of 11/08 power still has not been restored nor or there any crews working on the damage. I have spoken with O&amp;R many times since we lost power and told them that my 5 year old son has asthma and needs a nebulizer for his medication. Fortunately I was able to borrow a generator from a friend and I run it 12 hours a day for heat and minimal electricity needs. I don't normally complain, but this situation is becoming untenable. The utility needs to replace a broken utility pole, restring downed power lines and replace a transformer on the utility pole. Last year I lost power after Hurricane Irene, and their response this year is no better.</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE **TYPE** THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. E-MAIL FORM TO ADDRESS LISTED AT THE BOTTOM OF THE FORM.

<b>CONSUMER</b>			
Name:	Ana Garcia		
Street Address:	705 Prospect Hill Road		
City/Town:	Huguenot		
State:	NY	Zip:	
Telephone No.:	845-672-3945		
Cell Phone:			
E-mail Address			
<b>Power Outage Information</b>			
Power/Utility Supplier:	Orange/Rockland Utilities OR		
Date of Power Outage:	October 29, 2012		
Time of Power Outage: AM/PM	4:00 pm		
Date of Power Restored:	November 4, 2012		
Time Power Restored: AM/PM	8:30 pm		
<b>Comments</b>			
<p>It is inconceivable the length of time it took to restore power. This long duration shows a true lack of leadership with this utility company in allocating personnel in this county. Orange County is not the borough of Manhattan or any of its other surrounding boroughs; it should not have taken this long for assessing damage or restoring power to residents. As was reported in the local newspaper during the week, crews from Orange/Rockland were sent to Manhattan to restore their power and left us to freeze to death in our homes. If the article is true then new management should replace the boneheads who are currently running the electric company.</p>			

E-MAIL TO THIS LINK: [ceoffice@orangecountygov.com](mailto:ceoffice@orangecountygov.com)

E-MAIL SUBJECT LINE: **Power Outage Survey**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. E-MAIL FORM TO ADDRESS LISTED AT THE BOTTOM OF THE FORM.

<b>CONSUMER</b>			
Name:	GERALD TOBIN		
Street Address:	28 LARK TERRACE		
City/Town:	GOSHEN		
State:	NY	Zip:	10924
Telephone No.:	845-294-3642		
Cell Phone:	845-545-0145		
E-mail Address	tobinger@frontiernet.net		
<b>Power Outage Information</b>			
Power/Utility Supplier:	ORANGE & ROCKLAND		
Date of Power Outage:	10/29/12		
Time of Power Outage: AM/PM	8:45 PM		
Date of Power Restored:	11/04/12		
Time Power Restored: AM/PM	1:00 PM		
<b>Comments</b>			
THERE WAS A PROBLEM WITH O&R OUTAGE REPORTING SYSTEM. OUR DEVELOPMENT'S INDIVIDUAL OUTAGE REPORTS WERE NEVER POSTED TO THE INTERNET OUTAGE SYSTEM. ACCORDING TO ONE NEIGHBOR ONLY 2 OUTAGES WERE REPORTED IN THEIR SYSTEM. I CHECKED WITH MORE THAN TWO OF THE NEIGHBORS AND VERIFIED WITH THEM THAT THEY HAD REPORTED THE OUTAGE ON MONDAY OR TUESDAY MORNING AFTER THE OUTAGE OCCURED.			

E-MAIL TO: [ceoffice@orangecountygov.com](mailto:ceoffice@orangecountygov.com)

E-MAIL SUBJECT LINE: **Power Outage Survey**

## Mayfield, Richard

---

**From:** Rob W <rwhalen29@yahoo.com>  
**Sent:** Saturday, November 03, 2012 12:15 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** Power Outage Survey

Power has still not been restored – and no one has come out to fix the line down on route 17a. pls help

### Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE **TYPE** THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. E-MAIL FORM TO ADDRESS LISTED AT THE BOTTOM OF THE FORM.

#### CONSUMER

**Name:**

**Street Address:**

**City/Town:**

**State: Zip:**

**Telephone No.:**

**Cell Phone:**

**E-mail Address**

#### Power Outage Information

**Power/Utility Supplier:**

**Date of Power Outage:**

**Time of Power Outage: AM/PM**

**Date of Power Restored:**

**Time Power Restored: AM/PM**

#### Comments

E-MAIL TO THIS LINK: [ceoffice@orangecountygov.com](mailto:ceoffice@orangecountygov.com)

E-MAIL SUBJECT LINE: **Power Outage Survey**

Robert Whalen

46 Katrina Court

Tuxedo

NY 10987

7327353559

7327353559

[rwhalen29@yahoo.com](mailto:rwhalen29@yahoo.com)

ORU

monday 29th

8pm

NONE

NONE

power line is still down on route 17a - we cannot get through to ORU.com and have submitted multiple down emails and form submissions to let them know about the downed tree and power line - pls help.. thx

Click [here](#) to report this email as spam.

## Mayfield, Richard

---

**From:** fmdir@gmail.com  
**Sent:** Saturday, November 03, 2012 1:34 AM  
**To:** ZZZZ\_ceoffice  
**Subject:** Website - Contact Us

The survey seems to be a PDF. We are still out of power in Warwick. Can some one make it clear that we are suffering too? I have no water, no generator, no heat, no bathrooms and a 3 year only boy.

Sent from my iPad

Click

<https://www.mailcontrol.com/sr/VQKeQEIpAh3GX2PQPOMvUrTWOQPRvz4D8qu0dn2tOL8QSYZCOU9lcl9cd4piCZeZEgF24cGLsH5pl0FDW8fzw==> to report this email as spam.

## Mayfield, Richard

---

**From:** ocel@frontiernet.net  
**Sent:** Friday, November 02, 2012 1:54 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** Re: Orange and Rockland

Dear Ed

Thank you for your response. I trust that you will take comprehensive actions so that this situation will never happen again to our county. You may certainly forward this complaint.

My home is Hill House, 2021 Mountain Rd., Otisville, NY 10963

Sincerely yours,

Ms. Jerri Dodd  
845-386-5035

----- Original Message -----

**From:** "ZZZZ\_ceoffice" <[ceoffice@orangecountygov.com](mailto:ceoffice@orangecountygov.com)>  
**To:** [ocel@frontiernet.net](mailto:ocel@frontiernet.net)  
**Sent:** Friday, November 2, 2012 12:26:54 PM  
**Subject:** RE: Orange and Rockland

Dear Mr. Dodd:

Thank you for the email. The County is very disturbed by the response from our local utilities' and are right now we are contemplating more formal action with New York State Public Service Commission.

In order to file a complaint on your behalf I would need your street address and permission to forward the complaint.

Edward Diana

**From:** [ocel@frontiernet.net](mailto:ocel@frontiernet.net) [<mailto:ocel@frontiernet.net>]  
**Sent:** Wednesday, October 31, 2012 5:11 PM  
**To:** ZZZZ\_ceoffice; ZZZZ\_ceoffice  
**Subject:** Orange and Rockland

Dear Mr Diana

Orange and Rockland was not prepared for this storm. They lost numerous substations which shows they did not take the proper precautions to protect them from storm damage. We endow a large amount of responsibility to Orange and Rockland and they have failed to live up to this trust.

They are not updating their web site or even communicating with their customers properly. Their web site has stated that the are assessing the situation for over 3 days. Restoration times are PENDING for everyone without

any specific times for anyone. There are no proper updates that give anyone any real information.

I for one would like to know what you are going to do about this extremely poor service and lack of concern for our residents. The time is now for them to immediately start providing complete information about what is going on and stop the "boiler plate" responses. We deserve better than this.

Sincerely yours,

Jerri Dodd

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This message has been scanned for malware.





## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. CLICK ON **SUBMIT** BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Kevin M. Fanning		
<b>Street Address:</b>	28 Branch Street		
<b>City/Town:</b>	Monroe		
<b>State:</b>	NY	<b>Zip:</b>	10950
<b>Telephone No.:</b>	845 782-0517		
<b>Cell Phone:</b>	845 662-7823		
<b>E-mail Address</b>	kfan@frontiernet.net		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange and Rockland Utilities		
<b>Date of Power Outage:</b>	10/29/2012		
<b>Time of Power Outage: AM/PM</b>	7:00 PM		
<b>Date of Power Restored:</b>	N/A		
<b>Time Power Restored: AM/PM</b>	N/A		
<b>Comments</b>			
<p>We lost power during the storm. As of 11/08 power still has not been restored nor or there any crews working on the damage. I have spoken with O&amp;R many times since we lost power and told them that my 5 year old son has asthma and needs a nebulizer for his medication. Fortunately I was able to borrow a generator from a friend and I run it 12 hours a day for heat and minimal electricity needs. I don't normally complain, but this situation is becoming untenable. The utility needs to replace a broken utility pole, restring downed power lines and replace a transformer on the utility pole. Last year I lost power after Hurricane Irene, and their response this year is no better.</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	William and Christine Cull		
<b>Street Address:</b>	31 Merriewold Lane N		
<b>City/Town:</b>	Monroe		
<b>State:</b>	NY	<b>Zip:</b>	10950
<b>Telephone No.:</b>	845-783-7157		
<b>Cell Phone:</b>			
<b>E-mail Address</b>			
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange and Rockland		
<b>Date of Power Outage:</b>	10/29/12		
<b>Time of Power Outage: AM/PM</b>	8:30 pm		
<b>Date of Power Restored:</b>	11/3/12		
<b>Time Power Restored: AM/PM</b>	3:30 pm		
<b>Comments</b>			
<p>Since we did not have a generator, we wound up having to throw out all the food in our refrigerator. Thankfully, that's all we lost. It was a crew from Ohio that was in our area on Saturday, 11/3/12. Very few O&amp;R personnel were in our area during the entire blackout.</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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3. CLICK ON **SUBMIT** BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Joy Hansen		
<b>Street Address:</b>	8 Hansen Place		
<b>City/Town:</b>	Warwick		
<b>State:</b>	New York	<b>Zip:</b>	10990
<b>Telephone No.:</b>	845-986-5251		
<b>Cell Phone:</b>	845-544-4480		
<b>E-mail Address</b>	jhansen@orangecountygov.com		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange & Rockland		
<b>Date of Power Outage:</b>	October 29,2012		
<b>Time of Power Outage: AM/PM</b>	pm		
<b>Date of Power Restored:</b>	still no power		
<b>Time Power Restored: AM/PM</b>	still no power		
<b>Comments</b>			
<p>The most frustrating part is not knowing when to expect power back! I have been in contact with Orange &amp; Rockland twice and given 2 different days and time that power would be restored, and we still do not have it. We haven't even seen an O&amp; R truck in our part of town. I know direct service workers are doing their best, and I am thankful for that, however management needs to be better prepared and collaborate better with county and municipal leaders in order to keep up with such devastations that have been occurring. I hope lessons learned from this historic event will be analyzing, assessing and addressing what could have been done better.</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Gerilyn Tainsky		
Street Address:	130 Third Street		
City/Town:	Godeffroy		
State:	NY	Zip:	12729
Telephone No.:	845-754-7940		
Cell Phone:			
E-mail Address	gerilyn909@yahoo.com		
<b>Power Outage Information</b>			
Power/Utility Supplier:	O and R		
Date of Power Outage:	Monday Oct 29		
Time of Power Outage: AM/PM	approx 6:30 PM		
Date of Power Restored:	not at this time		
Time Power Restored: AM/PM			
<b>Comments</b>			
<p>My real complaint is that you can't get a straight answer regarding when the power is going to be restored. I am not unreasonable but would like a 24-48 hour window. On the map on their website it says 11/7/12-when you call them up they state 11/11/12. My neighbor called them and they state it can be up to 20 days after 11/11/12. The more information we have the more empowered and able we are to anticipate and control problems. Truthful information has not been forthcoming from the towns or O and R. Fortunately the county has been very responsive especially the office of emergency management. Please feel free to contact me with any questions.</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Colleen Shuback		
<b>Street Address:</b>	27B Oakland Avenue Apt 1		
<b>City/Town:</b>	Warwick		
<b>State:</b>	New York	<b>Zip:</b>	10990
<b>Telephone No.:</b>	845-775-0132		
<b>Cell Phone:</b>			
<b>E-mail Address</b>	colleen.feldner@yahoo.com		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange and Rockland		
<b>Date of Power Outage:</b>	10/29		
<b>Time of Power Outage: AM/PM</b>	7:30 pm		
<b>Date of Power Restored:</b>	Estimating November 8th		
<b>Time Power Restored: AM/PM</b>			
<b>Comments</b>			
<p>Most of the houses around us now have power restored, but they left our house and about 3 others with out power. They were working right in front of our house, and left with out restoring our power. There are many wires down which blocked our driveway and left the road closed up until this past weekend. The road is now opened but wires are still currently on the lawn. I just received a phone call from O&amp;R which was a recording, letting me know they have reports of a wire down at my address and needed more information. It asked me to press 1 if I had power and press 2 if I did not. I find this ridiculous since they should know if I have power or not, with out bothering me at work to find out. O&amp;R has not been helpful with dry ice distribution, as they have not announced where the dry ice locations will be until the last minute, and they were mostly during business hours, so that people who work had no way of getting there in time.</p>			

**Submit Completed Form**

## Mayfield, Richard

---

**From:** FLH <hunter4238@email.com>  
**Sent:** Monday, November 05, 2012 1:05 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** Lack of Electric Service

I live at 342 Mountain Lodge Road, Monroe, New York 10950, at Mountain Lodge Park. The polling place is at the firehouse up the street, but the electric service has been out since Monday morning last week. Trucks were there on Monday, but never came back until some crews were removing trees that Friday and Saturday. The only response from Orange & Rockland is a telephone announcement that service will be restored by November 11. Nothing has been done to offer customers relief from expenses of spoiled food and cost of heat alternatives such as kerosene. Families without adequate financial resources for food and alternative fuel are at risk and feel abandoned by this company.

This is an outrage. Hurricane Irene was worse, but service was back on within 24 hours in our neighborhood.

Francine Hunter  
(917) 257-4962

Click [here](#) to report this email as spam.

## Mayfield, Richard

---

**From:** Artan Nikaj <artan\_nikaj@hotmail.com>  
**Sent:** Monday, November 05, 2012 1:14 PM  
**To:** ZZZZ\_ceoffice  
**Cc:** Oriona Nikaj  
**Subject:** Power Outage Survey  
**Attachments:** Power\_Outage\_Survey\_form.pdf

Orange County Government  
Goshen, New York 10924

Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. E-MAIL FORM TO ADDRESS LISTED AT THE BOTTOM OF THE FORM.

CONSUMER

Name: Artan Nikaj

Street Address: 30 Dry Hill Lake Road

City/Town: Monroe

State: NY Zip: 10950

Telephone No.: 845-238-7048

Cell Phone: 845-238-7048

E-mail Address: [artan\\_nikaj@hotmail.com](mailto:artan_nikaj@hotmail.com)

Power Outage Information

Power/Utility Supplier: Orange and Rockland

Date of Power Outage: 10/30/2012

Time of Power Outage: 9 PM

Date of Power Restored: STILL WITHOUT POWER

Time Power Restored: STILL WITHOUT POWER

Comments

We have called, emailed but no response yet.

I have a 2 and 4 year old and my wife is 9 months pregnant due any day now. It is freezing cold and I have wires across my driveway.

I would expect power to be restored in much shorter time given weather conditions. I have seen crews around the neighborhood fixing electricity in other streets but I don't understand why they don't come to us. In our road there are 12 households without electric and some of these people are elderly as well - not just children.

Thanks,

Art

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## Mayfield, Richard

---

**From:** Pat Mangan <mumdoc123@gmail.com>  
**Sent:** Monday, November 05, 2012 1:08 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** Website - Contact Us

So I just saw the link from OCEM that the county executive is seeking input from consumers about their experience with the recent power outage. Fantastic I think- finally some way to express my extreme frustration. So I follow the link on my trusty (and now invaluable ) iPhone only to discover to complete the form I have to download it and then type my responses! So no power, no printer - can't complete form. NOT helpful - just more frustration.

So hopefully someone will read this email and see my comments. I live at 7 Woodridge Dr in Blooming Grove. (Chester mailing address). We lost power 8pm Monday night and still have no power. We can get NO more specific info from O&R than that they haven't identified the problem yet(7 days now) but projected restore time is 11:30pm Nov 11.

We call O&R to complain that our neighborhood even got dropped off their outage map and talk to the call center who just takes the message and the problem isn't fixed.

A friend whose husband works for O&R emailed Sat am that 500 crews from out of state were coming in to help and they hoped to have most people restored by end of weekend. Well I haven't set eyes on ANY power crews all week - O&R or out of state.

We feel completely forgotten. If O&R cares, no evidence of it.

So we are camping in our house with overseas visitors trying to keep inside temp above 50 degrees with fireplace. We are flushing the toilets with water from neighbors pool and sharing our firewood with neighbors. We are watching our gas use carefully so we can make it to my sister's house in Pennsylvania tomorrow after we vote.

My worry is that when we return this weekend to put our relatives on plane back to Australia and I have to go back to work next Monday we could really still be without power. And how much worse will it be if there are new outages with this Northeaster they are predicting? I would like to see all of these power companies made to pay painful fines in punishment for their woeful performance.

Your sincerely

Patricia Mangan

Sent from my iPhone

Click

<https://www.mailcontrol.com/sr/i4RriD1fuE7GX2PQP0mvUhBG2SIKse0TZuW2VcKPgkp8rSceVmwj0Gw6W33VgosjAUDcLjh91EDCXaTERp6olw==> to report this email as spam.





## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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3. E-MAIL FORM TO ADDRESS LISTED AT THE BOTTOM OF THE FORM.

<b>CONSUMER</b>			
Name:	Lisa Wilkinson		
Street Address:	34 Edgewood Dr		
City/Town:	Harriman		
State:	NY	Zip:	10926
Telephone No.:	845-783-3515		
Cell Phone:	845-323-2291		
E-mail Address	lwilkinson@scsengineers.com		
<b>Power Outage Information</b>			
Power/Utility Supplier:	Orange and Rockland		
Date of Power Outage:	10/29/12		
Time of Power Outage: AM/PM	about 7 pm		
Date of Power Restored:	10/30/12		
Time Power Restored: AM/PM	about 7 pm		
<b>Comments</b>			
<p>We note that even though we were only without power for about 24 hours, our neighbor across the street has been without power since 10/29/12 at about 7pm and the live wires that should go across the street to our neighbors house are hanging to the ground from the pole at the end of our driveway. The area has been taped off but there are kids and pets on the street everyday and the live wires should not be dangling to the ground for this length of time.</p>			

E-MAIL TO THIS LINK: [ceoffice@orangecountygov.com](mailto:ceoffice@orangecountygov.com)

E-MAIL SUBJECT LINE: **Power Outage Survey**

## Mayfield, Richard

---

**From:** Karen PetrieCampbell <kpc82@warwick.net>  
**Sent:** Monday, November 05, 2012 12:56 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** Storm Treatment

To whom it may concern,

I am a long time Warwick resident. Have raised two children here and now our grandchildren frequent our home while their parents work. We maintain a large parcel of private road, which is quite the job, not only physically but financially as well which I might add is quite beautiful. Hurricane Irene took out the Buttermilk Falls Bridge, which we absolutely used (we live a mile in this 2 mile road). Our mailbox is on the other side which now is a 6 mile round trip to pick up mail and with the gas situation the mail will sit for sometime to come. We are a hard working, community minded family and are outraged that the town/county/state has not confronted the owner/owners of the property to have the Bridge which was intact for many, many years be replaced. How does this individual get away with this? He doesn't live here and has made it most difficult for us and many others!!! Please, can something be done!!! And now after Hurricane Sandy we still have no electricity while most of the Town of Warwick has had power for several days now. What is going on. We are very visible in our community. My husband and I worked diligently volunteering countless hours for the Warwick Farm Aid and other events in Warwick. I feel because we do not live near the town center we have been overlooked time and time again!!! This is our home and we constantly work to maintain the integrity of the natural beauty of this area, which is one of the reasons we moved here 33 years ago. I did everything possible to get ready for the storm named Sandy especially because we were trapped for two days with severe flooding of the Long House Creek which covered a huge extent of our driveway. Below are just a few things I had to take care of because my husband was working in the State of Florida and was unable to fly home when the storm hit. He drove 22 hours straight to get back here a day after the storm.

