



November 28, 2011

Honorable Jaclyn A. Brillling  
Secretary  
New York State Public Service Commission  
Three Empire State Plaza  
Albany, NY 12223-1350

RE: Case 11-M-0481 – Hurricane Irene and Tropical Storm Lee

Dear Secretary Brillling,

Attached, please find the 2011 NYSEG Hurricane Irene and Tropical Storm Lee Report. This report is submitted in compliance with NYCRR, Part 105, as directed by the New York State Department of Public Service. It summarizes New York State Electric and Gas Corporation's (NYSEG's) restoration efforts in response to both Hurricane Irene and Tropical Storm Lee.

If you have any questions pertaining to this information, please contact me at 607.762.8710.

Sincerely,

Lori A. Cole  
Manager - Regulatory & Tariffs  
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**NEW YORK STATE ELECTRIC & GAS  
ROCHESTER GAS AND ELECTRIC**

**HURRICANE IRENE  
AND  
TROPICAL STORM LEE  
REPORT**

**Submitted: November 28, 2011**



## ABSTRACT

This report is submitted in compliance with NYCRR, Part 105, as directed by the New York State Department of Public Service. It summarizes New York State Electric and Gas Corporation's (NYSEG's) restoration efforts in response to both Hurricane Irene and Tropical Storm Lee. The majority of restoration activities for Irene took place between August 26<sup>th</sup> and September 5<sup>th</sup>. The electric portion of restoration activities from Lee lasted from September 7<sup>th</sup> through September 16<sup>th</sup>. The focus of this report is on the electric restoration efforts however gas restoration and public outreach activities continued beyond September 16<sup>th</sup>.

Hurricane Irene and Tropical Storm Lee were both events of major and historic proportion. Both storms share a number of characteristics including the near coincident timing, size and scale, road and infrastructure inaccessibility. However they had many differences as well. The most significant difference is that Irene impacted the entire east coast with a relatively fast moving event that impacted the electric system. Lee produced devastating damage to both the electric and natural gas systems as it stalled over a much more concentrated area. In general:

Hurricane Irene caused significant rains and high winds across much of eastern New York starting August 28<sup>th</sup>. Total rainfall of 6" to 11 ½" fell across the region. Hurricane damage was especially significant across the NYSEG-served counties of: Broome, Tioga, Chenango, Cortland, Westchester, Putnam, Dutchess, Delaware, Greene, Herkimer, Lewis, Ulster, Clinton, Essex, Franklin, Hamilton, Sullivan, and Orange counties. The areas with extensive damage were in the Binghamton, Brewster, Liberty, Mechanicville, Oneonta and Plattsburgh Divisions. Overall, approximately 290,000 NYSEG customers were impacted by Irene with a peak of 134,077 customers out of power by late evening on August 28<sup>th</sup>.

Tropical Storm Lee followed Irene by less than 48 hours, impacting the Binghamton and Oneonta areas starting September 7<sup>th</sup>. Lee brought significant rains into areas where the soil had already been saturated by Irene and where river levels were already elevated. Flooding of record and historic levels affected Upstate areas with the worst impact occurring in Village of Owego. Total rainfall amounts of between 8" and 12" fell throughout the region. The flooding caused significant damage at a number of locations in Broome, Chenango, Delaware, Otsego, Schoharie, Sullivan and Tioga Counties. The areas with extensive damage were in the Binghamton and Oneonta Divisions. Overall, approximately 44,000 NYSEG electric customers and 8,000 gas customers were impacted. The peak number of electric customer interruptions was 19,751 in Binghamton and 3,056 in Oneonta during the early morning hours of September 9<sup>th</sup>.

NYSEG instituted Incident Command (ICS) to coordinate and manage the response to both events. A joint electric-gas ICS was established for Lee given that both the electric and gas systems suffered damage. Individuals from NYSEG and all affiliated companies (RG&E, CMP, and Iberdrola-USA) supported the restoration. Mutual aid was also activated for both events and utilized personnel from several different utility and contractor firms.

Either event by itself would rank as one of the most significant restoration efforts in the history of the NYSEG. Taken together, the scope and scale of this effort is unprecedented. This report captures the statistics and facts surrounding the restoration effort for both events however, it cannot capture the level of spirit exemplified by the employees which continues through volunteer efforts to assist people with damaged homes and businesses, fundraisers, clothing and food drives. The lessons learned from these events will serve us well as we plan and prepare for future storms and disasters. NYSEG will continue to work to improve our own internal processes and coordination with other agencies; as it's our goal to support the overall response required to serve our customers and the residents of New York.



**Hurricane Irene**



**Tropical Storm Lee**

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- K. PSC Irene/Lee IR questions and responses

# 1. INTRODUCTION

This report is being submitted in compliance with NYCRR, Part 105, as directed in an email from the New York State Department of Public Service<sup>1</sup>. The report summarizes New York State Electric and Gas Corporation's ("NYSEG's") storm restoration efforts in response to both Hurricane Irene and Tropical Storm Lee. Hurricane Irene caused significant winds, flooding, tree and other damage to NYSEG's Binghamton, Brewster, Liberty, Mechanicville, and Oneonta divisions. Tropical Storm Lee brought heavy rains, high winds, tree contact and significant flooding to NYSEG's Binghamton and Oneonta divisions. Both events were Class III emergencies; Irene occurred from August 28, 2011 through September 6, 2011; Lee took place during the September 7-16, 2011 period although efforts continue as customers gradually repair or replace damaged equipment and are able to take service.

This introduction briefly describes the organization of this report. This report is divided into three sections. Section One is a discussion of the Irene event and Section Two documents the Lee storm. Both Sections One and Two contains a discussion of: preparation activities, restoration, and customer service issues. Section Three provides a discussion of the post-storm assessments, and documents the responses already submitted to the PSC in response to data inquiries requested to-date.

Detailed information is provided in the report appendices including:

- Irene weather details (Appendix A)
- Irene storm photographs Appendix B)
- Irene storm reports (Appendix C)
- Irene storm reliability statistics (Appendix D)
- Irene media releases Appendix E)
- Lee weather details (Appendix F)
- Lee storm photographs (Appendix G)
- Lee PSC reports (Appendix H)
- Lee storm reliability statistics (Appendix I)
- Lee media releases (Appendix J)
- PSC Irene/Lee IR questions and responses (Appendix K)

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<sup>1</sup> (M. Worden, email communication, September 21, 2011).



# **PART 1: HURRICANE IRENE**

## **2. IRENE: EVENT SUMMARY**

### **2.1. Scope of Impact**

Hurricane Irene, the ninth named storm and first hurricane of the 2011 Atlantic hurricane season, pushed through the Bahamas, to the Mid-Atlantic United States, and then into New England. The hurricane was a major hurricane that brought significant flooding, strong winds, and major damage to the region. that affected millions of people in the US beginning on August 26th. This storm spread over an area of 65 million people and caused an estimated \$10-\$15 billion in damage<sup>2</sup>. Irene was the tenth major storm event of 2011 to exceed \$1 billion in damages. States of Emergency and forced evacuations were ordered in numerous locations from the Carolinas through into New England. A total of over three million people lost power as Irene pushed northward into parts of New England. Severe flooding also occurred in many states, with Vermont, New York and New Jersey hit the hardest.

### **2.2. Weather Summary**

Irene formed on August 15th as a tropical storm off the coast of Africa and slowly moved in a westerly direction. By the time the storm approached the Leeward Islands on August 21st, the system began to strengthen and developed into a tropical storm. The original weather models projected the likely path as Irene pushing into southern Florida or possibly emerging into the eastern Gulf of Mexico.

By August 24, 2011, the National Hurricane Center (NHC) was projecting that this system would in fact impact the East Coast however the intensity of the storm was a major question. Ocean temperatures this August have been well above average, and wind shear was not forecast to be moderate or high. With this in mind, the NHC forecast Irene to strengthen to Category 4 status at one point. However, the interaction of dry air from the United States land mass slowed the intensification process. If Irene had been a smaller system, the storm would have had a better chance to produce stronger winds. Even so, Irene was a massive storm – with hurricane force winds extending nearly 100 miles from the center – which brought a larger impact to land areas. The storm winds strengthened to hurricane status before it crossed over the Bahamas and caused significant damage as it continued to slowly track in a northwest direction. At its peak, Irene's lowest pressure was measured at 942 millibars and was classified as a Category 3 hurricane.

Hurricane Irene impacted New York State as a Category 1 hurricane and caused widespread heavy rains, high winds, tree damage, and other damage to infrastructure. Due to the saturated soil conditions a significant number of trees were also uprooted resulting in more destruction to infrastructure and property; including utility T&D infrastructure. This was especially prominent in the eastern portion of the state.

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<sup>2</sup> [http://en.wikipedia.org/wiki/Hurricane\\_Irene\\_\(2011\)](http://en.wikipedia.org/wiki/Hurricane_Irene_(2011))

Some of NYSEG's divisions, including Binghamton, Brewster, Mechanicville, Oneonta and Plattsburgh, received over six inches of rain within a 24-hour period from this event. Sustained winds of 35-40 mph were also common across this area with gusts as high as 60 mph recorded in some areas. Some roads, including bridges across the Hudson were closed in advance of the storm.

The five National Weather Service (NWS) offices that cover the NYSEG and RG&E service territories all issued a variety of Hurricane Watches and Hurricane Weather Advisories for their forecast areas as the storm advanced across New York State. Please refer to Appendix A for more detail regarding specific weather data..

## **2.3. Damage Summary**

Damage from this storm was significant. A Wikipedia summary of damage sustained in the Catskills regions follows:

Disastrous flash floods occurred in the northwestern Catskill Mountains, particularly in the town of Margaretville.[273] An elderly woman drowned in creek flooding at Fleischmanns, also in the Catskills.[171] Record flooding along the Schoharie Creek, destroyed the Old Blenheim Bridge, a 156-year-old covered bridge that had been designated a National Historic Landmark.[274] In Windham, WRIP disk jockey Jay Fink stayed on the air for 13 hours, taking calls from trapped residents and disseminating information about shelters that had been opened.[275]

Prattsville's Main Street has been described as "a total loss" by its town supervisor.[276] Cuomo toured Schoharie County with Agricultural Secretary Tom Vilsack September 3, and announced the creation of a \$15 million federal relief fund to help farmers there cope with the damage.[249] The governor's office estimates that the state's farmers have lost \$45 million in crops planted on 145,000 acres (59,000 ha) of farmland to the hurricane.[277] On a visit to Orange County's Black Dirt Region, where the high waters of the Wallkill River had washed away many farmers' onion and squash crops and ruined what was left, Senator Charles Schumer was asked to end restrictions that prevented FEMA from aiding stricken farmers, as many believed that what the U.S. Department of Agriculture could offer them as disaster relief would be far from sufficient.[278]<sup>3</sup>

NYSEG's electric system sustained significant damage as well. Over 290,000 NYSEG customers were affected by this event with 134,000 interrupted at the peak. Over 300 broken poles, 3,000 downed wires, and 19 substations were impacted.

A collection of photographs illustrating the resulting damage is provided in Appendix B. A copy of PSC outage reports is provided in Appendix C (PSC Storm Reports) and reliability statistics are provided in Appendix D (Irene Storm Reliability Statistics).

