

STATE OF NEW YORK  
PUBLIC SERVICE COMMISSION

At a session of the Public Service  
Commission held in the City of  
Albany on March 19, 2026

COMMISSIONERS PRESENT:

Rory M. Christian, Chair  
James S. Alesi  
David J. Valesky  
John B. Maggiore  
Uchenna S. Bright  
Denise M. Sheehan  
Radina R. Valova

CASE 25-E-0722 - In the Matter of December 15, 2025 Electric  
Emergency Response Plan Review (2026 Plans).

ORDER APPROVING EMERGENCY RESPONSE PLANS

(Issued and Effective March 20, 2026)

BY THE COMMISSION:

INTRODUCTION

Annually, each investor-owned electric utility subject to Public Service Law (PSL) §25-a is required to develop, update, and file a detailed Emergency Response Plan (ERP), documenting the essential processes and procedures needed to prepare and respond to a wide array of outage events.<sup>1</sup> On December 15, 2025, the Utilities filed their ERPs for staff review. In February 2026, the Utilities each filed amended ERPs

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<sup>1</sup> The investor-owned electric utilities are Consolidated Edison Company of New York, Inc. (Con Edison); Central Hudson Gas & Electric Corporation (Central Hudson); New York State Electric & Gas Corporation (NYSEG); Niagara Mohawk Power Corporation d/b/a National Grid (National Grid); Rochester Gas and Electric Corporation (RG&E); and Orange and Rockland Utilities, Inc. (O&R) (together referred to as the Utilities).

that reflect changes updating references to various reports and reporting tools, as well as other minor language changes.<sup>2</sup> The amended ERPs also contain language aligning the requirements for reporting annual compliance items across the Utilities, including clarifying that the items must now be submitted to the Secretary to the Public Service Commission (Commission) so that they will be retained in the Department of Public Service's Document and Matter Management system (DMM). In addition to the annual compliance items, the amended ERPs eliminate the non-required calls with telecommunications providers during outage events and update the maintenance procedures for the Utilities' Elderly, Blind, and Disabled (EBD) customer lists. By this Order, the Commission approves the Utilities' amended ERPs.

#### BACKGROUND

PSL §66(21)(a) requires each New York investor-owned electric utility that is subject to PSL §25-a to file its electric ERP with the Commission for approval annually, on or before December 15<sup>th</sup>. Additionally, PSL §66(21)(a) and Title 16 of the New York Codes, Rules and Regulations (NYCRR) Part 105 specify the content and information that utilities must include in their respective ERPs. PSL §66(21)(d) requires the Commission to certify to the New York State Division of Homeland Security and Emergency Services that each utility's ERP is sufficient, to the greatest extent feasible, to provide for the timely and safe restoration of energy services after a major incident or event.

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<sup>2</sup> O&R filed February 19, 2026; NYSEG/RG&E and National Grid filed on February 20, 2026; Central Hudson and PSEG LI filed on February 23, 2026; and Con Edison filed on February 26, 2026.

In addition to the Utilities, PSL §3-b(3)(c) requires PSEG Long Island (PSEG LI), as service provider of the Long Island Power Authority's (LIPA) transmission and distribution systems, to file its ERP with the Department of Public Service (Department) annually for review. Generally, the Department reviews and makes recommendations regarding LIPA and PSEG LI's core utility operations. The PSL empowers the Department to issue recommendations that ensure that LIPA and PSEG LI meet the requirements of PSL §66(21)(a), and that the LIPA and PSEG LI ERP is consistent and aligned with the rest of New York's electric utilities. PSEG LI's ERP must also conform with the requirements of 16 NYCRR Part 105. The Department anticipates it will issue its recommendations regarding LIPA and PSEG LI's plan in Matter 25-02448, contemporaneously with this Order.

Staff discussed the 2026 ERP changes with the Utilities during a collaborative meeting between staff and the Utilities, which took place on June 9, 2025. As part of this year's filings, the Utilities amended their ERPs to: reflect minor changes related to continued standardization of compliance reporting; reflect removal of non-required telecommunications calls during outage events; update the maintenance procedures for their EBD customer lists; and reflect internal ERP changes such as corrections of typographical errors, updates to staffing and titles, and formatting edits. This year, there were no amendments to the PSL to incorporate into the ERPs.

NOTICE OF PROPOSED RULE MAKING

Pursuant to the State Administrative Procedure Act (SAPA) §202(1), Notices of Proposed Rulemaking were published for each of the Utilities' ERP filings in the State Register on December 31, 2025 [SAPA Nos. 25-E-0722SP1, 25-E-0722SP2, 25-E-0722SP3, 25-E-0722SP4, 25-E-0722SP5 and 25-E-0722SP6]. The time

for submission of comments pursuant to the Notice expired on March 2, 2026. No comments were received.