-hand dug out over 100 feet of gully which lines our road so water would hopefully stay contained -two sump pumps ready to go (which meant snaking countless extension cords through a window) -checking for areas where water could make it's way into our basement from a well house and cementing them up -making sure a water dam across the road was high enough to divert water into a culvert we had put in -cleaning out 3 culverts which are on our road and making sure they could be identified should flooding be a problem -cleaning out the bridge which leads to our home, over the driveway, so that possible flooding wouldn't wreck too much havoc

-tied down all outdoor items

-bought water for drinking, dish washing, sponge bathing -filled bathtub for toilet flushing(along with using stream water bought up in a spackle bucket) -bought one of the last generators at Home Depot the Thursday before the storm, for keeping fridge cold (3 hours run time a day) and charge laptop, radio and cell phone

-2 small gas cans and filled them up

-had to assemble generator and a tent for it out of portable scaffolding

Anyway the list goes on and on. The point I am trying to make is that much preparation went into making sure our property and ourselves were safe. Unfortunately, we had no landline phone service for 4 days after the storm and our cell phones barely worked from this location. A hand crank/battery operated radio got me through the night of the storm and continues to offer up outside information along with the laptop, when the phone is working. We use battery operated lanterns and candles at night because of the lack of gasoline. We have waited in unacceptable situations twice for gasoline for our car and to fill up one 2 gallon gas can to run the generator. As of November 5th, 12:38pm we still have no power. I used the shower at Warwick High School once, thank goodness for that. And now we are hoping not to get significant snow in the next few days because then we might be plowing ontop of everything else. Well, this is just a brief summary of what was quite terrifying for me personally. I hid under a kitchen table for 6 hours with my cat, lantern and radio. No matter how many times I read info relating to Hurricane 101, it did not prepare me for the

incredible wind and the helplessness one feels. Yep, when my children were young and involved in various group activities in town they referred to us as mountain folk. Well, I guess I know why now.

Sincerely,

Karen Campbell

Click  
<https://www.mailcontrol.com/sr/tACbLZ7Ty8PGX2PQPomvUhBG2SIKse0TTBasNZkDLw+6BU0F!16e!RjLiOtDNODIAUDcLJh91ED36NGKki70Ug==> to report this email as spam.

## Mayfield, Richard

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**From:** Phyllis <pvarcoe@yahoo.com>  
**Sent:** Monday, November 05, 2012 12:46 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** 2156 rt 97 has not been restored day 7 with a storm coming

Are we the forgotten? Its been 7 days and still no power. It is very dark and dangerous out in the woods. Why are we always last? Is it because 97 is a state rd and not traveled enough so we are less of a priority, because I've noticed since I've lived up here we're the last to get the side of the road's grass cut in the summer and the last to be plowed. As soon as we hit Port Jervis the roads are beautiful.

Phyllis Varcoe  
845-672-3014

Sent from my iPad

Click

<https://www.mailcontrol.com/sr/uybYnXYCI5HGX2PQPOMvUsk03K5lhN5dVjOjFgifxcuSG9tECBHfwBiLiOtDNODIAUDcLjh91ED36NGKki70Ug==> to report this email as spam.

## Mayfield, Richard

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**From:** robert melay <melayirocz28@yahoo.com>  
**Sent:** Monday, November 05, 2012 12:32 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** O&R Power Issues

Dear Mr Diana

Hi, My name is Robert Melay. I'm a resident of Pine Island NY in Orange County. I'm e-mailing you in regards to the letter that you have written to the New York Public Service Commission (NYS PSC) to review local utility companies' performance in response to damage and outages left by the storm. I would like to thank you for stepping forward with this situation. My family which consists of My 7 month pregnant wife along with 2.5 yr old daughter along with my self, which we have been without power now for 7days starting at 8:03pm tonight.

So far my experience with O&R has been trying to contact by talking to a " Human " Not a automated machine has been a lackluster. So far I've lost all my food in my freezer along with my food in my refridgerator. We've read that the Utility companies are working around the clock to fix the power outages? But where are there working? I have not seen any crews out between middletown and Warwick at night. The reason I say this is with the gas shortage I travel at night hoping to find a station with Fuel and haven't seen a crew.

While saying this sucks is an understatement, in perspective, we are lucky. We walked away from the Hurricane with our home, and more importantly our health, but one full week with a est time of reconnection of 11-11-12 @ 11:30pm is a little nuts.

I do appreciate you helping us out.

Sincerely

Robert Melay

(845)674-0030

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## Mayfield, Richard

---

**From:** Donna Gady <dgady@rcls.org>  
**Sent:** Monday, November 05, 2012 12:14 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** Utility Company Preparedness

I had an electrical issue on Monday Morning 10/22/2012 - before the storm actually hit. O & R came to access the problem and a few hours later Utility workers showed up to repair the downed wire. These Utility workers were not in an O & R truck, and when I asked them where they were from they told me Kansas and Missouri. O & R had already called them in because they knew it was going to be bad. I know some people have been without power for a week, but no one can predict which lines will come down or the extent of the storm damage before the storm is over. Yes, we hate to be inconvenienced but I do believe O & R is doing what they can. During the height of the storm, I was without power for two days but I am one who prepares well in advance and luckily I only had to use my generator for about 16 hours in total.

Click

<https://www.mailcontrol.com/sr/kFE8owDQDrDGX2PQPOMvUsk03K5lhN5dlEz7M!UNnbJPS4yGBADMMNnqq4nSTU3SAUDcLjh91ED36NGKki70Ug==> to report this email as spam.

## **Mayfield, Richard**

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**From:** Hansen, Joy  
**Sent:** Monday, November 05, 2012 12:12 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** Hurricane Sandy's effects on my household

In response to your request on how storm has effected my particular household, I would first like to say that I feel the inconveniences we are having is burdensome mostly because of not knowing when we can expect to "be out of the dark"- so to say. I know we should be grateful in lieu of the devastation done to our neighbors in Jersey, Long Island, and New York City (for which I empathize there losses), however, I have family in all of these areas that I can not freely go to see and help because of my own situation & gas issues. We have been out of electricity for one week today, we have been getting water from our pond for flushing as there was no water, batteries, or candles in the local stores, but we are survivors and with the help of neighbors and friends are making the best of things. What has been most frustrating is that each time I called O & R they gave me hope on the dates of Nov. 3 @ 10:30 am, and November 4th before midnight - neither has occurred - we are still in the dark- now they say Nov. 8?!?

I missed 3 days of work last week, and one of my children is home sick today, after being a week out of school! We live in Warwick's Cascade Lake area, many lines down and trees as well, and we fear that this new storm that is approaching will only make matters worst. I havent seen one O&R truck in our vicinity, only tree companies and our local DPW workers. I only hope that these concerns can be assessed,addressed and analyzed by our leaders so we are better equiped to accommodate all people in the county in the future,as it seems these natural disasters have been occuring more often. I thank all Line workers, County workers, tree companies and emergency workers for working to the best of their ability to accommodate people in need, and hope that management of these organizations, and public leaders, collectively collaborate successfully to serve the public that is depending on them!

**Joy Hansen**  
**System of Care Youth Engagement Specialist**  
United Way of the Dutchess-Orange Region &  
Orange County Youth Bureau  
18 Seward Avenue  
Middletown, NY 10940  
845-615-3619  
Fax: 845-346-1170  
[jhansen@orangecountygov.com](mailto:jhansen@orangecountygov.com)

*"Time is neutral and does not change things. With courage and initiative, leaders change things" – Jesse Jackson*

## Mayfield, Richard

---

**From:** Mindy Circelli <mcircelli@inspirecp.org>  
**Sent:** Monday, November 05, 2012 12:04 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** Mindy Circelli power outage

Good Morning - I just received the press release asking for individuals still without power in Orange County to respond. I am in Sugar Loaf and my surrounding neighborhoods are still without power which means no heat, hot water, nor electricity. We are grateful for the work and hours the utility companies have been putting in to help, but we are continuously seeing trucks go through our town to no avail. It is very frustrating and getting extremely scary knowing we are still without with another impending storm on the way. Not only are individuals worried about their needs, we are also very concerned about our pets who desperately need heat while we have to leave our homes to get to work. It is also frustrating to continuously check the O&R website to see that the estimated date for our power to return keeps changing from November 6 to November 11. It is impossible to plan for this when we are not getting any answers. It sickens me to complain when people in areas near the NYC have lost everything, but you have requested our input.

Thank you!  
Mindy Circelli  
Sugar Loaf, NY  
845-662-3586

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## **Mayfield, Richard**

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**From:** Russell, Richard  
**Sent:** Monday, November 05, 2012 11:37 AM  
**To:** ZZZZ\_ceoffice  
**Subject:** Power outages

I believe part of the problem is simply preventative maintenance. I remember when I was young, I would see utility companies out cutting away trees from lines even when there was no outage in order to help prevent one. I am sure, in an attempt to save money such preventative measures aren't taken. It seems only when a problem arises and power is lost, then utility workers are dispatched to make repairs only when necessary which in the long run I would imagine costs more.



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. E-MAIL FORM TO ADDRESS LISTED AT THE BOTTOM OF THE FORM.

<b>CONSUMER</b>			
Name:	Ann Hand		
Street Address:	34 Buttermilk Falls Road		
City/Town:	Warwick		
State:	NY	Zip:	10990
Telephone No.:	845-987-1247		
Cell Phone:	845-741-6709		
E-mail Address	ahand@inspirecp.org or birdmat@hotmail.com		
<b>Power Outage Information</b>			
Power/Utility Supplier:	O&R		
Date of Power Outage:	monday 10/29		
Time of Power Outage: AM/PM	7pm		
Date of Power Restored:	still without		
Time Power Restored: AM/PM	still without		
<b>Comments</b>			
please help, i am a single mom with 4 children, we have been without power,and water for 7 days. I have lost all of our food in our two fridge/freezers, and one freezer.			