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<sup>3</sup> [http://en.wikipedia.org/wiki/Hurricane\\_Irene\\_\(2011\)](http://en.wikipedia.org/wiki/Hurricane_Irene_(2011))

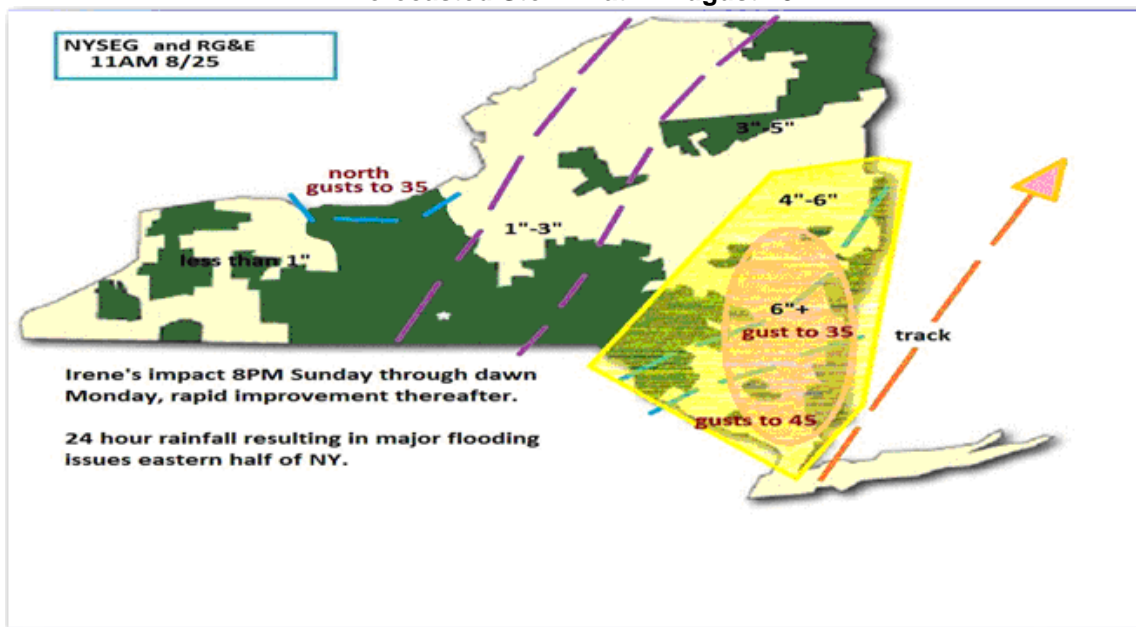
### 3. IRENE: PREPARATION AND IMPACT

#### 3.1. Preparation

NYSEG monitors the weather and receives weather service updates on a regular basis. During the hurricane season a general threat assessment is developed and updated as activity in the Atlantic ocean continues. Prior to August 24<sup>th</sup> Irene was being monitored however the likely track was projected to carry the storm into the Florida and Gulf regions. On August 24<sup>th</sup> the weather models changed and began forecasting a track for Irene which would impact the US East Coast although the weather models were still not converging on a likely track and storm intensity. NYSEG's Area Command actively monitored national and local weather forecasts and participated on all NWS conference calls leading up to this event. Other weather services and forecasting models were also referenced. Special requests were made to private weather services for specific information related to NYSEG's service territory.

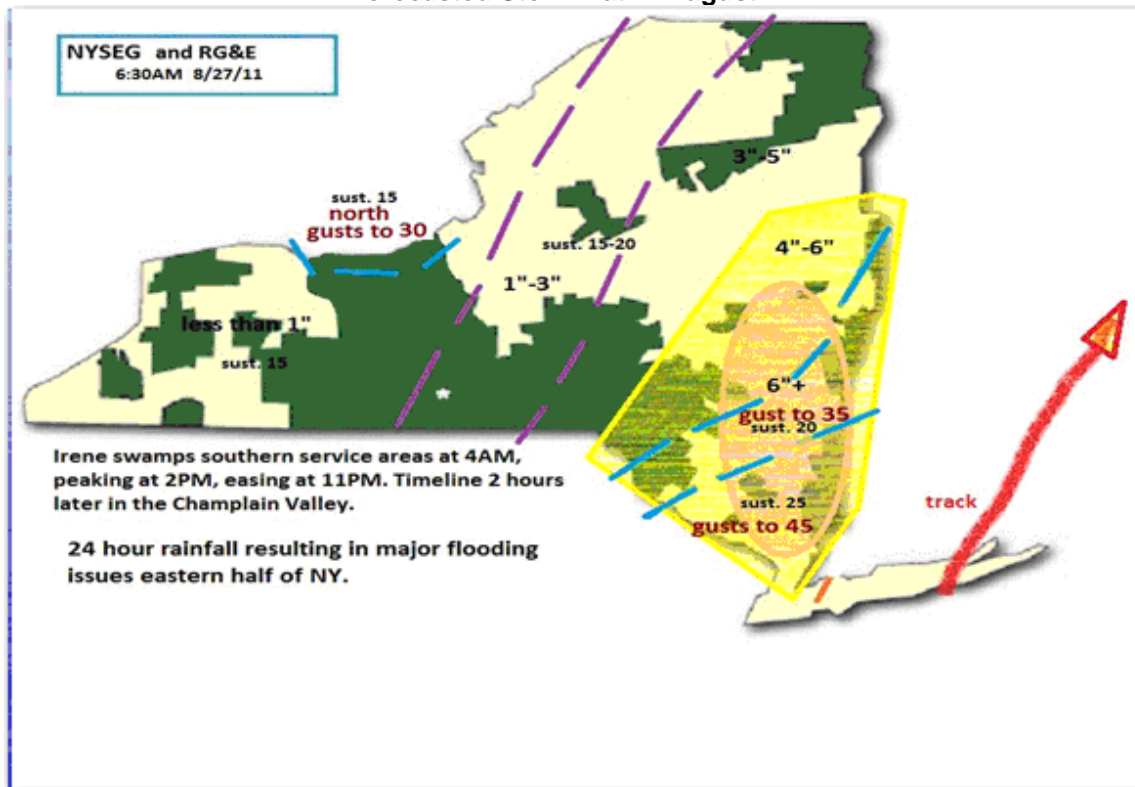
Starting on August 25<sup>th</sup> NYSEG began to receive weather forecasts specific to its service territory. Although later forecasts showed differences in the exact track of the storm, the initial predicted impact across NYSEG's system remained consistent. The following graphic was taken from an August 25<sup>th</sup> forecast:

**Figure 3.1.1**  
**Forecasted Storm Path - August 25<sup>th</sup>**



The weather forecast on August 27<sup>th</sup> projected that the hurricane eye would pass over the eastern end of Long Island with the extreme western edge of the storm impacting NYSEG's Brewster and Mechanicville divisions and also the eastern portion of the Liberty division as shown in the following graphic:

**Figure 3.1.2**  
**Forecasted Storm Path - August 27<sup>th</sup>**



Storm preparations began on August 25<sup>th</sup> with all service territories areas participating. The following functions were all involved in preparatory activities for this event and participated in the planning and coordination activities:

- Executive Staff
- T&D Operations
- T&D Operations Support
- Customer Relations – Customer Relations Center and Marketing
- Corporate Communications / Public Affairs
- Dispatch and Energy Control Center (“ECC”)
- Electric Maintenance Engineering – Vegetation Management
- Iberdrola USA Management Corporation – Fleet Services
- Iberdrola USA Management Corporation – Materials Management and Stores Operations
- Iberdrola USA Information Technology

These groups all participated in weather alert communications and Storm Conference Calls and also prepared to assume their respective Incident Command Structure (ICS) functions as necessary for the restoration phase.

T&D Operations and Operations Support lead the field planning and readiness effort. This included assessment of personnel requirements, checks of materials, equipment, fuel, storm supplies, and other resources. Personnel needs were evaluated and additional resources were

staged in to the likely impacted areas on August 27<sup>th</sup>. Given the likely storm impact areas, 40 percent of resources were assigned to both Brewster and Mechanicville with the remaining 20 percent of resources reserved for Liberty. No resources were moved out of the next ring of divisions (Binghamton, Ithaca, Oneonta, and Plattsburgh) as a precaution in case the storm track were to shift. Contractor resources were contacted starting on August 25<sup>th</sup> for additional support. At that time, other than the contractors already on site, no contractors could be secured as all mid-Atlantic and Northeast utilities were seeking additional resources and the southern utilities were still holding resources to guard against a potential shift in Irene's track. A total of 156 line crews (company and contractor) and 240 contractor tree crews were deployed as a part of this staging effort. All staged resources were in position by the evening of August 27<sup>th</sup>.

Customer Relations Center staff were made aware of forecasts and took steps to appropriately add representatives and adjust the call center hours in order to accommodate call volume. Corporate Communications was alerted to the potential projected storm impact and made preparations for a series of media releases. Press announcements began on 8/25/11. The Energy Control Center (ECC) adjusted schedules and staffing so as to have adequate resources in place. Vegetation Management and Fleet Services took part in planning for mutual aid assistance for Contractor tree crews and fleet mechanics. Materials Management and Stores Operations had planned adequately for materials needs for the storm event, and no shortages were experienced through the response period.

Planned T&D system maintenance and IT system work was either completed early or deferred so that all systems would be operational prior to the event.

Internal conference calls and NYMAG calls formally began on August 25<sup>th</sup> and continued throughout the event. A listing of all internal conference calls and NYMAG calls follows:

**Table 3.1**  
**NYSEG Storm Conference Calls Hurricane Irene**

<b>Date</b>	<b>Time</b>
August 25	2:30 PM
August 26	9:00 AM
August 26	2:30 PM
August 27	3:00 PM
August 28	8:00 AM, 12 Noon, 8:00 PM
August 29	8:00 AM, 12 Noon, 8:00 PM
August 30	8:00 AM, 12 Noon, 8:00 PM
August 31	9:00 AM, 8:00 PM
September 1	9:00 AM, 8:00 PM
September 2	9:00 AM, 8:00 PM
September 3	9:00 AM, 8:00 PM
September 4	9:00 AM

**Note:** Although system-wide calls were suspended on 9/4/11; regular calls and planning meetings continued in those areas with continued outages until restoration was completed for each area.

**Table 3.2**  
**NYMAG Storm Conference Calls Hurricane Irene**

8/25/11 11:00	8/26/11 08:00
8/27/11 08:00	8/28/11 11:30
8/28/11 18:00	8/29/11 11:30
8/29/11 17:00	8/30/11 11:30
8/30/11 17:00	8/31/11 11:30
8/31/11 17:00	9/1/11 11:30
9/1/11 17:00	9/2/11 11:30
9/2/11 17:00	9/3/11 11:30
9/3/11 17:00	

There were also mutual aid calls with other groups (i.e., NEMAG, MAMA, SEE, etc.) that were attended by NYMAG liaison members with the resulting information discussed on the NYMAG calls. NYSEG is only a member of NYMAG and was not invited onto these other calls; therefore we participated in these other calls indirectly through the representation of the liason NYMAG members.