#### DISCUSSION

##### Filing of Compliance Items

In the 2025 ERP Order (Case 24-E-0665), the Commission approved changes to the Utilities' process for submitting required documentation to the Department in compliance with 16 NYCRR §105.4.<sup>3</sup> The Utilities submit documents, documentations attesting to, or evidence of required activities on an annual or a semi-annual basis. In addition to filings in compliance with 16 NYCRR §105.4, the Utilities also file various compliance items including Life Support Equipment (LSE) Customer Certification, Outage Management System Testing, Annual Exercise Performance, Annual Contact Update for Municipal/Elected Officials and external partners, Semi-annual meeting(s) with county emergency management, and the Utility's ERPs contemporaneously.

The 2025 ERP Order directed the Utilities to file these submittals with the Secretary to the Commission in the Case and/or Matter number assigned to the ERP for that year. In the past year of this new process, staff has identified potential confusion and organizational issues caused by the annually changing Case/Matter numbers. To further streamline the submittal process and safeguard against potential issues with organizing historic compliance items, the Utilities' amended ERPs require each Utility to submit these regular

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<sup>3</sup> Case 24-E-0665, In the Matter of December 15, 2024 Electric Emergency Response Plan Review (2025 Plans), Order Approving Emergency Response Plans (issued March 21, 2025) (2025 ERP Order).

filings under a static matter number assigned to the respective Utility going forward.<sup>4</sup>

Removal of Non-Required Telecommunications Calls

During substantial outage events, the Utilities hold municipal calls regularly to keep local elected officials and other key external stakeholders informed of the outage and restoration status.<sup>5</sup> In addition to these calls, some of the Utilities also hold informational calls strictly for telecommunications companies (Telcoms).<sup>6</sup> The information provided in the dedicated calls with Telcoms mirrors the information provided in the municipal calls.

In past collaborative meetings between the Utilities and staff, the Utilities have reported these dedicated calls with Telcoms have been poorly attended or completely unattended. As such, National Grid and NYSEG/RG&E have removed the additional dedicated calls with Telcoms from their respective amended ERPs due to lack of attendance and the excessive strain it causes on the Utility to hold during an emergency.<sup>7</sup>

National Grid has indicated the Telcoms have consistently not participated in these calls despite outreach

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<sup>4</sup> The Matter Numbers are: Central Hudson - 26-00062, Con Edison - 26-00063, O&R - 26-00064, National Grid - 26-00065, NYSEG - 26-00066, PSEG LI - 26-00067, RG&E - 26-00068.

<sup>5</sup> Case 21-E-0567, In the Matter of December 15, 2021 Electric Emergency Response Plan Review (2022 Plans), Order Approving Certain Utilities' Amended Electric Emergency Response Plans (issued May 12, 2022).

<sup>6</sup> Central Hudson, National Grid, NYSEG, and RG&E currently hold these dedicated Telcom calls pursuant to their ERPs. Con Edison, O&R, and PSEG LI do not currently hold dedicated Telcom calls.

<sup>7</sup> Central Hudson hosts a dedicated Telcom call but has not elected to remove the provision from their ERP.

and engagement attempts with National Grid's contacts at the Telcoms. National Grid shall continue to invite the Telcoms to any storm or storm-like outage event calls and shall also provide outreach to the Telcoms that mirrors that of their Critical Facility Customers. National Grid and NYSEG/RG&E shall continue to provide the Telcoms with advance notice of planning activity and denote point of contact info for Liaisons that the Telcoms can contact directly during an outage event for any specific questions.

The Commission finds the removal of the dedicated call only with the Telcoms appropriate, as the calls are a duplicative effort, largely unattended and cause unnecessary strain on National Grid's, NYSEG's, and RG&E's staff to host during an emergency. The Utilities maintain multiple channels of communication that they can leverage during each event. Telecommunications providers are also still able to receive important event information and ask any clarifying questions directly to the Utilities as needed.

Corrections to EBD Maintenance Procedures

Each of the six Utilities, including PSEG-LI, must account for LSE, Special Needs, and Medical Emergency Customers in their ERPs, and maintain lists of these customers for purposes of ensuring rapid response and provision of needed information during an electrical emergency pursuant to 16 NYCRR §105.4(b)(9). Special Needs, sometimes referred to by the Utilities as Elderly/Blind/Disabled or E/B/D customers, are identified through 16 NYCRR §105.4(b)(9) as those who are elderly, vision-impaired, hearing or speech-impaired, and/or mobility impaired. Despite being separate classifications of customers, the Utilities afford EBD customers similar benefits to LSE customers and maintain lists of these customers through voluntary enrollment via self-identification with the Utility.