E-MAIL TO THIS LINK: [ceoffice@orangecountygov.com](mailto:ceoffice@orangecountygov.com)

E-MAIL SUBJECT LINE: **Power Outage Survey**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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3. E-MAIL FORM TO ADDRESS LISTED AT THE BOTTOM OF THE FORM.

<b>CONSUMER</b>			
<b>Name:</b>			
<b>Street Address:</b>			
<b>City/Town:</b>			
<b>State:</b>		<b>Zip:</b>	
<b>Telephone No.:</b>			
<b>Cell Phone:</b>			
<b>E-mail Address</b>			
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>			
<b>Date of Power Outage:</b>			
<b>Time of Power Outage: AM/PM</b>			
<b>Date of Power Restored:</b>			
<b>Time Power Restored: AM/PM</b>			
<b>Comments</b>			

E-MAIL TO THIS LINK: [ceoffice@orangecountygov.com](mailto:ceoffice@orangecountygov.com)

E-MAIL SUBJECT LINE: **Power Outage Survey**

## Mayfield, Richard

---

**From:** David W. Cohen, M.D. <davidcohen@usa.net>  
**Sent:** Monday, November 05, 2012 8:00 AM  
**To:** ZZZZ\_ceoffice  
**Cc:** davidcohen@usa.net  
**Subject:** Website - Contact Us

I have been extremely patient. I understand this is a disaster of tremendous proportion and that I should feel fortunate for what I still have and for what I have not lost.

However, one week without power is about all that I can handle. Especially in light of the fact that everyone surrounding our road has power.

We have no downed wires, no poles down and no dangerous circumstance. One pole at the end of the road has an obvious blown fuse and approx. 15 families are without power. We are at the end of a run and so we are at the bottom of the list and obviously a low priority. It looks like a job that will take less than an hour.

I am a physician, urologist, surgeon and true responder. Despite all this I covered all urologic emergencies for almost the entire county of Orange this past weekend. On our road is also an operating room nurse, a West Point IT technician and others with equally important careers that keep the area running and safe. We cannot be so forgotten.

A week is a long time under any circumstance. More people in Westchester have come on line than here while the devastation there was of a higher magnitude. Perhaps they pay more taxes and have more influence.

Orange and Rockland has said it will be another week until service is restored. Another storm is upon us. It is up to our elected officials to provide for the safety of those who elected them. That is what government is supposed to do.

I urge you to treat this with same fervor that you use to campaign.

Sincerely,

David W. Cohen, M.D.  
185 Ridge Road  
Goshen, N.Y. 10924  
845-291-7029

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## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

CONSUMER			
Name:	Thomas and Margaret Foley		
Street Address:	115 Owens Rd		
City/Town:	Goshen		
State:	NY	Zip:	10924
Telephone No.:	845-294-2039		
Cell Phone:	845-742-0971		
E-mail Address	cfoleybean@yahoo.com		
Power Outage Information			
Power/Utility Supplier:	Orange and Rockland Utilities		
Date of Power Outage:	10-29-2012		
Time of Power Outage: AM/PM			
Date of Power Restored:	not restored as of 11-5-2012		
Time Power Restored: AM/PM			
Comments			
<p>I am submitting this on behalf of my parents, Tom and Greta "Margaret" Foley. My mother is 77 years old and terminally ill. She was discharged from ORMC two weeks ago and is home to Hospice care. She is on life sustaining oxygen and other medical supplies which require electricity. Her care also requires running water and heat. My mother is dying and the difficulty of caring for her in her last days is unmeasurable. On 10-30-2012, the Village of Goshen Police Chief, Jim Watt, placed a call to O&amp;R's medical emergency hot line on behalf of my parents. He was told to submit a pole number, which Officer Robert White did that very day. I have called the emergency hot line for the past two days without any resolution or definitive restore date. With the possibility of another storm coming this week and temperatures dropping to below freezing, I am concerned that without restoration of their utilities this will further hasten my mother's death. Thank you for any help you may provide in this matter.</p> <p>Sincerely, Colette M. Andryshak 3 Sherry Lane Goshen, Ny 10924</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
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3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Kellie Reyes		
<b>Street Address:</b>	664 State Route 32		
<b>City/Town:</b>	Wallkill (Town of Newburgh)		
<b>State:</b>	New York	<b>Zip:</b>	12589
<b>Telephone No.:</b>	845-787-5923		
<b>Cell Phone:</b>	201-376-5560		
<b>E-mail Address</b>	kelliem.reyes@gmail.com		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Central Hudson		
<b>Date of Power Outage:</b>	10-29-12		
<b>Time of Power Outage: AM/PM</b>	approximately 7pm		
<b>Date of Power Restored:</b>	10-31-12		
<b>Time Power Restored: AM/PM</b>	approximately 12pm		
<b>Comments</b>			
<p>A few houses south of mine, a pole fell during the high winds of the storm and then a transformer lit up like a fireworks display and you could see the light/fire buzzing down the line. Crews were there in the height of the storm, to secure the safety of the area and our electric was turned off to prevent damage (the power did not go out when the transformer blew). A new pole was put in on Wednesday morning and power was back on slightly ahead of estimated restoration time. Central Hudson appeared to have done a great job during this storm. I think a lot of damage was saved by their initiative of cutting back all of the trees, which I witnessed on my street this summer.</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE **TYPE** THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. CLICK ON **SUBMIT** BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Jim Bakun		
Street Address:	4 June Rd		
City/Town:	Newburgh		
State:	NY	Zip:	12550
Telephone No.:			
Cell Phone:	845-926-2787		
E-mail Address	jbakun@co.orange.ny.us		
<b>Power Outage Information</b>			
Power/Utility Supplier:	Central Hudson		
Date of Power Outage:	We didn't lose power at our home at all		
Time of Power Outage: AM/PM			
Date of Power Restored:			
Time Power Restored: AM/PM			
<b>Comments</b>			
We didn't lose power at our home at all.			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Sherry and Vincent Herlihy		
Street Address:	8 Mari Road		
City/Town:	Chester		
State:	New York	Zip:	10918
Telephone No.:	845 469-9686		
Cell Phone:			
E-mail Address	sherlihy@co.orange.ny.us		
<b>Power Outage Information</b>			
Power/Utility Supplier:	Orange and Rockland		
Date of Power Outage:	October 29, 2012		
Time of Power Outage: AM/PM	7:30 pm		
Date of Power Restored:	November 5, 2012		
Time Power Restored: AM/PM	2:30 pm		
<b>Comments</b>			
The house was down to 43 degrees. This is too long to be without power, heat, hot water, etc.			

**Submit Completed Form**







## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Peter Mandel		
<b>Street Address:</b>	21 Pinehurst Circle		
<b>City/Town:</b>	Monroe		
<b>State:</b>	NY	<b>Zip:</b>	10950
<b>Telephone No.:</b>	8457839193		
<b>Cell Phone:</b>	9172080683		
<b>E-mail Address</b>	pjm67@msn.com		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	O&R		
<b>Date of Power Outage:</b>	10/29/2012		
<b>Time of Power Outage: AM/PM</b>	830pm		
<b>Date of Power Restored:</b>	TBD		
<b>Time Power Restored: AM/PM</b>			
<b>Comments</b>			
<p>I live in Monroe at 21 Pinehurst Circle. We have been without power since Monday evening. We had not seen at any O&amp;R personnel in the area for the first 3-4 days. Orange Turnpike had downed wires which weren't cleared until Saturday. Now we see some of the homes in our development have gotten power restored last night but we are still without power and again there are no O&amp;R personnel or line crews around. Why can't O&amp;R provide town by town area by area schedules of power restoration? They do not provide effective communications and their website is a joke with all the estimated restoration to be done by 11/11 at 1130. Please let me know when we can expect to have power back so that we can plan for this.</p>			

**Submit Completed Form**



## Mayfield, Richard

---

**From:** Cohen, Amy  
**Sent:** Monday, November 05, 2012 2:37 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** Power outage

My name is Amy Wheeler, I live at 6 Sanfordville Road, Warwick N.Y., the area that I live in is a small development, with the nearest intersection being Sanfordville Road and Melody Lane. Power was restored to Sanfordville Road on Tuesday Oct 30 at 8:00 pm except 5 homes, 6, 7, 9, and 10 Sanfordville Road, and a home on Melody Lane, I do not know the address of that home. Power ends at 7 Sanfordville then begins again at 11 Sanfordville Road, and all of melody Lane has power except this one home. When power was returned to our area we were all told by the O & R autimated system that we do in fact have power.

On Wednesday 10/31 We were all told that there was no estimate as to when we would have power returned. By Friday 11/2 we were told 11/11, and if we had any issues with being in the cold (all of my neighbors are elderly 75 +) that they could go to emergency housing at Seward Ave in Middletown, because the warming centers in Warwick had been closed by this time, this information came via the autimated system and by a visit by myself to the O & R office in Port Jervis. Every day we have been all calling the O & R autimated line, now we are told that the power will be returned on 11/8, BUT that may be changed due to the impending storm. Every day we all call the autimated system, and sometimes we are all told the same thing or sometimes different dates and times.

I know in the scope of all the devistation that Sandy has wrought, it is a shame that due to an error on O & R's part we now all have to scramble to have plumbers in to winterize our pipes, and then have them all come back to re -open our systems. Just for information the temperature at my home 6 Sanfordville Road at 8:00 am this morning (11/5/12) was 41 degrees. With the tempertaure dropping and an impending storm, we can all ill afford a tragedy like an elderly citizen freezing in their home because of a simple mistake comitted by O & R.