### **3.2. Impact**

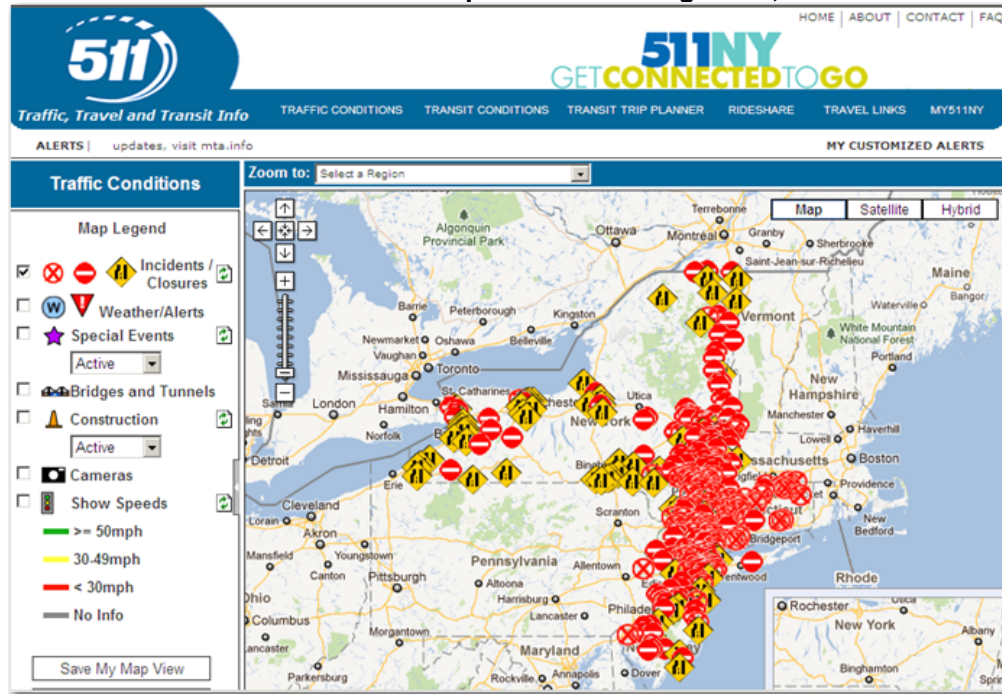
The NYSEG Dispatch & ECC group began receiving outage reports at approximately 1:00 AM on August 28 for the Brewster, Liberty and Mechanicville Divisions. Wires down reports began at about 2:00 AM. Dispatch & ECC opened local offices as necessary to manage events. By early morning all eastern division offices had been opened and many of the western offices were also opened for support. The Emergency Operations Center (EOC-Stormroom ) had scheduled an opening for 6 AM on 8/28/11 in order to support Area Command activities.

Hurricane Irene's impact first entered into the Brewster area in the early morning hours and continued to spread eventually impacting the seven eastern-most NYSEG divisions (Binghamton, Brewster, Ithaca, Liberty, Mechanicville, Oneonta, and Plattsburgh) by 3:00 PM. Heavy rains and high winds continued through August 28<sup>th</sup> and cleared from the southeast to the northeast over the early morning hours on August 29<sup>th</sup>. On August 29<sup>th</sup> rains subsided by 11:00 am across the service territory however windy conditions continued causing additional outages. The August 29<sup>th</sup> outages were due to a combination of flooding, continued wind, and tree damage. Significant tree damage was observed, including the uprooting of trees due to the saturated soil conditions. Significant damage was incurred on the transmission and distribution systems due to these winds, effects of flooding, and tree damage. Specific damage statistics and details regarding outages are discussed in the Restoration section of this report.

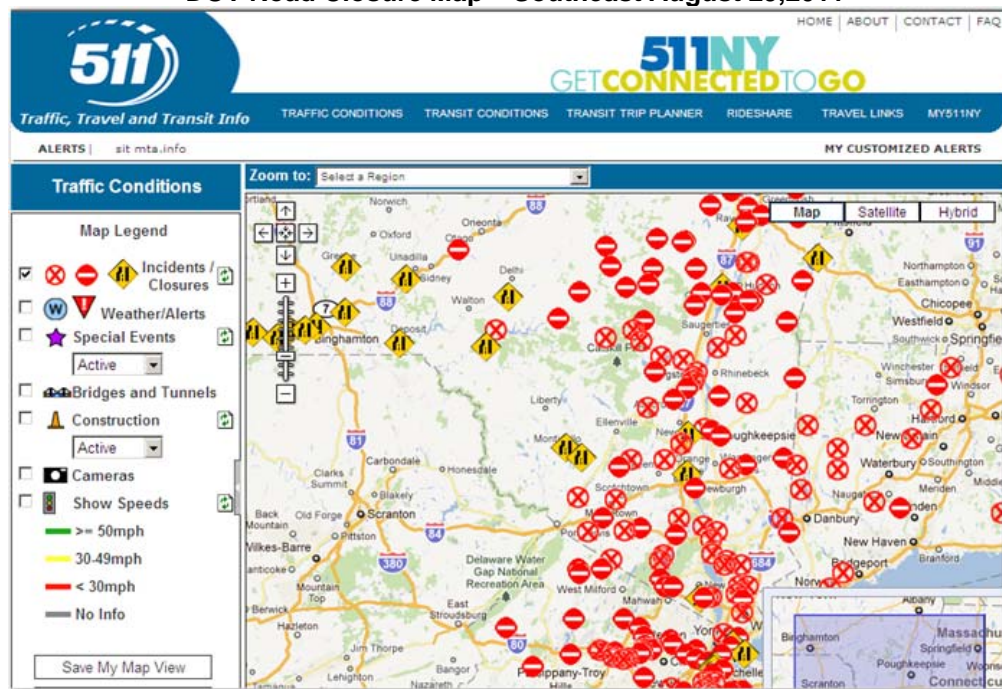
In addition to the challenge of working in Hurricane Irene's dangerous winds, NYSEG crews and support personnel were faced with flooding, downed trees and road closures that significantly hampered damage assessment and power restoration efforts. Immediately following the storm numerous primary and secondary roads were closed, or blocked in numerous locations, across eastern New York State, including all of the major interstates (I-84, I-86, I-87, I-88, I-90, and I-684). Road closures were due to flooding, fallen trees, road damage, and the intentional bridge closings due to safety concerns. These closures caused

significant challenges in moving make-safe and restoration crews and greatly slowed the response effort. Screenshots of two NY DOT maps showing the road closure challenges caused by Hurricane Irene are provided below<sup>4</sup>:

**DOT Road Closure Map – Statewide August 29, 2011**



**DOT Road Closure Map – Southeast August 29, 2011**

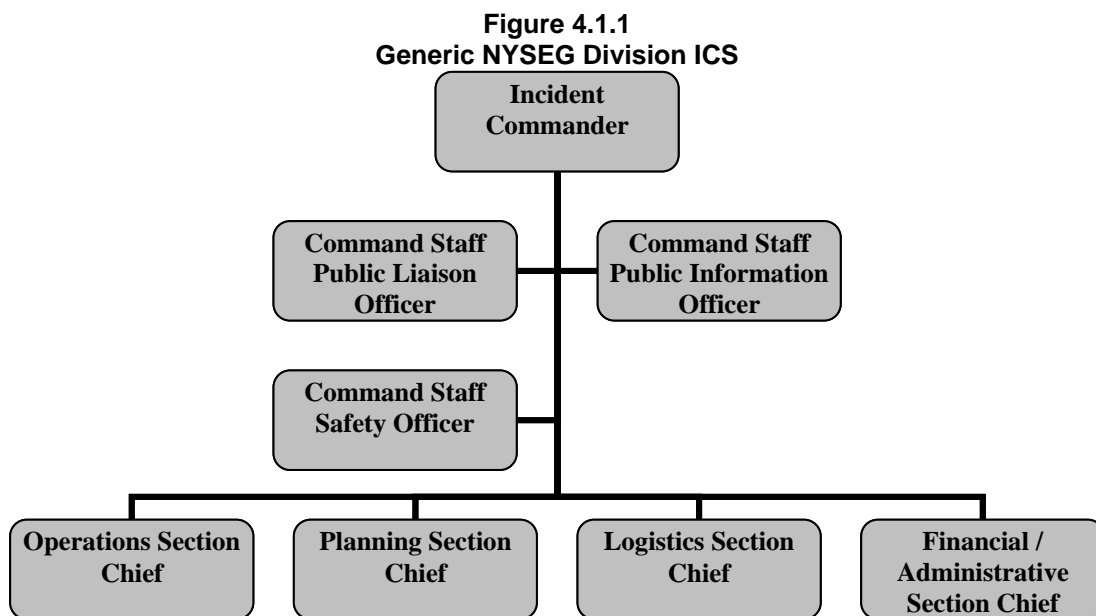


<sup>4</sup> [www.ny511.org](http://www.ny511.org) website map – August 29, 2011

Throughout the Hurricane Irene event, the EOC continued to monitor and report on sustained damage and the restoration effort. The EOC also continued efforts to secure additional resources. All of the regional mutual aid organizations worked together to make use of resources in the most efficient way possible. Even with this cooperation, there was a shortage of over 5,000 line personnel experienced within New York Mutual Aid Group (NYMAG), New England Mutual Aid Group (NEMAG), and the Mid-Atlantic Mutual Aid Group (MAMA) member utility companies. NYSEG continued to work through the mutual aid group structure and also reached-out to other resources. The EOC also made contact directly with all Edison Electric Institute (EEI) member companies, a significant number of non-EEI utilities, municipalities, independent contractors (union and non-union), Canadian utilities, and other entities. In one instance, crews were flown in from Omaha Nebraska in order to make use of spare bucket trucks secured locally. Resources continued to be deployed as they became available from outside organizations or re-deployed as NYSEG divisions completed local restoration efforts. Staffing details for storm response are detailed in the Restoration section (Section 4) and in the PSC storm reports (Appendix C).

## 4. IRENE: RESTORATION

All impacted NYSEG divisions (Binghamton, Brewster, Ithaca, Liberty, Mechanicville, Oneonta and Plattsburgh) responded immediately to this weather event. The local divisions offices were opened, Incident Command was established in each area, and each division enacted their emergency response plans to begin the make-safe and restoration processes. Each division enacted ICS and expanded it to the level necessary to effectively manage make-safe and restoration activities in their respective areas. In general each ICS took the following structure however each was customized to the needs and priorities of the local division:



Each of these areas was expanded (or collapsed) as necessary throughout the entire event life cycle in order to assure effective and efficient resource management and restoration.

Area Command was established to coordinate and support the division ICS. The area command level was supported by individuals from various NYSEG corporate office groups as necessary. The Customer Relations Center, System Operations-Energy Control Center, and EOC were all activated and staffed as a part of the overall area command structure.

Storm planning, coordination, and operations calls were conducted from August 24<sup>th</sup> through September 4<sup>th</sup> for the entire Area Command and Incident Command structure. From September 4<sup>th</sup> through the 7<sup>th</sup> the scope of these efforts continued to collapse in on the areas still involved in restoration. Internal and PSC reports were issued on a regular basis as well as media releases to local officials and to the public. Crews continued with make-safe, damage assessment surveys, aerial inspections, restoration, circuit sweeps, clean-up activities, and final aerial patrols during the course of this event. Clean-up activities lasted throughout the week of September 4<sup>th</sup> except for the Binghamton and Oneonta areas where they were prematurely re-directed due to Tropical Storm Lee .

This section provides detail regarding activities related to: safety, storm management, outage and damage statistics, wires down management, damage assessment, response priorities, ETR management, resource utilization, and vegetation management.

#### **4.1. Safety**

The safety of employees, customers, and the general public is of paramount importance to NYSEG and RG&E. As for all storm events, safety was the first priority during this storm response and related activities. Safety awareness was conveyed in many ways prior to and during this storm, including: issuing weather alerts, discussion of safety issues at the start of all storm preparation and restoration calls and planning meetings, daily employee safety awareness meetings and reminders, and “tailboard” briefings with all internal and external restoration crews and support staff specific to each individual assignment. All crews are thoroughly trained in company safety policies which meet or exceed all state and federal requirements.

At regular intervals safety information is provided to customers and the general public in the form of bill inserts, website postings, news releases, and other efforts. These efforts are focused on providing a general safety awareness of issues such as staying away from fallen or low-hanging wires, reporting damaged company facilities immediately, installing and using generators safely, what to do in case of a flooded basement, the safe use of alternate heating sources, and other issues.