However, neither the PSL nor Commission regulations specifically address removal of a customer from EBD classification. The removal process for LSE customers has inherently specific criteria and strict rules due to the serious nature of the illnesses and complexity/electric reliability of the necessary medical equipment. The Utilities' lists of EBD customers do not have such stringent requirements. As a result, customers may lose their designation as an EBD customer if they do not certify or recertify for specific criteria annually. To ensure proper consideration is given to these customers pursuant to the requirements of HEFPA, the Utilities' ERPs, and applicable Commission regulation, it is important that the Utilities keep their procedures up-to-date and provide any required compliance items regarding EBD customers to the Department and the Commission.

When a utility does not properly maintain customer lists and ineligible participants remain on them, the ensuing utility contact and communication procedures during an emergency event cause unnecessary strain on utility resources. This was exemplified by the Commission's direction following the investigation into the Utilities' response efforts during Tropical Storm Isaias, requiring the Utilities to update LSE and Critical Infrastructure lists to remove or add customers as necessary within ten days.<sup>8</sup>

National Grid identified discrepancies in its ERP where its procedure for maintaining its EBD customer list incorrectly explained the process for removal of customers from that list, stemming from the differences in requirements for the

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<sup>8</sup> Case 20-E-0618, In the Matter of December 15, 2020 Electric Emergency Response Plan Review (2021 Plan), Order Approving, Subject to Modifications, the Amended Electric Emergency Response Plans (issued July 15, 2021).

LSE and EBD customer lists. National Grid has revised its ERP to allow removal of customers from its EBD list if the customers do not meet the specified criteria of an EBD customer. The Commission finds this correction to National Grid's ERP reasonable, as having accurate lists ensures that sensitive customers receive the proper care and service during a storm or storm-like emergency event.

#### CONCLUSION

The amended ERPs filed in this proceeding will help to ensure that the Utilities are properly prepared for outage events of varying sizes. The changes to the ERPs will allow the Utilities to improve their responses to outage events by implementing the enhancements discussed herein. The 2026 ERPs are the result of multiple review cycles and reflect compliance with, and elaboration on, best practices identified in collaboration with the Utilities and previous Commission directives. The Commission, therefore, approves the amended ERPs.

#### The Commission orders:

1. The Electric Emergency Response Plans filed by Central Hudson Gas & Electric Corporation, Consolidated Edison Company of New York, Inc., New York State Electric & Gas Corporation, Niagara Mohawk Power Corporation d/b/a National Grid, Orange and Rockland Utilities, Inc., and Rochester Gas and Electric Corporation are approved and the above-named utilities shall implement such plans.

2. Central Hudson Gas & Electric Corporation shall submit all associated filings and associated compliance items required by its emergency response plan with the Secretary to the Commission in Matter 26-00062, as specified in the body of

this Order.

3. Consolidated Edison Company of New York, Inc. shall submit all associated filings and associated compliance items required by its emergency response plan with the Secretary to the Commission in Matter 26-00063, as specified in the body of this Order.

4. New York State Electric & Gas Corporation shall submit all associated filings and associated compliance items required by its emergency response plan with the Secretary to the Commission in Matter 26-00066, as specified in the body of this Order.

5. Niagara Mohawk Power Corporation d/b/a National Grid shall submit all associated filings and associated compliance items required by its emergency response plan with the Secretary to the Commission in Matter 26-00065, as specified in the body of this Order.

6. Orange and Rockland Utilities, Inc. shall submit all associated filings and associated compliance items required by its emergency response plan with the Secretary to the Commission in Matter 26-00064, as specified in the body of this Order.

7. Rochester Gas and Electric Corporation shall submit all associated filings and associated compliance items required by its emergency response plan with the Secretary to the Commission in Matter 26-00068, as specified in the body of this Order.

8. Central Hudson Gas & Electric Corporation, Consolidated Edison Company of New York, Inc., New York State Electric & Gas Corporation, Niagara Mohawk Power Corporation d/b/a National Grid, Orange and Rockland Utilities, Inc., and Rochester Gas and Electric Corporation, shall file the approved plans with the county executive or the chief elected official

of a county, for each county within its service territory, or the emergency management office of the City of New York, as required by the Public Service Law.

9. Pursuant to Public Service Law §66(21)(d), the Secretary to the Commission shall certify by letter to the New York State Division of Homeland Security and Emergency Services that the Commission has approved the Emergency Response Plans.

10. This proceeding is closed.

By the Commission,

(SIGNED)

MICHELLE L. PHILLIPS  
Secretary