Thank You for your time and attention,  
Amy Wheeler (Cohen)  
OCDMH Port Jervis  
845-858-1456 (Work)  
845-544-0463 (Cell)  
6 Sanfordville Road  
Warwick N.Y. 10990



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Lori Horton		
Street Address:	9 August Rd		
City/Town:	Goshen		
State:	NY	Zip:	10924
Telephone No.:	845-294-7239		
Cell Phone:			
E-mail Address			
<b>Power Outage Information</b>			
Power/Utility Supplier:	O & R		
Date of Power Outage:	Monday Oct. 29th		
Time of Power Outage: AM/PM	about 4 pm		
Date of Power Restored:	Saturday, November 3rd		
Time Power Restored: AM/PM	about 3 pm		
<b>Comments</b>			
<p>There was really no real communication w/ O&amp;R. Just a posting that we should get power back by Nov. 11th, almost 2 wks post storm. Only a recording when you called. Unacceptable! Took way too long to get power restored, lower Manhattan was restored before us. As of today I am still not able to go to work due to power outage there in Sterling Forest. If I could I would fire O &amp; R in a heartbeat. I think their response to the storm should be looked into and they should be held accountable, as the Governor stated.</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Susan Reddan		
<b>Street Address:</b>	19 Arbor Trail		
<b>City/Town:</b>	Monroe		
<b>State:</b>	NY	<b>Zip:</b>	10950
<b>Telephone No.:</b>	845.341.7062		
<b>Cell Phone:</b>			
<b>E-mail Address</b>	SUZYQUEZI@GMAIL.COM		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange & Rockland		
<b>Date of Power Outage:</b>	10/29/12		
<b>Time of Power Outage: AM/PM</b>	8:30pm		
<b>Date of Power Restored:</b>	still no power		
<b>Time Power Restored: AM/PM</b>	n/a		
<b>Comments</b>			
<p>I think perhaps our entire power infrastructure needs to be re-evaluated. Hurricane Irene hit this area much harder and did not take our power away for over a week. O&amp;R had a whole year to improve their systems like they promised they would.</p> <p>Take a drive up through Mountain Lodge Park in Blooming Grove and look at the botched repair job they did last year after Irene. Our power lines are a mess.</p> <p>Absolutely no communication from O&amp;R to customers as to when power would be restored. First three or four days showed no estimated date. Then gave every single customer the same exact date 9 days out from then.</p> <p>Warwick and Blooming Grove were the hardest hit areas in the counties and for the first few days of the outage, all the dry ice was on the other side of the county -requiring a 20-40 minute drive DURING A GAS CRISIS. Dry Ice Only offered during work hours and only in a two hour block per day.</p> <p>I also think we should be compensated for food spoilage.</p>			

**Submit Completed Form**

## Mayfield, Richard

---

**From:** Marco Ponti <bridges1949@hotmail.com>  
**Sent:** Monday, November 05, 2012 4:22 PM  
**To:** customerassistance@oru.com  
**Cc:** ZZZZ\_ceoffice  
**Subject:** acct # 16691-57010 (12 Woodridge Drive)

Gentlemen, I am curious as to why my area is still without power. On your website you are showing 79 customers affected re pole(s) involved, Tree(s) involved, Wires involved. This is an outright lie. There are no trees down, poles down or wires down. I have driven up and down Goshen Road and Purgatory Road and guess what everything is fine re wires, poles and trees. As to Magnolia Drive and Woodridge Drive the power is underground. I am perplexed at your ineptitude given that there is power on Hulsetown road and Hasbrouck Rd and Farmingdale Road. In other words I am surrounded by homes with power. Did someone at O&R forget to pull a switch?

Very truly

yours,

Marco Ponti

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## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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3. **CLICK ON SUBMIT BUTTON** BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Mike & Alison Fessler		
Street Address:	73 Breeze Hill Road		
City/Town:	New Hampton		
State:	NY	Zip:	10958
Telephone No.:			
Cell Phone:	404-271-2875		
E-mail Address	ripplegar@gmail.com		
<b>Power Outage Information</b>			
Power/Utility Supplier:	Orange & Rockland		
Date of Power Outage:	10/29/12		
Time of Power Outage: AM/PM	2:30 PM		
Date of Power Restored:	n/a		
Time Power Restored: AM/PM			
<b>Comments</b>			
<p>Tree fell on power lines that were laying on ground across driveway. Sign was posted by downed power line saying do not cross downed lines. This condition has prevented safe access to our property. Numerous outage/dangerous condition reports were supplied by us beginning on 10/29. Once power was restored to the neighborhood (not our home) the downed lines were energized. ORU contacted 11/4, and we were advised that a supervisor would be in touch. ORU did NOT contact us as indicated. Power is still out as of Monday 11/5, 4:55 PM with best estimate of restoration of 11/10. The utility line is still laying across the driveway which is the only access to my property.</p>			

**Submit Completed Form**





## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Stefanie Beemer		
<b>Street Address:</b>	178 Union Corners Road		
<b>City/Town:</b>	Warwick		
<b>State:</b>	Ny	<b>Zip:</b>	10990
<b>Telephone No.:</b>	845-651-1159		
<b>Cell Phone:</b>	347-749-4429		
<b>E-mail Address</b>	S_beemer@yahoo.com		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange and rockland		
<b>Date of Power Outage:</b>	Oct 29, 2012		
<b>Time of Power Outage: AM/PM</b>	3:30 pm		
<b>Date of Power Restored:</b>	Has not been restored		
<b>Time Power Restored: AM/PM</b>			
<b>Comments</b>			
<p>During Irene last year I lost power for several days and during the snowstorm last October, I lost power for more than a week. I live on a county road in Warwick NY that is heavily traveled and the lack of timely response is inexcusable. This storm, while I understand is a disaster, was predicted early enough to prepare for the damage it caused. I am still without power more than a week after the storm and I lost my power early in the storm on Monday afternoon. For the third time in 15 months I have been without power for almost a week in colder weather and my pets and I are unable to live like this especially since my utility bills from O&amp;R are paid on time if not overpaid.</p>			

**Submit Completed Form**

## Mayfield, Richard

---

**From:** Stefanie Beemer <s\_beemer@yahoo.com>  
**Sent:** Monday, November 05, 2012 4:26 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** Hurricane response

Dear Mr Diana

I am writing on my personal experience of O&R's response to fixing power in my area. To give you a background of past responses I have experienced may put into perspective my current outage with them. Usually twice a month I lose power even for a short period of time. During Irene last year I lost power for several days and during the snowstorm last October, I lost power for more than a week. I live on a county road in Warwick NY that is heavily traveled and the lack of timely response is inexcusable. My next door neighbor runs a bed and breakfast and has also lost business time and again because of lack of power. This storm, while I understand is a disaster, was predicted early enough to prepare for the damage it caused. I am still without power more than a week after the storm and I lost my power early in the storm on Monday afternoon.

My sister, who lives in Monroe and is neighbors with Monroe's police chief, is also without power and lives in a large development. She is home with 2 year old twins, one with cancer and the other with medical problems that require nebulizer treatments daily. She has been unable to get any response from O&R as to an estimation for power restoration.

For the third time in 15 months I have been without power for almost a week in colder weather and my pets and I are unable to live like this. For living in a town with some of the highest taxes in the county and paying large utility bills to O&R, I feel I am not receiving the service that I pay for regularly on time if not early. Any assistance you can provide is greatly appreciated.

Thank you  
Stefanie Beemer  
178 Union Corners Road  
Warwick, NY 10990

Sent from my iPad

Click

<https://www.mailcontrol.com/sr/O!KI!q64QgzGX2PQP0mvUvzSKb3+TPPm2G+sPFDeYSubvSYsK+WWH9nqq4nSTU3SAU DcLJh91ECqQH8FWVwkvA==> to report this email as spam.

## Mayfield, Richard

---

**From:** Daniel Pavlu <Daniel.Pavlu@selective.com>  
**Sent:** Monday, November 05, 2012 7:41 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** O & R Service

Mr. Diana,

I am responding to your letter asking Orange county residents to share experiences and opinions relating to O&R's responsiveness. We were personally affected with a power down situation after Sandy hit. We were out from Monday at 6pm until Friday at 6pm. This was a big storm and we can understand that the crews were working hard to fix many outages. We were thankful to have power back before any freezing temperatures arrived. However, my complaint with O&R is regarding the lack of service to the community delivering natural gas service. I have contacted O&R over the years numerous times asking when they would be extending natural gas to our development in Walton Lake estates. They have been uninterested and unresponsive and basically told me to be a salesperson for them and to sign up my neighbors. I don't ask them to do my job and they shouldn't ask me to do theirs. They are a public utility and should be servicing the community which in this instance I feel they are not. If there is anything you or congresswoman Hayworth can do in this situation it would be most appreciated. We don't want anything for free from O&R we have been paying bills to them for over 20 years. We just want service.