During Hurricane Irene, as with all events, media and storm related news releases included safety messages targeted toward the welfare of customers and the general public. These messages stressed the importance of staying away from downed wires and treating all downed wires as if they were energized.

For the Hurricane Irene event, two employee injuries were sustained; both by the same employee. A Brewster Line Mechanic punctured his finger with a piece of metal and was treated for infection. The following day, the same individual banged an elbow on a bracket assembly and was treated for bursitis. NYSEG Safety Staff investigated the incidents and met with the employee. Safety also communicated details of these events to all crews involved in restoration activities.

No motor vehicle accidents or other personal injuries occurred to either NYSEG, RGE, or contractor personnel involved in this restoration. There were no reported shock incidents or public injuries for this storm event.

#### **4.2. Storm Management**

As discussed in Section 3, ICS was implemented in each of the affected divisions. The role of ICS was to establish and manage: local objectives, damage assessment, planning, logistics, operations, customer outreach, communication with local municipalities, and other activities. ICS was supported in each division until restoration activities were completed.

Area Command was established to centrally manage, coordinate, and support local ICS activities. Area Command managed and coordinated: overall objectives, resources, communications throughout the company and state agencies, NYMAG activities, corporate logistics, corporate communications, and other central activities. The Area Command structure was maintained as long as restoration activities were ongoing in at least one division.

### 4.3. Outage and Damage Statistics

Approximately 290,000 NYSEG customers across the most severely impacted divisions (Binghamton, Brewster, Liberty, Mechanicville, Oneonta and Plattsburgh) lost electric service as a result of Hurricane Irene. The peak outage occurred for this event on August 28<sup>th</sup> at 11:33 AM when approximately 134,077 NYSEG customers were without power. The table below provides a summary of customer outages due to Hurricane Irene:

**Table 4.3.1**  
**Customer Outage Summary**

<b>NYSEG Division</b>	<b>Total Electric Customers Division</b>	<b>Peak Customers Impacted</b>	<b>Overall Customers Impacted (Note 1)</b>	<b>% of Peak To Total Customers</b>	<b>% of Overall To Total Customers</b>
Binghamton	111,324	10,709	21,300	9%	19%
Brewster	84,421	60,781	130,600	71%	155%
Liberty	48,406	17,779	41,400	34%	86%
Mechanicville	47,531	6,008	14,100	13%	30%
Oneonta	91,525	31,576	46,800	34%	51%
Plattsburgh	40,910	18,925	35,800	46%	88%
<b>NYSEG Totals</b>	<b>424,117</b>	<b>145,778</b>	<b>290,000</b>	<b>34%</b>	<b>68%</b>

**Note 1:** The total number of customers impacted by the storm includes some customers who experienced more than one outage during the storm, as recorded by the Outage Management System. Customers interrupted multiple times are counted each time their service was interrupted.

NYSEG submitted Electric Incident Reporting System (EIRS) notifications for each division that exceeded 5,000 or more customers being interrupted in a give division for thirty minutes or more. Notifications were provided for:

**Table 4.3.2**  
**PSC EIRS Report Submittals (Service Interruptions)**

<b>Division</b>	<b>EIRS Incident Description</b>
Brewster	Service Interruption – 5000 or more customers interrupted for more than 30 minutes
Binghamton	Service Interruption – 5000 or more customers interrupted for more than 30 minutes
Liberty	Service Interruption – 5000 or more customers interrupted for more than 30 minutes
Oneonta	Service Interruption – 5000 or more customers interrupted for more than 30 minutes
Mechanicville	Service Interruption – 5000 or more customers

<b>Division</b>	<b>EIRS Incident Description</b>
	interrupted for more than 30 minutes
Plattsburgh	Service Interruption – 5000 or more customers interrupted for more than 30 minutes

NYSEG also began to submit Electric Outage Reports (EORS) beginning on August 28<sup>th</sup> at 7:00 AM at the request of the PSC. Reports continued to be provided at 7AM, 11AM, 3PM, and 7PM each day through September 5<sup>th</sup> and then daily until September 7<sup>th</sup>.

Records of all submitted reports are included in Appendix C. A summary of the customer outage information provided is shown in the following table:

**Table 4.3.3**  
**Summary of EORS Outage Reports**

<b>Date</b>	<b>Report Time</b>	<b>Report Type</b>	<b>Outages Reported</b>	<b>NYSEG Divisions Reporting Outages</b>
8/28/11	7:00 AM	Email	42,311	Brewster, Liberty, Mechanicville
8/28/11	11:00 AM	Email	97,825	Binghamton, Brewster, Liberty, Mechanicville, Oneonta
8/28/11	3:00 PM	Email	109,700	Binghamton, Brewster, Ithaca, Liberty, Mechanicville, Oneonta, Plattsburgh
8/28/11	7:00 PM	EORS	112,600	Binghamton, Brewster, Liberty, Mechanicville, Oneonta, Plattsburgh
8/29/11	7:00 AM	Email	125,500	Binghamton, Brewster, Liberty, Mechanicville, Oneonta, Plattsburgh
8/29/11	11:00 AM	Email	129,000	Binghamton, Brewster, Liberty, Mechanicville, Oneonta, Plattsburgh
8/29/11	3:00 PM	EORS	125,700	Binghamton, Brewster, Liberty, Mechanicville, Oneonta, Plattsburgh
8/29/11	7:00 PM	EORS	121,000	Binghamton, Brewster, Liberty, Mechanicville, Oneonta, Plattsburgh
8/30/11	7:00 AM	EORS	88,300	Binghamton, Brewster, Liberty, Mechanicville, Oneonta, Plattsburgh
8/30/11	11:00 AM	EORS	91,300	Binghamton, Brewster, Liberty, Mechanicville, Oneonta, Plattsburgh
8/30/11	3:00 PM	EORS	83,500	Binghamton, Brewster, Liberty, Mechanicville, Oneonta, Plattsburgh
8/30/11	7:00 PM	EORS	77,900	Binghamton, Brewster, Liberty, Mechanicville, Oneonta, Plattsburgh
8/31/11	7:00 AM	Email	52,500	Binghamton, Brewster, Liberty, Mechanicville, Oneonta, Plattsburgh
8/31/11	11:00 AM	Email	55,100	Binghamton, Brewster, Liberty, Mechanicville, Oneonta, Plattsburgh
8/31/11	3:00 PM	EORS	51,100	Binghamton, Brewster, Liberty, Oneonta, Plattsburgh

<b>Date</b>	<b>Report Time</b>	<b>Report Type</b>	<b>Outages Reported</b>	<b>NYSEG Divisions Reporting Outages</b>
8/31/11	7:00 PM	EORS	46,400	Binghamton, Brewster, Liberty, Oneonta, Plattsburgh
9/1/11	7:00 AM	EORS	38,300	Binghamton, Brewster, Liberty, Oneonta, Plattsburgh
9/1/11	11:00 AM	EORS	34,300	Binghamton, Brewster, Liberty, Oneonta, Plattsburgh
9/1/11	7:00 PM	EORS	27,100	Binghamton, Brewster, Liberty, Oneonta, Plattsburgh
9/2/11	7:00 AM	EORS	19,500	Brewster, Liberty, Oneonta, Plattsburgh
9/2/11	11:00 AM	EORS	16,900	Brewster, Liberty, Oneonta, Plattsburgh
9/2/11	3:00 PM	EORS	13,300	Brewster, Liberty, Oneonta, Plattsburgh
9/2/11	7:00 PM	EORS	9,660	Brewster, Liberty, Oneonta, Plattsburgh
9/3/11	7:00 AM	EORS	6,300	Brewster, Liberty, Oneonta, Plattsburgh
9/3/11	3:00 PM	EORS	5,000	Brewster, Oneonta
9/3/11	8:00 PM	Email	3,200	Brewster, Oneonta
9/4/11	7:00 AM	EORS	1,875	Brewster, Oneonta
9/4/11	3:00 PM	EORS	1,150	Oneonta
9/5/11	3:00 PM	Email	43	Oneonta
9/6/11	8:00 AM	Email	43	Oneonta
9/6/11	3:00 PM	Email	43	Oneonta
9/7/11	7:00 AM	Email		Restoration Complete

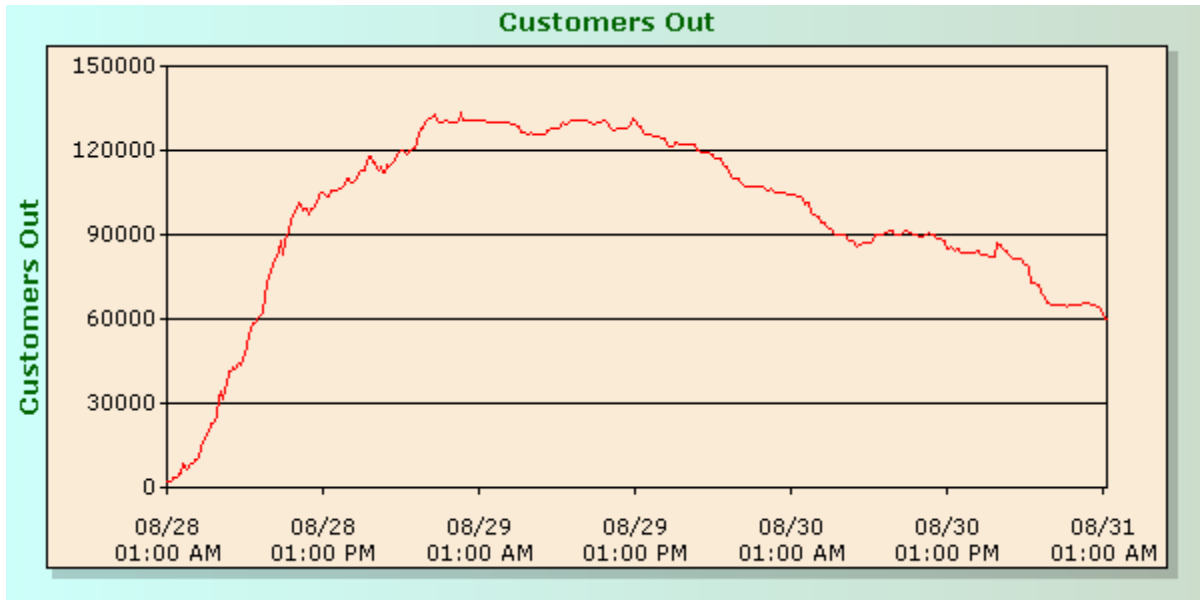
The remainder of this section includes: graphs summarizing customer outage information from the NYSEG Outage Management System (OMS), tables of substations and circuits impacted in each affected division, and a summary of damage in the affected areas.

## **NYSEG**

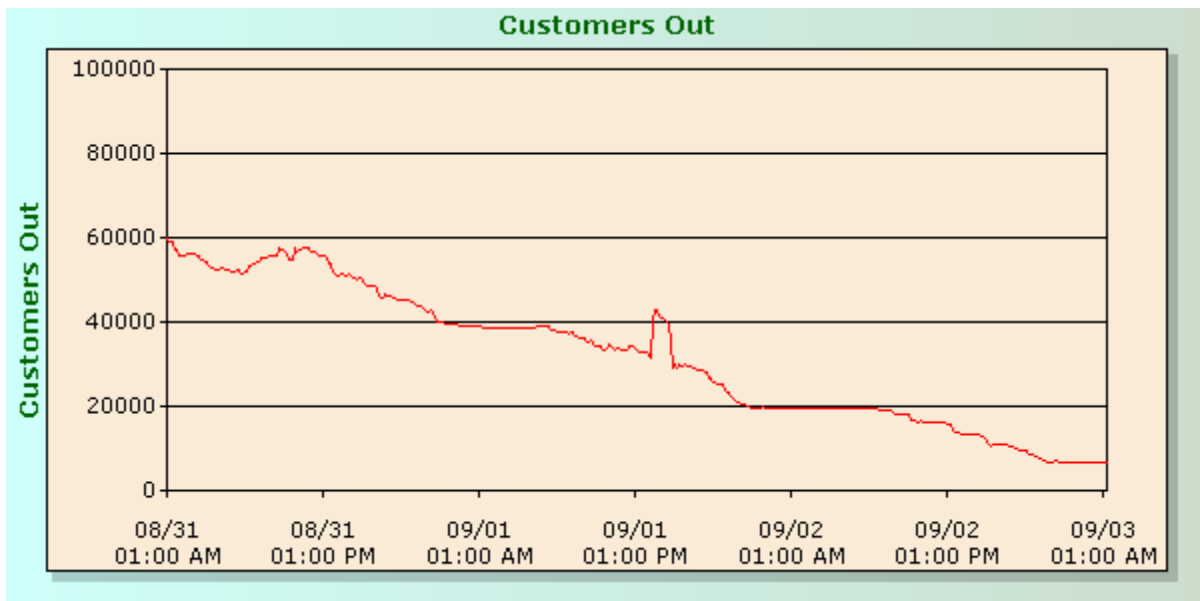
The following graphs illustrates NYSEG's customer interruptions starting at approximately 1:00 AM on August 28, 2011, and reached a peak of 134,077 on August 28 at 11:33 PM. The customer outage count graph for the NYSEG service territory shows a general decline following the peak, with temporary increases due to and interruptions taken to make repairs and/or complete distribution switching to restore customers. Some new customer outages were also experienced through this restoration period.

All NYSEG customers were restored by late afternoon on September 5<sup>th</sup>, excluding 27 customers who could not be restored due to road conditions requiring major repairs or rebuilding before NYSEG could gain access to make repairs. Restoration was completed by 9 PM September 6.

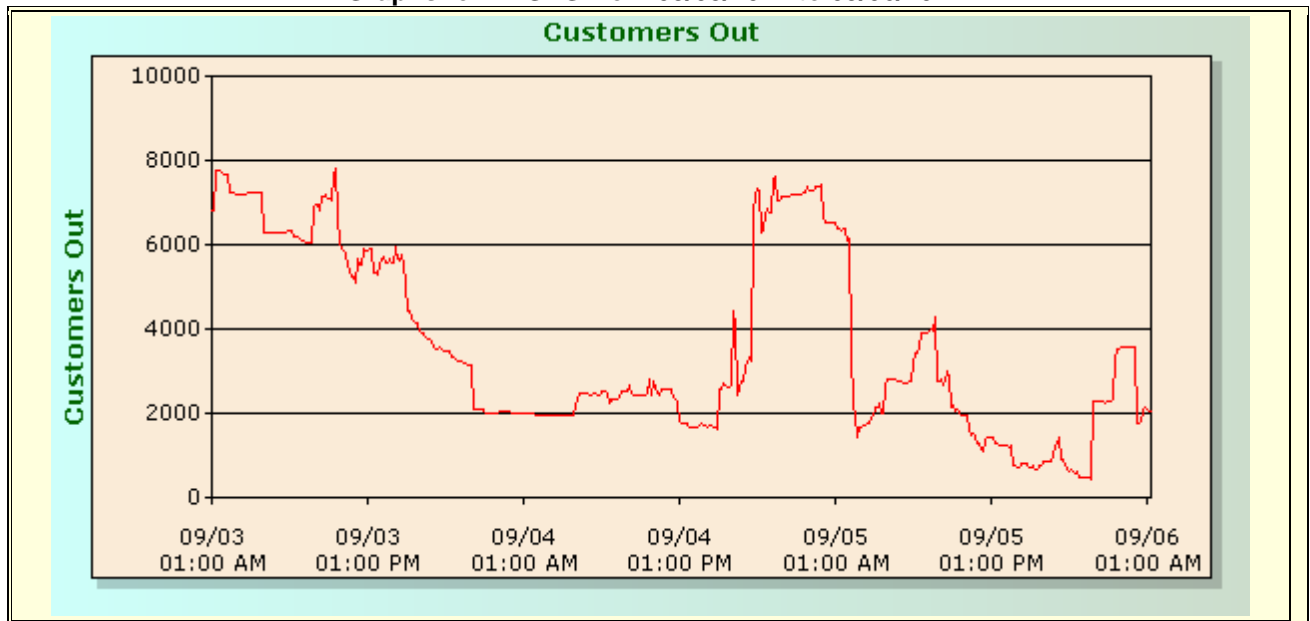
**Graphs for NYSEG from 08/28/2011 to 08/31/2011**



**Graphs for NYSEG from 08/31/2011 to 09/03/2011**



Graphs for NYSEG from 09/03/2011 to 09/06/2011

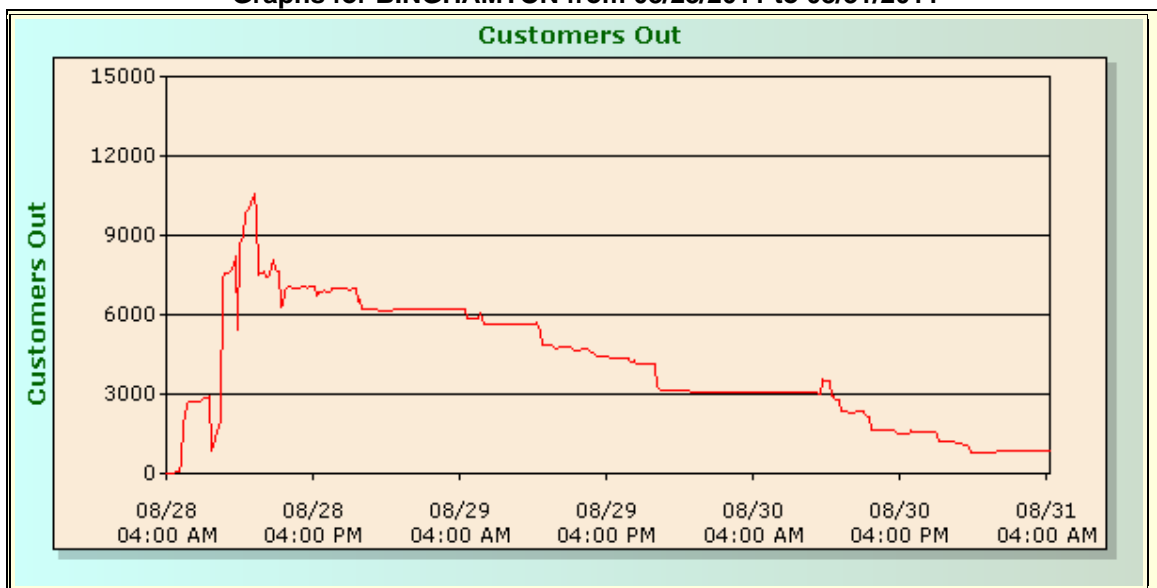


## BINGHAMTON

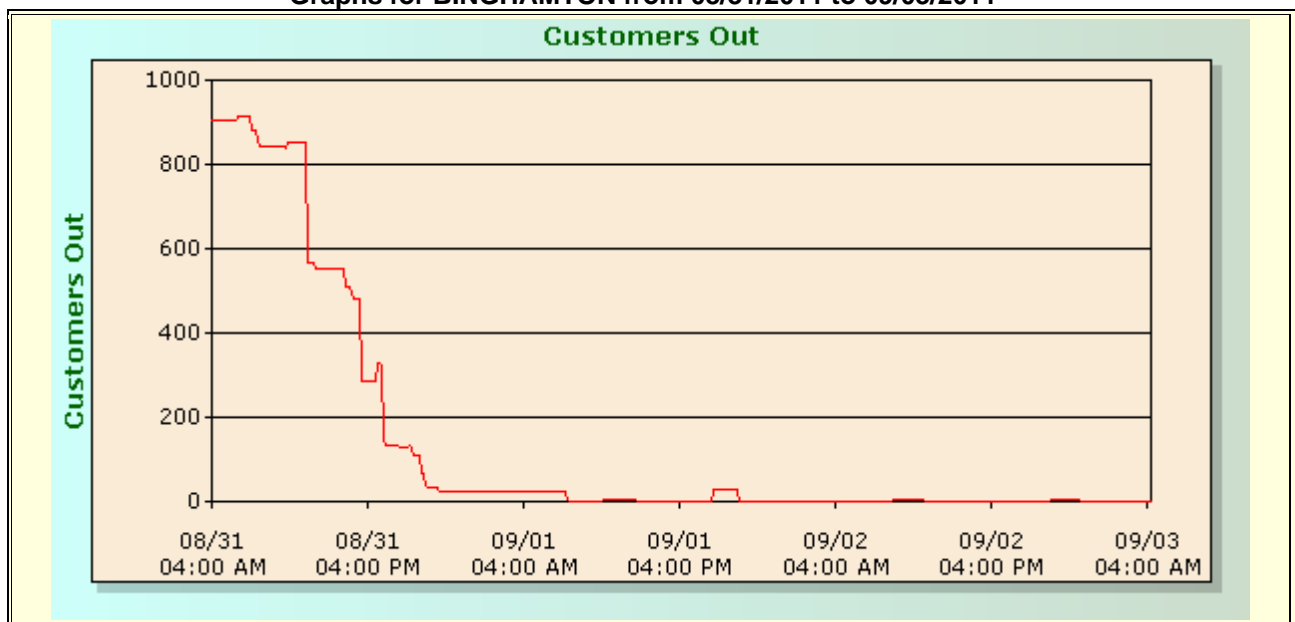
The following graphs show that Binghamton division customer interruptions started about 4:00 AM on August 28, 2011 and reached a peak of 10,709 on August 28 at 11:21 AM. The customer outage count graph for the Binghamton service territory shows a general decline following the peak, with periodic increases on August 31 and September 1. Increases were due to new outages unrelated to the storm weather system and interruptions taken to make repairs, and/or complete distribution switching to restore customers.

All Binghamton customers interrupted by the storm event were restored by 2:00 PM on September 1<sup>st</sup>.