Thank you,  
Daniel Pavlu  
32 Juniper lane  
Monroe, NY 10950

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## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE **TYPE** THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Suzan and Raymond Sussmann		
<b>Street Address:</b>	1179 East Mombasha Rd		
<b>City/Town:</b>	Monroe		
<b>State:</b>	NY	<b>Zip:</b>	10950
<b>Telephone No.:</b>	8457838137		
<b>Cell Phone:</b>	8453250304		
<b>E-mail Address</b>	suzansuss@gmail.com		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	O & R		
<b>Date of Power Outage:</b>	Monday October 29th		
<b>Time of Power Outage: AM/PM</b>	7p		
<b>Date of Power Restored:</b>	IT HAS NOT BEEN RESTORED		
<b>Time Power Restored: AM/PM</b>			
<b>Comments</b>			
<p>I totally realize that other areas of the state and NJ have been hurt far more than we have. But, I also feel that over a week is WAY too long to wait for electricity. It is frigid out there and we are without lights, heat, etc...The biggest question I have, is how come the utility companies are not working through the night to restore power? I see them work until dark and come back in the day...</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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3. CLICK ON **SUBMIT** BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Clifton Patrick		
<b>Street Address:</b>	117-119 Brookside Ave		
<b>City/Town:</b>	Chester		
<b>State:</b>	NY	<b>Zip:</b>	10918
<b>Telephone No.:</b>	845-469-7645		
<b>Cell Phone:</b>			
<b>E-mail Address</b>	clifpatrick@optimum.net		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	O&R		
<b>Date of Power Outage:</b>	2012-10-29		
<b>Time of Power Outage: AM/PM</b>	7:12PM		
<b>Date of Power Restored:</b>	2012-11-01		
<b>Time Power Restored: AM/PM</b>	2 pm		
<b>Comments</b>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

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3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Joe DeLorenzo		
Street Address:	46 Frost Ln		
City/Town:	Cornwall		
State:	NY	Zip:	12518
Telephone No.:	8455343146		
Cell Phone:			
E-mail Address	Joed100@verizon.net		
<b>Power Outage Information</b>			
Power/Utility Supplier:	Central Hudson		
Date of Power Outage:	10/29		
Time of Power Outage: AM/PM	7 PM		
Date of Power Restored:	11/1		
Time Power Restored: AM/PM	7 PM		
<b>Comments</b>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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3. **CLICK ON SUBMIT BUTTON** BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Marge Pulsinelli		
<b>Street Address:</b>	103 Ryan St. Apt A-1		
<b>City/Town:</b>	Port Jervis		
<b>State:</b>	NY	<b>Zip:</b>	12771
<b>Telephone No.:</b>	845-672-3565		
<b>Cell Phone:</b>			
<b>E-mail Address</b>	pulsinelli@hvc.rr.com		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange and Rockland		
<b>Date of Power Outage:</b>	Monday October 29, 2012		
<b>Time of Power Outage: AM/PM</b>	approximately 5:00 pm		
<b>Date of Power Restored:</b>	Friday November 2, 2012		
<b>Time Power Restored: AM/PM</b>	approximately 1:00 pm		
<b>Comments</b>			
<p>I live in Sutton Gardens Apts located on Ryan St. in Port Jervis which consists of 6 buildings. Building "a" and building "b" lost their power along with the residents of Ryan Street around 5pm on Monday and had to wait until Friday to be restored.</p> <p>The other four buildings "c", "d", "e", and "f" lost their power around 9pm on Monday along with the rest of Port Jervis and had their power restored on Wednesday. The telephone pole across the street from the entrance to the apt complex had a little fire when the transformer blew and Orange and Rockland took too long as far as I was concerned to fix it. The pole was reported to Orange and Rockland when it happened. I don't understand why we had to wait an extra 2 days to have our power restored. Can you find out why? We all live on the same street but we are not on the same grid. Why?</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Susan Gardner		
<b>Street Address:</b>	1B Lamplight Village Rd.		
<b>City/Town:</b>	Monroe		
<b>State:</b>	NY	<b>Zip:</b>	10950
<b>Telephone No.:</b>	845-239-3507		
<b>Cell Phone:</b>	845-662-4985		
<b>E-mail Address</b>	brit21g@msn.com		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange and Rockland		
<b>Date of Power Outage:</b>	10/29/12		
<b>Time of Power Outage: AM/PM</b>	6:50pm		
<b>Date of Power Restored:</b>	11/5/12		
<b>Time Power Restored: AM/PM</b>	~4:30pm		
<b>Comments</b>			
<p>Orange and Rockland's response to this hurricane was inexcusable. We were without power for a few hours short of a week. Unlike other areas, our apartment complex runs on well water. Therefore we were not only without electricity, but had no running water. My husband is 65 and had to carry buckets of water from a stream that runs on the other side of the apartment complex just so we could flush the toilet. They reported over 1,000 workers in Monroe, however when we drove around (which was most of the day, it was warmer in the car than our apartment) we did not see any utility trucks in the area, not 1! Now my husband and I are both fighting off pneumonia. We stayed with our daughter when the cold became unbearable, because she had power back in 2 days. The difference there is she has central hudson as a utility company. We lost our house to hurricane Irene, I could even understand if this scenario occurred with Irene. Hurricane Irene was very devastating and destructive for this area, but hurricane Sandy didn't nearly match the damage in this area. So what is the excuse for their poor response? Governor Cuomo is absolutely right, they need to be held accountable.</p>			

**Submit Completed Form**





## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

CONSUMER			
Name:	Dana Thomas		
Street Address:	2 Madura Lane		
City/Town:	Goshen		
State:	NY	Zip:	10924
Telephone No.:	845 468 4399		
Cell Phone:			
E-mail Address	muffet17@aol.com		
Power Outage Information			
Power/Utility Supplier:	O&R		
Date of Power Outage:	Monday, October 29th		
Time of Power Outage: AM/PM	8pm		
Date of Power Restored:	Sunday, November 4th		
Time Power Restored: AM/PM	2am		
Comments			
<p>We have a 4 four old and I was told that b/c there was only 2000 people affected in our one local area that we would be last. I think that this is a disgrace. I threw out 400 dollars worth of food, froze in our home, and had to explain to my 4 year old why his fish died. There were no trucks to be seen or found in our neighborhood. No one was working in this area the whole entire week. I called the PSC and they weren't accepting complaints and only told me the same thing. They told me we would be last. This is not a comment to make to people that are already stressed about not having power. O&amp;R wants their money on time every month, but when it comes to having our power fixed they don't want to do their job. I am completely disgusted and am considering moving out of the county because of this. What a shame. This is completely unacceptable.</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Rebecca Knapp		
<b>Street Address:</b>	10 Sycamore Drive		
<b>City/Town:</b>	Cuddebackville		
<b>State:</b>	NY	<b>Zip:</b>	12729
<b>Telephone No.:</b>	845-754-7194		
<b>Cell Phone:</b>	845-283-4335		
<b>E-mail Address</b>	rdknapp73@yahoo.com		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange and Rockland		
<b>Date of Power Outage:</b>	10/29/2012		
<b>Time of Power Outage: AM/PM</b>	3:30pm		
<b>Date of Power Restored:</b>	11/3/2012		
<b>Time Power Restored: AM/PM</b>	7:15pm		
<b>Comments</b>			
<p>On 10/29/2012 They came out started to clean up tree that fell and then another one fell and they said that they where out of here and that we where on our own and they left. We where trapped and had no way out and no one had a way in. Neighbors ended up cutting tree and removing what they could so we could get out and in cause there are young kids down here. no one came back until sat 11/3/2012.</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Mike & Alison Fessler		
<b>Street Address:</b>	73 Breeze Hill Road		
<b>City/Town:</b>	New Hampton		
<b>State:</b>	NY	<b>Zip:</b>	10958
<b>Telephone No.:</b>			
<b>Cell Phone:</b>	404-271-2875		
<b>E-mail Address</b>	ripplegar@gmail.com		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange & Rockland		
<b>Date of Power Outage:</b>	10/29/12		
<b>Time of Power Outage: AM/PM</b>	2:30 PM		
<b>Date of Power Restored:</b>	n/a		
<b>Time Power Restored: AM/PM</b>			
<b>Comments</b>			
<p>Tree fell on power lines that were laying on ground across driveway. Sign was posted by downed power line saying do not cross downed lines. This condition has prevented safe access to our property. Numerous outage/dangerous condition reports were supplied by us beginning on 10/29. Once power was restored to the neighborhood (not our home) the downed lines were energized. ORU contacted 11/4, and we were advised that a supervisor would be in touch. ORU did NOT contact us as indicated. Power is still out as of Monday 11/5, 4:55 PM with best estimate of restoration of 11/10. The utility line is still laying across the driveway which is the only access to my property.</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Christine M Folchi		
Street Address:	2054 Goshen Tpke.		
City/Town:	Middletown		
State:	NY	Zip:	10941
Telephone No.:	(845)692-7877		
Cell Phone:	phone is forwarded to my cell		
E-mail Address	info@fluffypups.com		
<b>Power Outage Information</b>			
Power/Utility Supplier:	O&R		
Date of Power Outage:	October 29, 2012		
Time of Power Outage: AM/PM	9pm		
Date of Power Restored:	STILL NO POWER		
Time Power Restored: AM/PM			
<b>Comments</b>			
<p>I am still without power at my location. This is difficult enough on me to have lost (and continue to lose) thousands of dollars in revenue from my business (Fluffy Pups). But it also impacts my 4 employees who are prevented from working, and there are residences on either side of me that are without heat and refrigeration for over a week.</p>			

**Submit Completed Form**

**Mayfield, Richard**

---

**From:** Frances Hyatt <f\_hyattmeowie@yahoo.com>  
**Sent:** Tuesday, November 06, 2012 9:14 AM  
**To:** ZZZZ\_ceoffice  
**Subject:** Power Outage in Indian Park Greenwood Lake, NY

Entire area in Indian Park section of Greenwood Lake, NY is still without power as of today, Tuesday, November 6.

Orange and Rockland is very slow to respond to this area. Any help you can provide would be greatly appreciated. Thank you.

Click [here](#) to report this email as spam.

**Mayfield, Richard**

---

**From:** Frances Hyatt <f\_hyattmeowie@yahoo.com>  
**Sent:** Tuesday, November 06, 2012 9:14 AM  
**To:** ZZZZ\_ceoffice  
**Subject:** Power Outage in Indian Park Greenwood Lake, NY

Entire area in Indian Park section of Greenwood Lake, NY is still without power as of today, Tuesday, November 6.

Orange and Rockland is very slow to respond to this area. Any help you can provide would be greatly appreciated. Thank you.

Click [here](#) to report this email as spam.