Graphs for BINGHAMTON from 08/28/2011 to 08/31/2011



**Graphs for BINGHAMTON from 08/31/2011 to 09/03/2011**



The following distribution circuits were impacted by Hurricane Irene in the Binghamton Division:

**Substations/Circuits Impacted – Binghamton Division**

<b>Circuit Number</b>	<b>Substation/Circuit Description</b>	<b>Circuit Number</b>	<b>Substation/Circuit Description</b>
4200602	CLYDE 202	8102801	LOUNSBERRY 178
4301201	CANDOR 529	8102802	LOUNSBERRY 179
4301202	CANDOR 722	8102901	AFTON 429
4302501	HALSEY VALLEY 530	8103002	CENTER VILLAGE 248
8100101	MORRIS ST 657	8103203	CINCINNATUS 761
8100103	MORRIS ST 659	8103301	GREENE 425
8100201	BURR AVE 708	8103302	GREENE 607
8100203	BURR AVE 710	8103801	WINDSOR 757
8100603	GLENWOOD 682	8103802	WINDSOR SVC
8100607	GLENWOOD 686	8103803	WINDSOR 758
8100801	HOOPER RD 701	8103901	BERKSHIRE 746
8100802	HOOPER RD 702	8104101	CASTLE GARDEN 621
8100803	HOOPER RD 703	8104102	CASTLE GARDEN 622
8100804	HOOPER RD 704	8104201	MORNINGSIDE HEIGHTS 674
8100805	HOOPER RD SVC	8104202	MORNINGSIDE HEIGHTS 675
8100902	ENDICOTT CLARK ST 734	8104203	MORNINGSIDE HEIGHTS SVC
8100903	ENDICOTT CLARK ST 629	8104302	OAKDALE 626
8101301	WEST UNION 660	8104304	OAKDALE 628
8101401	VESTAL 623	8104401	WILLET 423
8101402	VESTAL 715	8104404	WILLET 418
8101605	WHITNEY AVE 655	8104601	KATTLEVILLE 422
8101701	CHENANGO BRIDGE 741	8104901	SANATARIA SPRINGS 211

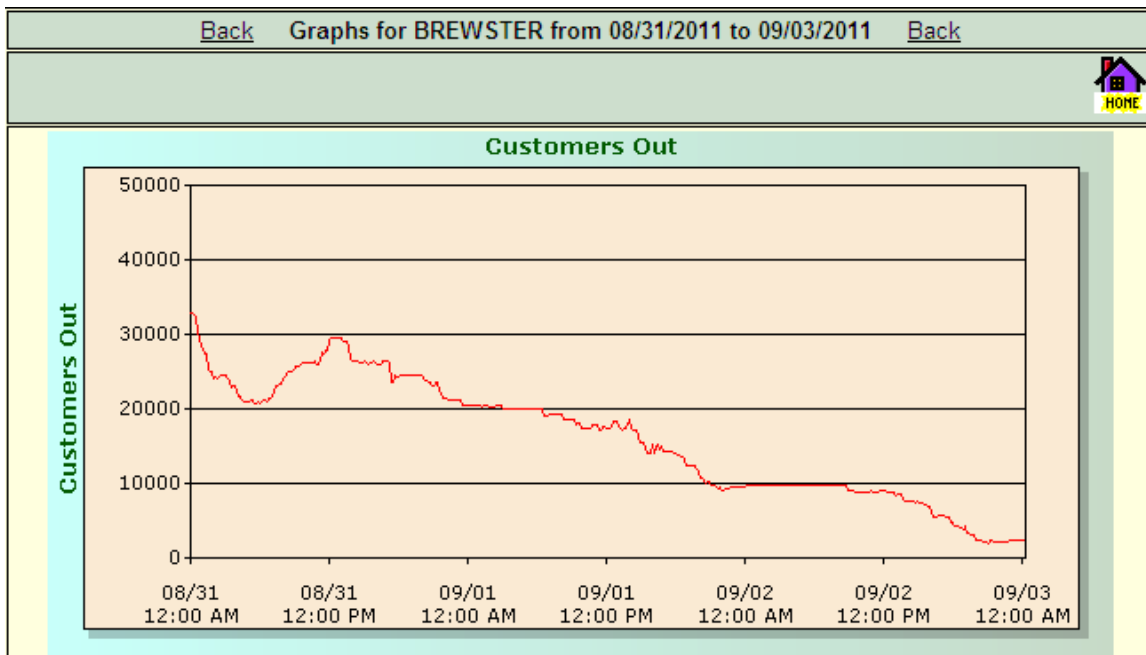
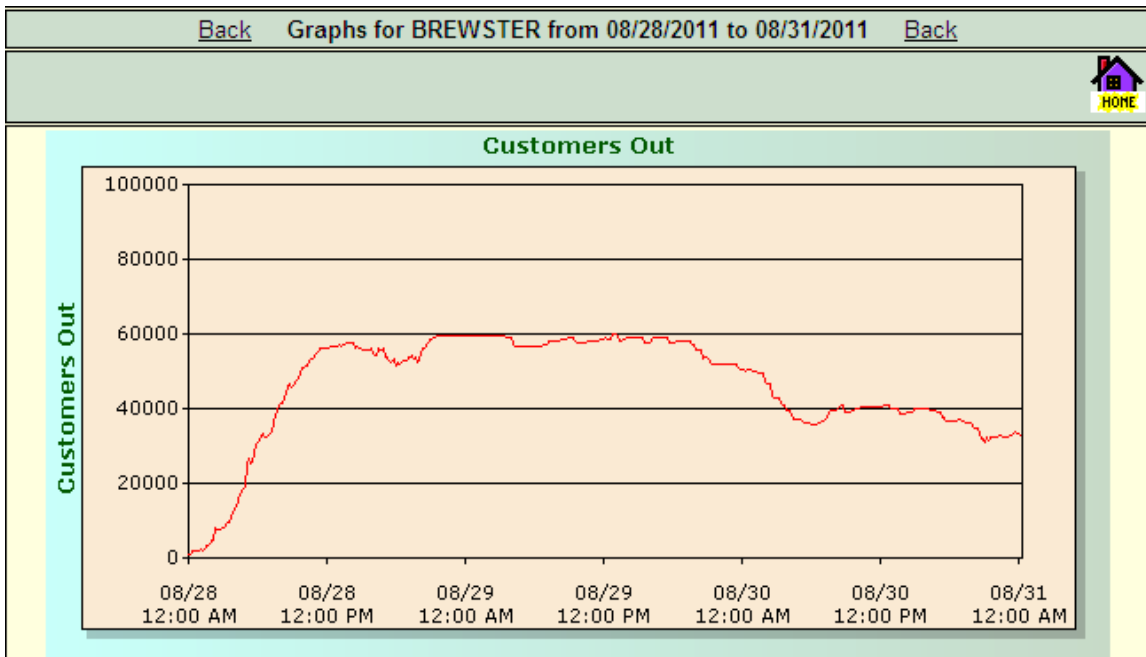
<b>Circuit Number</b>	<b>Substation/Circuit Description</b>	<b>Circuit Number</b>	<b>Substation/Circuit Description</b>
8101702	CHENANGO BRIDGE 742	8104902	SANATARIA SPRINGS 212
8101703	CHENANGO BRIDGE 743	8105003	FULLER HOLLOW 617
8101704	CHENANGO BRIDGE SVC	8105501	HOADLEY HILL 430
8101705	CHENANGO BRIDGE 428	8105601	OUAQUAGA WEST 430
8101801	CONKLIN 229	8105701	MARTIN HILL 430
8101803	CONKLIN 263	8105801	BODLE HILL TAP 515
8101901	APALACHIN 176	8107402	SOUTH OWEGO 540
8102201	WHIG ST 783	8107601	OUAQUAGA EAST 430
8102301	GENEGANTSLET CORNERS 422	8107701	WEST CREEK RD 513
8102401	FLEMINGVILLE 173	8107801	CHENANGO VALLEY 455
8102502	MAINE 267	8107901	LISLE 417
8102602	WHITNEY POINT 780	8108001	INGRAHAM HILL 433
8102603	WHITNEY POINT 781	8109001	NM-BINGHAMTON 001
8102702	LANGDON 427	8109201	CLAVERACK-BING 001
8102704	LANGDON 609	8109601	CANAL ST TAP 513
		8109806	NORTH ENDICOTT 361

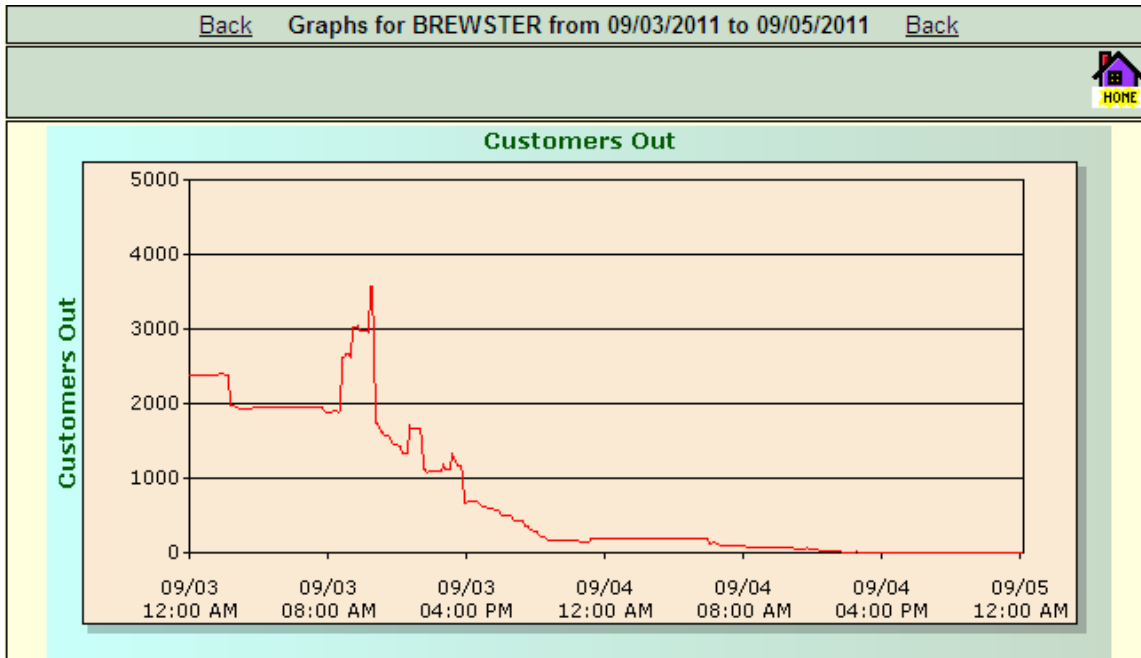
The following table summarizes the damage incurred on the distribution system in the Binghamton Division:

<b>Damage</b>	<b>Binghamton Division</b>
Circuits impacted	75
Broken poles	26
Distribution transformers replaced	10
Primary Conductor Reinstalled	13,000 ft.

## **BREWSTER**

Brewster customer interruptions started around 1:00 AM on August 28, 2011 and reached a peak of 60,781 on August 29 at 1:57 AM as indicated in the following graphs. The customer outage count graph for the Brewster service territory shows a general decline following the peak, with periodic increases on September 3 and 4. Increases were due to new outages unrelated to the storm weather system and interruptions taken to make repairs, and/or complete distribution switching to restore customers. All Brewster customers interrupted by the storm event were restored by 10:00 PM on September 6.





The following distribution circuits were impacted by Hurricane Irene in the Brewster Division:

#### Substations/Circuits Impacted – Brewster Division

Circuit No.	Substation/Circuit Description	Circuit No.	Substation/Circuit Description
1105002	CROTON FALLS 514	1106666	PAWLING 166
1105004	CROTON FALLS 515	1106667	PAWLING 509
1105095	CROTON FALLS 516	1106668	PAWLING 508
1105111	ADAMS CORNERS 411	1106749	PEACH LAKE 249
1105113	ADAMS CORNERS 413	1106750	PEACH LAKE 250
1105115	ADAMS CORNERS 412	1106855	POUND RIDGE 455
1105249	AMAWALK 449	1106856	POUND RIDGE 456
1105251	AMAWALK 451	1106857	POUND RIDGE 457
1105253	AMAWALK 453	1106858	POUND RIDGE 458
1105352	AMENIA 153	1106984	PUTNAM LAKE 484
1105354	AMENIA 154	1106985	PUTNAM LAKE 485
1105425	BEDFORD HILLS 225	1106985	PUTNAM LAKE 485
1105427	BEDFORD HILLS 227	1106986	PUTNAM LAKE 486
1105462	BEDFORD HILLS 462	1107078	SYLVAN LAKE 478
1105463	BEDFORD HILLS 463	1107080	SYLVAN LAKE 480
1105582	CANTITOE 282	1107081	SYLVAN LAKE 481
1105583	CANTITOE 283	1107189	TEAKETTLE SPOUT 489
1105597	CANTITOE 497	1107190	TEAKETTLE SPOUT 490
1105679	KENT CLIFFS 292	1107191	TEAKETTLE SPOUT 491
1105691	KENT CLIFFS 291	1107237	TILLY FOSTER 437
1105722	CRAFTS 422	1107238	TILLY FOSTER 438
1105723	CRAFTS 423	1107239	TILLY FOSTER 439

<b>Circuit No.</b>	<b>Substation/Circuit Description</b>	<b>Circuit No.</b>	<b>Substation/Circuit Description</b>
1105724	CRAFTS 424	1107241	TILLY FOSTER 441
1105868	CROSS RIVER 468	1107242	TILLY FOSTER 442
1105869	CROSS RIVER 469	1107433	HAVILAND HOLLOW 426
1105870	CROSS RIVER 470	1107434	HAVILAND HOLLOW 427
1105977	DINGLE RIDGE 277	1107731	UNION VALLEY 431
1105978	DINGLE RIDGE 278	1107732	UNION VALLEY 432
1106094	DOVER PLAINS 494	1107733	UNION VALLEY 433
1106104	GOLDEN BRIDGE 414	1107843	TEN MILE RIVER 443
1106107	GOLDEN BRIDGE 417	1107844	TEN MILE RIVER 444
1106108	GOLDEN BRIDGE 418	1108401	CHU-TURKEY RUN CHU
1106120	GOLDEN BRIDGE 420	1108701	CHU-TOWER HILL RD CHU
1106121	GOLDEN BRIDGE 421	1108901	CHU-WHITE POND RD CHU
1106275	KENT 175	1108901	CHU-WHITE POND RD CHU
1106276	KENT 176	1109001	CHU-CHAPMAN RD CHU
1106277	KENT 526	1109101	CHU-LONG MTN RD CHU
1106340	MOHANSIC 403	1109201	CHU-LONG HILL RD CHU
1106342	MOHANSIC 404	1109301	CHU-ROUTE 301 CHU
1106343	MOHANSIC 405	1109701	CARMEL 501
1106346	MOHANSIC 406	1109703	CARMEL 503
1106574	WEST PATTERSON 474	1109706	CARMEL 502
1106575	WEST PATTERSON 475		

The following table summarizes the damage incurred on the distribution system in the Brewster Division:

<b>Damage</b>	<b>Brewster Division</b>
Circuits impacted	85
Broken poles	134
Distribution transformers replaced	31
Primary Conductor Reinstalled	308,000 ft

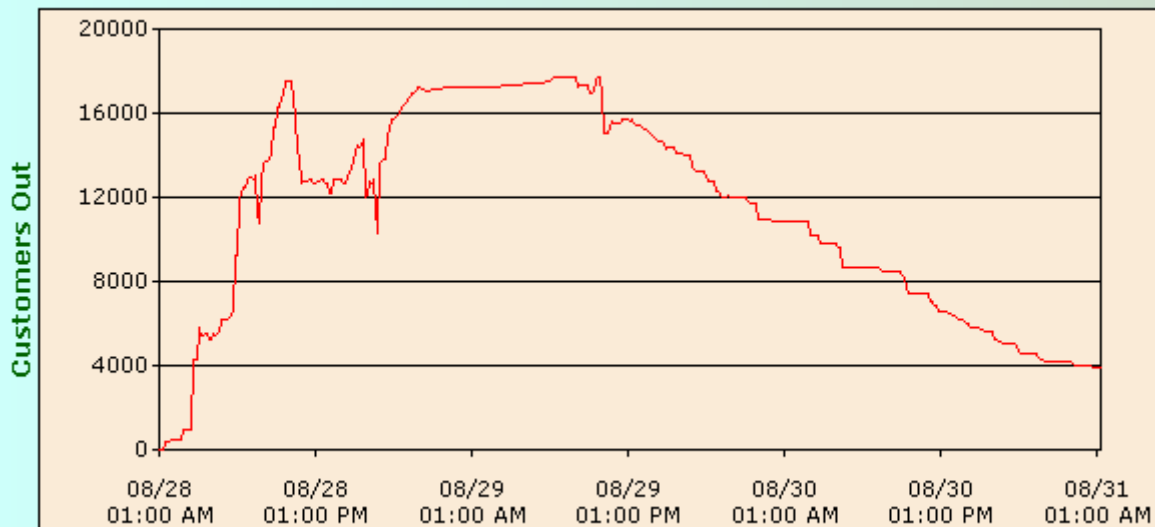
## **LIBERTY**

Customer interruptions in Liberty started at approximately 1:00 AM on August 28th and reached a peak of 17,779 on August 29th at 07:23 AM. The customer outage count graph for the Liberty service territory shows a general decline following the peak, with periodic increases on September 1 and 2. Increases were due to new outages unrelated to the storm weather system and interruptions taken to make repairs, and/or complete distribution switching to restore customers.

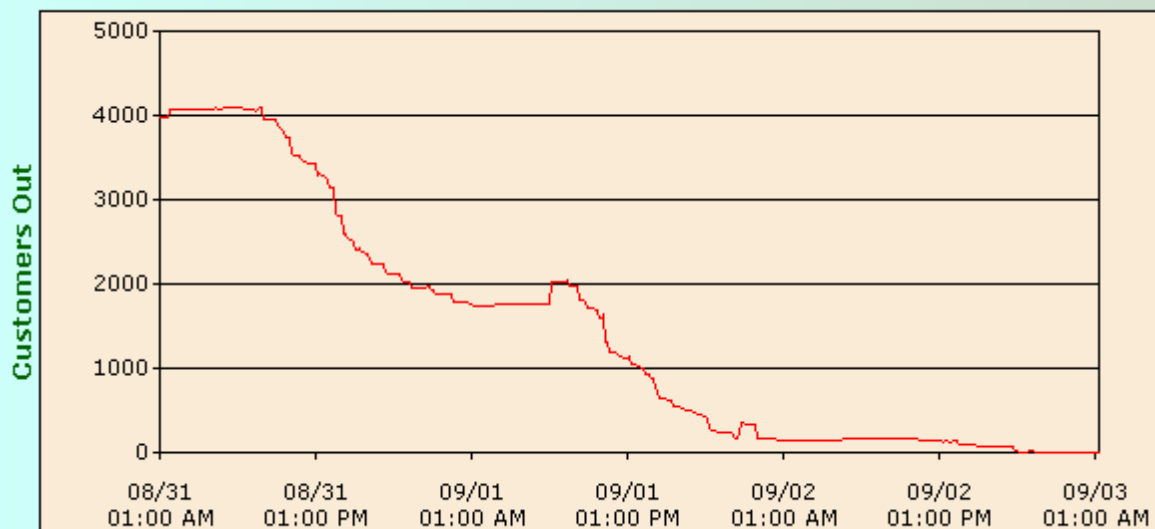
All Liberty customers interrupted by the storm event were restored on September 3rd.



### Customers Out



### Customers Out



The following distribution circuits were impacted by the Hurricane Irene in the Liberty Division:

**Substations/Circuits Impacted – Liberty Division**

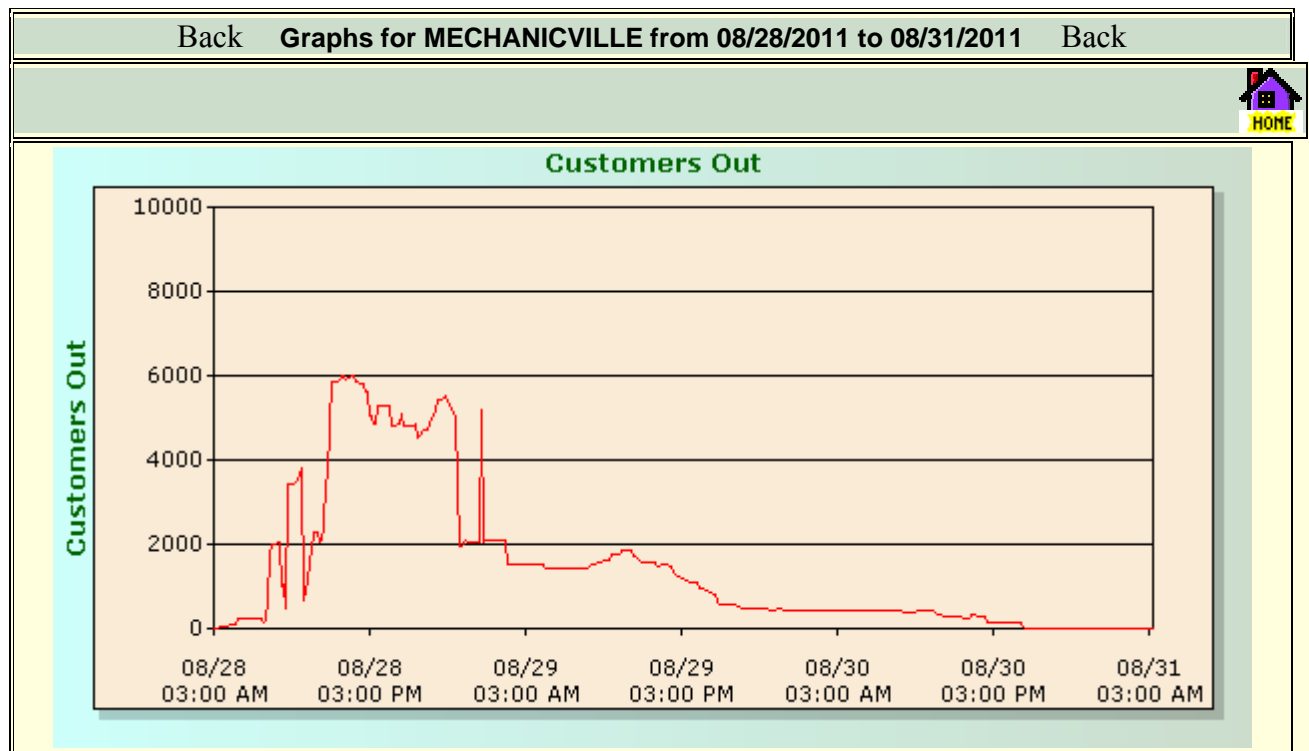
<b>Circuit No.</b>	<b>Substation/Circuit Description</b>	<b>Circuit No.</b>	<b>Substation/Circuit Description</b>
2400202	SHIELDS RD 002	2402588	OLD FALLS 288
2400435	COCHECTON CENTER 350	2402623	ROCK HILL 223
2401011	BEAVER BROOK 011	2402624	ROCK HILL 224
2401196	CONCORD 196	2402625	ROCK HILL 125
2401197	CONCORD 197	2402786	ROSCOE 286
2401198	CONCORD 198	2402787	ROSCOE 287
2401275	FOSTERDALE 107	2402820	SACKETT LAKE 020
2401276	FOSTERDALE 108	2403194	SWAN LAKE 158
2401310	GROSSINGER 210	2403195	SWAN LAKE 157
2401311	GROSSINGER 211	2403251	WHITE LAKE 151
2401514	HAZEL 353	2403252	WHITE LAKE 290
2401589	HAZEL 189	2403404	YULAN 204
2401610	JEFFERSONVILLE 110	2403605	WALDEN 705
2401611	JEFFERSONVILLE 111	2403607	WALDEN 707
2401612	JEFFERSONVILLE 112	2403658	WALDEN 358
2401763	KIAMESHA 263	2403659	WALDEN 359
2401842	LIBERTY 142	2403734	MOUNTAINDALE 107
2401844	LIBERTY 144	2403736	MOUNTAINDALE 106
2401845	LIBERTY 145	2403885	CALLICOON 285
2401970	LIVINGSTON MANOR 070	2403999	HILLDALE 225
2401971	LIVINGSTON MANOR 071	2404030	WILLOWEMOC 030
2402182	LUXTON LAKE 182	2404201	WHITE SULPHUR SPRING 001
2402227	MAPLEWOOD 127	2404401	FREMONT-ACIDALIA TAP 352
2402229	MAPLEWOOD 229	2407617	FRENCH WOODS 217
2402321	MONTICELLO 136	2407716	ROCK VALLEY 216
2402322	MONTICELLO 137	2408101	PPL-GRASSY SWAMP RD PPL
2402323	MONTICELLO 138	2408601	CHU-THUNDER HILL RD CHU
2402480	NEVERSINK 080	2408801	ORG-FOX HILL RD ORG
2402583	OLD FALLS 283	2408901	ORG-BARKER RD ORG
2402584	OLD FALLS 284	2409101	NORG-ROWLEY RD ORG

The following table summarizes the damage incurred on the distribution system in the Liberty Division:

<b>Damage</b>	<b>Liberty Division</b>
Circuits impacted	60
Broken poles	8
Distribution transformers replaced	7
Primary Conductor Reinstalled	23,000 ft.