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Christine M Folchi		
Street Address:	2054 Goshen Tpke.		
City/Town:	Middletown		
State:	NY	Zip:	10941
Telephone No.:	(845)692-7877		
Cell Phone:	phone is forwarded to my cell		
E-mail Address	info@fluffypups.com		
<b>Power Outage Information</b>			
Power/Utility Supplier:	O&R		
Date of Power Outage:	November 1, 2012		
Time of Power Outage: AM/PM	9pm		
Date of Power Restored:	STILL NO POWER		
Time Power Restored: AM/PM			
<b>Comments</b>			
<p>I am still without power at my location. This is difficult enough on me to have lost (and continue to lose) thousands of dollars in revenue from my business (Fluffy Pups). But it also impacts my 4 employees who are prevented from working, and there are residences on either side of me that are without heat and refrigeration for over a week.</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE **TYPE** THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. **CLICK ON SUBMIT** BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Elizabeth & John Treutlein		
<b>Street Address:</b>	75 Swartwout RD		
<b>City/Town:</b>	Huguenot		
<b>State:</b>	NY	<b>Zip:</b>	12746
<b>Telephone No.:</b>			
<b>Cell Phone:</b>	(845) 772-0219		
<b>E-mail Address</b>			
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	O & R		
<b>Date of Power Outage:</b>	11/29/12		
<b>Time of Power Outage: AM/PM</b>	PM		
<b>Date of Power Restored:</b>	Still out as of 11/7/12		
<b>Time Power Restored: AM/PM</b>			
<b>Comments</b>			
<p>I am writing to you on my parents behalf as they are still without power at this time. O &amp; R has not restored their service and has forgotten about them multiple times. They have spoken to O &amp; R many times and was told their issue dropped out of the system as the reason they have not been put back on. They have been fortunate to have a generator, however they have had to spend a lot of money on gas to keep it running. On Monday night the generator stopped working and they had to rent a motel room through this morning due to the temperatures being below freezing. My dad was able to fix the problem and they are now back home but still without power. Thank you for your assistance.</p>			

**Submit Completed Form**





## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE **TYPE** THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Historical Society of the Town of Warwick		
<b>Street Address:</b>	2 Colonial Ave		
<b>City/Town:</b>	Warwick		
<b>State:</b>	NY	<b>Zip:</b>	10990
<b>Telephone No.:</b>	845-986-3236		
<b>Cell Phone:</b>			
<b>E-mail Address</b>	whs@warwick.net		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	O & R		
<b>Date of Power Outage:</b>	didn't go out		
<b>Time of Power Outage: AM/PM</b>			
<b>Date of Power Restored:</b>			
<b>Time Power Restored: AM/PM</b>			
<b>Comments</b>			
Our buildings just happened to be in a small area which did not lose power within the Village of Warwick. We we lucky!			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE **TYPE** THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. **CLICK ON SUBMIT BUTTON** BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Charron Klotz		
<b>Street Address:</b>	46 Hillside Trl		
<b>City/Town:</b>	Blooming Grove		
<b>State:</b>	NY	<b>Zip:</b>	10914
<b>Telephone No.:</b>			
<b>Cell Phone:</b>	8456671295		
<b>E-mail Address</b>	cklotz@co.orange.ny.gov		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange and Rockland		
<b>Date of Power Outage:</b>	10/29/12		
<b>Time of Power Outage: AM/PM</b>	? (I was at work)		
<b>Date of Power Restored:</b>	11/5/12		
<b>Time Power Restored: AM/PM</b>	PM (I was at work neighbor contacted me to let me know power was back on)		
<b>Comments</b>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Jennifer Overeem		
<b>Street Address:</b>	116 Owens Rd		
<b>City/Town:</b>	Goshen		
<b>State:</b>	NY	<b>Zip:</b>	10924
<b>Telephone No.:</b>	no power - but home 845-294-6216		
<b>Cell Phone:</b>	201-294-0823		
<b>E-mail Address</b>	jovereem@earthlink.net		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange and Rockland Utilities		
<b>Date of Power Outage:</b>	Oct 29th		
<b>Time of Power Outage: AM/PM</b>	6:30 PM		
<b>Date of Power Restored:</b>	power has not been restored!!!!		
<b>Time Power Restored: AM/PM</b>			
<b>Comments</b>			
<p>I have to call O&amp;R every day to get updates. They have not been forth coming with information on their web site or given their Customer Care team any information for when we call. The first week of outage, they were stating by the Nov 7th, now they are stating by the 10th. When I call CC to ask if anything new on the outage, they state there is a note on Nov 5th that there is a wire is down on Cheechunk Rd. Why did not they not fix it at that point? We have driven by where they indicate a wire down and do not see anything. We have also driven around the area, one to keep warm and to look for O&amp;R trucks, there is not one to be found. Now we are getting a snow storm with wet snow. This will take out more trees, more power. Are we going to get pushed to the bottom of the list again? Also why is it taking O&amp;R this long? Have they not asked for help from other areas like NYC did and LI? Do we not count as well??????</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Thomas Barry		
<b>Street Address:</b>	33 Indigot Drive		
<b>City/Town:</b>	Slate Hill		
<b>State:</b>	NY	<b>Zip:</b>	10973
<b>Telephone No.:</b>	(845) 355-1618		
<b>Cell Phone:</b>			
<b>E-mail Address</b>	tbarry@co.orange.ny.us		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange & Rockland Utilities		
<b>Date of Power Outage:</b>	10/29/12		
<b>Time of Power Outage: AM/PM</b>	6:00 pm		
<b>Date of Power Restored:</b>	10/31/12		
<b>Time Power Restored: AM/PM</b>	8:30 pm		
<b>Comments</b>			
<p>We were fortunate to only have been without power for two days and considering the amount of damage done from Hurricane Sandy, I think the men and women of our local O&amp;R did a great job.</p> <p>Because of the times we live in, we've come to expect our wants and needs to be instantly gratified, and when they are not we tend to look for someone to blame. I think we should be less critical of others when these things happen, and more thankful that we enjoy the blessings we have in America.</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Janet Ackerson		
<b>Street Address:</b>	148 Blueberry Hill		
<b>City/Town:</b>	Greenwood Lake (Town of Warwick)		
<b>State:</b>	NY	<b>Zip:</b>	10925
<b>Telephone No.:</b>	845 291 2486		
<b>Cell Phone:</b>	845 742 3563		
<b>E-mail Address</b>	jackerson@co.orange.ny.us		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange & Rockland		
<b>Date of Power Outage:</b>	Monday Oct. 29		
<b>Time of Power Outage: AM/PM</b>	5:30 p.m.		
<b>Date of Power Restored:</b>	No work done on this neighborhood		
<b>Time Power Restored: AM/PM</b>	not restored or worked on		
<b>Comments</b>			
There are older people and some individuals with health issues in the neighborhood who now have been without power for over a week - it is very difficult for them. It would be nice to have an idea when the snapped poles (at least three on Blueberry Hill), transformers, and wires will be replaced. Also, wires to homes also need to be replaced.			

**Submit Completed Form**

## Mayfield, Richard

---

**From:** Pat Roppolo <patroppolo@yahoo.com>  
**Sent:** Wednesday, November 07, 2012 9:14 AM  
**To:** ZZZZ\_ceoffice  
**Subject:** Power outage

I was told that you want to hear from people who have been without power and our company Partek Ski lifts Inc located on Newport bridge rd in Pine Island has been without service since the nite of the storm! We hav 7 employees who have been out of work for a week now!!! And now today there is another storm coming! Whatever assistance you give us with getting our power ON would be much appreciated!

Sincerely  
Patricia Roppolo  
Office Mgr Partek Inc

Sent from my iPhone

Click  
<https://www.mailcontrol.com/sr/WifO6tk5qKPGX2PQPOMvUkWM85sEKD4+jIEawOtnNpc458tbhuXEmL4Z95pBtQFMUENuAmfNZOqNI5tH4SJ!Mg==> to report this email as spam.

## Mayfield, Richard

---

**From:** Karen Campbell <kpc82@warwick.net>  
**Sent:** Wednesday, November 07, 2012 8:28 AM  
**To:** ZZZZ\_ceoffice  
**Subject:** No Electric

Thought someone ought to know that this is day 10 that we have no electric. Which means our well does not work along with everything else needing power. I phone O and R everyday and they say electric will be restored Nov. 5th, then 6th, then 8th, then this Saturday. Now snow is coming.

We live on Buttermilk Falls Road in Warwick, New York.

Sincerely,

Karen Campbell

Click  
<https://www.mailcontrol.com/sr/UN7GuDvRF!zGX2PQP0mvUkWM85sEKD4+K!CKSK3QuOxNuOHA!aA51gBTr6mSfuM7UENuAmfNZOrgE3KctAewCA==> to report this email as spam.



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Jennifer and Eugene Gagliano		
Street Address:	25 Normandy Court		
City/Town:	New Hampton ,		
State:	NY	Zip:	10958
Telephone No.:	845-355-2365		
Cell Phone:	914-774-0851		
E-mail Address	jmes12@aol.com		
<b>Power Outage Information</b>			
Power/Utility Supplier:	orange and rockland		
Date of Power Outage:	October 29th 2012		
Time of Power Outage: AM/PM	2:45pm		
Date of Power Restored:	November 4th 2012		
Time Power Restored: AM/PM	2:32am		
<b>Comments</b>			
Our power lines are underground! I dont understand why we were out so long for lines that are underground ?? We obviously didnt have a tree fall on the line like most people on Rt 12 and neighboring blocks .			

**Submit Completed Form**



## Mayfield, Richard

---

**From:** Simone Bazadona <sjbaz@hotmail.com>  
**Sent:** Tuesday, November 06, 2012 9:00 PM  
**To:** ZZZZ\_ceoffice  
**Subject:** Voting issues

To whom this may concern,

I am a resident of Cornwall on Hudson, and was staying in Jersey City when Hurricane Sandy hit.. I have not been able to get back upstate yet due to public transportation being down. I went into Manhattan today to vote with the affidavit form since Governor Cuomo approved New York State residents being able to vote anywhere in the state. Since the Path reopened today, I was able to get to Midtown. I went to 3 different locations and they did not have the forms or envelopes for the affidavit.. They took my number, as well as many other voters trying to cast their ballot, but I still have not heard from them. I'm writing to you to see if I can still cast an absentee ballot considering the unfortunate position I am in. Please let me know if there is anything I can do.

Thank you

Best,  
Simone Bazadona

Click [here](#) to report this email as spam.



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Scott Glynn		
<b>Street Address:</b>	3 Buck Hollow		
<b>City/Town:</b>	Sparrowbush		
<b>State:</b>	NY	<b>Zip:</b>	12780
<b>Telephone No.:</b>	845-856-5480		
<b>Cell Phone:</b>	845-313-0964		
<b>E-mail Address</b>	sglynn76@gmail.com		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange and Rockland Utilities		
<b>Date of Power Outage:</b>	10/29/12		
<b>Time of Power Outage: AM/PM</b>	1200PM		
<b>Date of Power Restored:</b>	11/03/12		
<b>Time Power Restored: AM/PM</b>	530pm		
<b>Comments</b>			
<p>Multiple trees, poles and lines down from 826 St Rte 42 to Parks Rd, including side roads of Peenpack Trl, W. Peenpack Trl, Boehlmer Rd and Old Forestburgh Rd. These issues occurred later in the evening on 10/29. The original problem was due to a blown breaker switch on a pole. Didn't see any crews in the area until Wednesday 10/31 at 11am and they only worked until 7pm. Thursday and Friday crews arrived at 9am and remained until 7pm each day. Time Warner cable had a quicker response as their crews were noticed on the roads on Tuesday (10/30) morning, and they couldn't do anything until the electric companies were done.</p>			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

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2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. CLICK ON **SUBMIT** BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Fred Salamone		
Street Address:	118 Distillery Rd		
City/Town:	Warwick		
State:	NY	Zip:	10990
Telephone No.:			
Cell Phone:	914-447-6893		
E-mail Address	susandfred@gmail.com		
<b>Power Outage Information</b>			
Power/Utility Supplier:	O&R		
Date of Power Outage:	10/29/2012		
Time of Power Outage: AM/PM	7:30 PM		
Date of Power Restored:	10/31/2012		
Time Power Restored: AM/PM	4:00 AM		
<b>Comments</b>			

**Submit Completed Form**

## Mayfield, Richard

---

**From:** Margaret Christensen <madgec@optonline.net>  
**Sent:** Tuesday, November 06, 2012 1:06 PM  
**To:** ZZZZ\_ceoffice  
**Cc:** madgec@optonline.net  
**Subject:** Hurricane sandy power outages

Furnace brook in the town of Warwick is AGAIN ignored and lied to by O&R. They say they have crews working on our outage and they DO NOT! Each day they say we will have power bk before midnight but no such thing happens. Every storm we are ignored and last. I know there are others w/o power but can we be among the first just once in a century? Is it because we are not Tux Park or Chestnut Ridge?

Any help is appreciated!

-Madge Christensen. 30 Furnace Trail, Greenwood Lake, NY 10925  
347-738-3457 cellphone

Sent from my iPad

Click  
<https://www.mailcontrol.com/sr/idvEfGszjrbGX2PQPOMvUhBG2SIKse0TEa3qRHeyT6KIm2B4La2OuovXH1tBrXj7ChnOsFlbW4Pp5oVq8TaMKA==> to report this email as spam.



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE **TYPE** THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. CLICK ON **SUBMIT** BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Pamela Phillips		
Street Address:	70 Arcadian Trail		
City/Town:	Monroe		
State:	NY	Zip:	10950
Telephone No.:	845-614-7254		
Cell Phone:	845-248-1546		
E-mail Address	phillipspamela15@yahoo.com		
<b>Power Outage Information</b>			
Power/Utility Supplier:	Orange and Rockland		
Date of Power Outage:	10/29/12		
Time of Power Outage: AM/PM	7:50pm		
Date of Power Restored:	11/5/12		
Time Power Restored: AM/PM	11:00pm		
<b>Comments</b>			
longest outage ever experienced in three years at residence. no energy trucks on mountain until 11/5/12			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE **TYPE** THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS **TAB** OR **CLICK ON THE FIELD**.
3. CLICK ON **SUBMIT** BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
<b>Name:</b>	Vince and Joan Poloniak		
<b>Street Address:</b>	22 Spanktown Road		
<b>City/Town:</b>	Warwick		
<b>State:</b>	New York	<b>Zip:</b>	10990
<b>Telephone No.:</b>	845-651-7272		
<b>Cell Phone:</b>	845-728-9191		
<b>E-mail Address</b>	dcarmody@optonline.net		
<b>Power Outage Information</b>			
<b>Power/Utility Supplier:</b>	Orange and Rockland		
<b>Date of Power Outage:</b>	Oct 29 2012		
<b>Time of Power Outage: AM/PM</b>	4 PM		
<b>Date of Power Restored:</b>	IT IS STILL NOT RESTORED		
<b>Time Power Restored: AM/PM</b>			
<b>Comments</b>			
Spanktown Road which connects with Big Island Road still does not have electric. There are many houses on these two roads which includes a housing development.			

**Submit Completed Form**



## Orange County Government

Goshen, New York 10924

### Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. E-MAIL FORM TO ADDRESS LISTED AT THE BOTTOM OF THE FORM.

CONSUMER			
Name:	DAWN DOWD		
Street Address:	657 POCATELLO ROAD		
City/Town:	MIDDLETOWN (TOWN OF WAWAYANDA)		
State:	NEW YORK	Zip:	10940
Telephone No.:	845-820-1776		
Cell Phone:			
E-mail Address	HOTFLASHDOWD@YAHOO.COM		
Power Outage Information			
Power/Utility Supplier:	ORANGE & ROCKLAND		
Date of Power Outage:	FREQUENTLY OVER THE PAST 6 YEARS		
Time of Power Outage: AM/PM	MOST RECENT 10/29/12 4:45PM		
Date of Power Restored:	11/4/12		
Time Power Restored: AM/PM	5AM ISH		
Comments			
<p>I have had many frequent power outages over the past 6 years to the point that I have filed several complaints with NYS PSC - but nothing has changed. During Sandy I lost power for 6 days. During Irene 5 days. Both times my husband was stuck in NJ where he works. So I was completely alone to deal with this. Irene was much much worse in my area than Sandy. I live in the Town of Wawayanda about 5 houses from the boarder of Town of Walkkill. The six houses on my street that continually loose power are connected to the Town of Walkkill section which is poorly maintained and always forgotten about. Dead trees must be taken down or trimmed from wires in the Town of Walkkill section but O &amp; R always says that there is not a "vegetation problem".</p> <p>**My five neighbors and I have continually asked to be attached to the Town of Wawayanda section of the power line which is maybe about 500 yards. The Town of Wawayanda section rarely if ever looses power. We have been given the runaround. I have called the Town of Walkkill Supervisor, the Town of Wawayanda Supervisor, filed complaints with NYS PSC, and a woman named Tracy Lombardo from O &amp; R. This time I am writing to Governor Cuomo, to the CEO and all the VP's of O &amp; R. My five neighbors and I have been through so much these past few years. I myself have spent thousands of dollars on repairs, fuel for the generator and the generator itself. During Irene I had 2 feet of water in my basement, lost a brand new washer, had to put in a gravity system in my basement, lost all my precious photos and mementos, lost food and all the other items that were in my basement. Enough is enough. WE WANT TO BE ATTACHED TO THE TOWN OF WAWAYANDA POWER SECTION - IT'S ONLY 500 YARDS!!!!!!!</p>			

E-MAIL TO THIS LINK: [ceoffice@orangecountygov.com](mailto:ceoffice@orangecountygov.com)

E-MAIL SUBJECT LINE: Power Outage Survey



# Orange County Government

Goshen, New York 10924

## Hurricane Sandy Power Outage Survey

NOV 14 2012  
10:00 AM  
GOSHEN, NY

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

CONSUMER			
Name:	Ms. Gayle Fisher		
Street Address:	74 Walker Valley Rd.		
City/Town:	Pine Bush		
State:	New York	Zip:	12566
Telephone No.:	845 733-6651		
Cell Phone:			
E-mail Address	gfrocks2003@yahoo.com		
Power Outage Information			
Power/Utility Supplier:	Orange & Rockland		
Date of Power Outage:	October 29, 2012		
Time of Power Outage: AM/PM	11:00 am		
Date of Power Restored:	November 4, 2012		
Time Power Restored: AM/PM	approx. 3:00am		
Comments			
<p>O&amp;R has been short changing the people of Walker Valley Rd. for over 20 years. At first, we thought it was the norm for everyone, but now we know, the 6 1/2 day power outage during Sandy, was just the latest in a long line of being last on the list. "We" in Sullivan Cty. are literally surrounded by others O&amp;R customers who get their power back at least 3-4 days earlier. As you can see, our power went out at 11:00am in the morning and nothing had happened yet! No wind or rain, and no power!! I have been told by an O&amp;R official, that "we" are on a "spur" which is a temporary system. "We" have been on this "spur" for over 20 years with no upgrades or better service. I have also been told by an O&amp;R official, that we are at the End of the Line, and we are between 3 different companies; O&amp;R, Niagra Mohawk, and NYSEG. Our street is always surrounded by O&amp;R costumers that have power, but we do not!!! I can walk down the street, and Burlingham Rd. which is perpendicular to Walker Valley and all those people have power. The next street over; Ski Run has power, and going towards Pine Bush, NYSEG gets its people back on line much faster. Sometimes I have to call THEM and tell them "we" still don't have power!! As my neighbor aptly put it, "I see them race up the street, and TEN MINUTES LATER, WE HAVE POWER!! Why then did it take them 6 1/2 days!!!!</p>			

**Submit Completed Form**





# Orange County Government

Goshen, New York 10924

## Hurricane Sandy Power Outage Survey

1. PLEASE TYPE THE DESIGNATED INFORMATION.
2. WHEN MOVING BETWEEN FIELDS, PRESS TAB OR CLICK ON THE FIELD.
3. CLICK ON SUBMIT BUTTON BELOW TO SEND.

<b>CONSUMER</b>			
Name:	Kristen Thordahl		
Street Address:	31 Kato Court		
City/Town:	Chester		
State:	NY	Zip:	10918
Telephone No.:	845-469-3845		
Cell Phone:	845-341-7304		
E-mail Address	kthordahl@frontiernet.net		
<b>Power Outage Information</b>			
Power/Utility Supplier:	Orange and Rockland		
Date of Power Outage:	10/29/2012		
Time of Power Outage: AM/PM	7:30 PM		
Date of Power Restored:	11/1/2012		
Time Power Restored: AM/PM	3:00 AM		
<b>Comments</b>			

**Submit Completed Form**