Mechanicville customer interruptions started around 3:30 AM on August 28, 2011 and reached a peak of 6,008 on August 28 at 01:33 PM. The customer outage count graph for the Mechanicville service territory shows a general decline following the peak, with periodic increases on August 28 and 29.

Increases were due to new outages unrelated to the storm weather system and interruptions taken to make repairs, and/or complete distribution switching to restore customers. All Mechanicville customers interrupted by the storm event were restored by 5:00 PM on August 31.



The following distribution circuits were impacted by the Hurricane Irene in the Mechanicville Division:

### Substations/Circuits Impacted – Mechanicville Division

Circuit No.	Substation/Circuit Description	Circuit No.	Substation/Circuit Description
1201102	GRANVILLE 302	1203805	WEST LEBANON 165
1201201	SALEM 175	1203806	WEST LEBANON 166
1201301	COMSTOCK-GRANVILLE 626	1203902	CROOKED LAKE 613
1201401	GRANVILLE-SALEM TAP 625	1204001	CRARYVILLE 400
1201501	FLIKE RD TAP 605	1204003	CRARYVILLE 611
1201601	VANESS RD TAP 604	1204004	CRARYVILLE 610
1201701	SALEM TAP 627	1204101	WYNANTSKILL TAP 416
1201801	TIPLADY RD TAP 628	1204201	WEST SAND LAKE TAP 614
1202110	COONS CROSSING 607	1204301	SNOWS CORNERS 608
1202112	COONS CROSSING 601	1205402	KLINE KILL 630
1202215	STILLWATER 215	1205403	KLINE KILL 631
1202310	MECHANICVILLE 410	1205901	RAYLINSKI TAP 606
1202312	MECHANICVILLE 412	1206002	MULBERRY 602
1203102	RUTLAND 131	1209017	NM-MECHANICVILLE 917
1203206	STEPHENTOWN 136	1209029	NM-MECHANICVILLE 929
1203207	STEPHENTOWN 622	1209115	NM-GRANVILLE 915
1203302	WYNANTSKILL 141	1209137	NM-GRANVILLE 370
1203401	CANAAN 145	1209238	NM-CHATHAM 938
1203502	MELLONVILLE 151	1209249	NM-CHATHAM 949
1203606	CHATHAM 156	1209329	CENT VT-PADDOCK EXT 929
1203702	WEST SAND LAKE 161		

The following table summarizes the damage incurred on the distribution system in the Mechanicville Division:

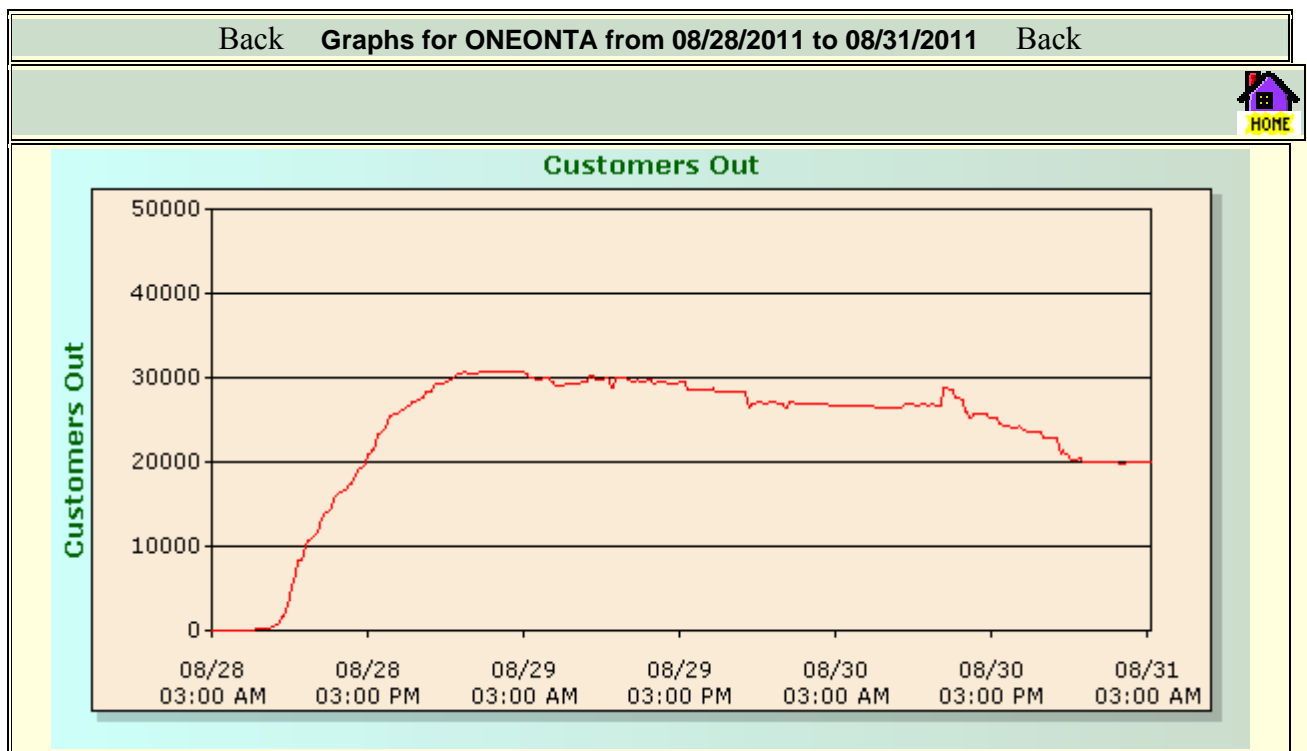
Damage	Mechanicville Division
Circuits impacted	41
Broken poles	6
Distribution transformers replaced	1
Primary Conductor Reinstalled	4,000 ft.

## ONEONTA

For Oneonta, customer interruptions started around 03:45 AM on August 28, 2011 and reached a peak of 31,576 on August 29 at 01:57 AM. The customer outage count graph for the Oneonta service territory shows a general decline following the peak, with periodic increases up to September 5th.

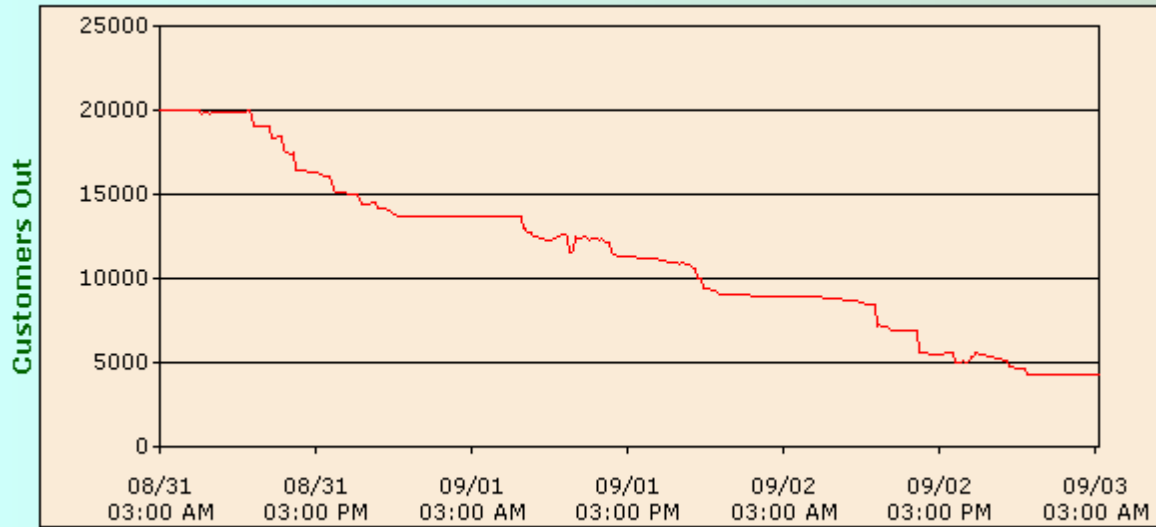
Increases were due to new outages unrelated to the storm weather system and interruptions taken to make repairs, and/or complete distribution switching to restore customers.

All Oneonta customers interrupted by the storm event were restored by September 5, 2011, with the exception of 27 customers who could not be restored due to road conditions requiring major repairs before NYSEG could gain access to make repairs. Those remaining customers were restored by 9 PM on September 6.

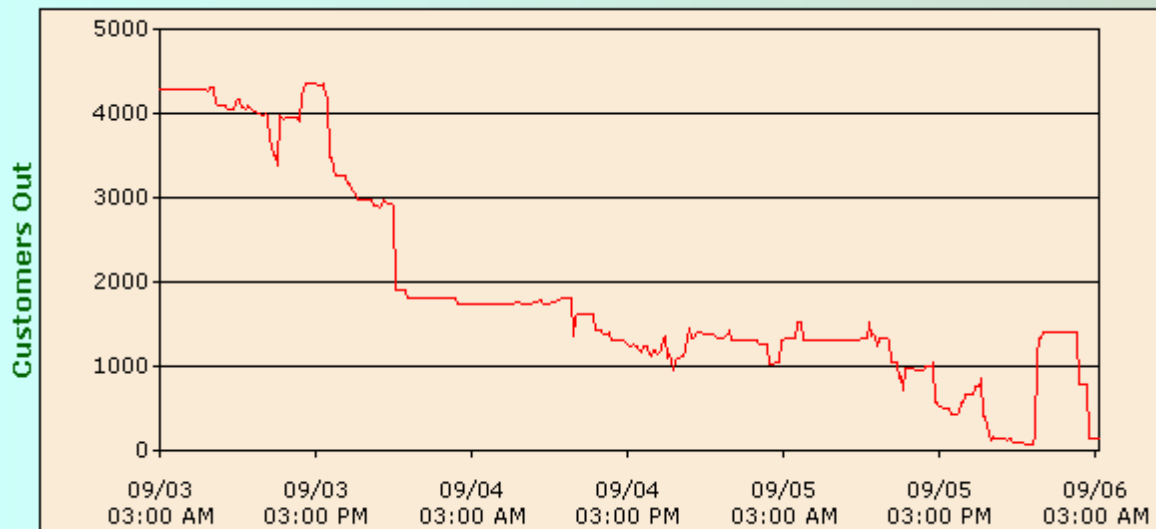


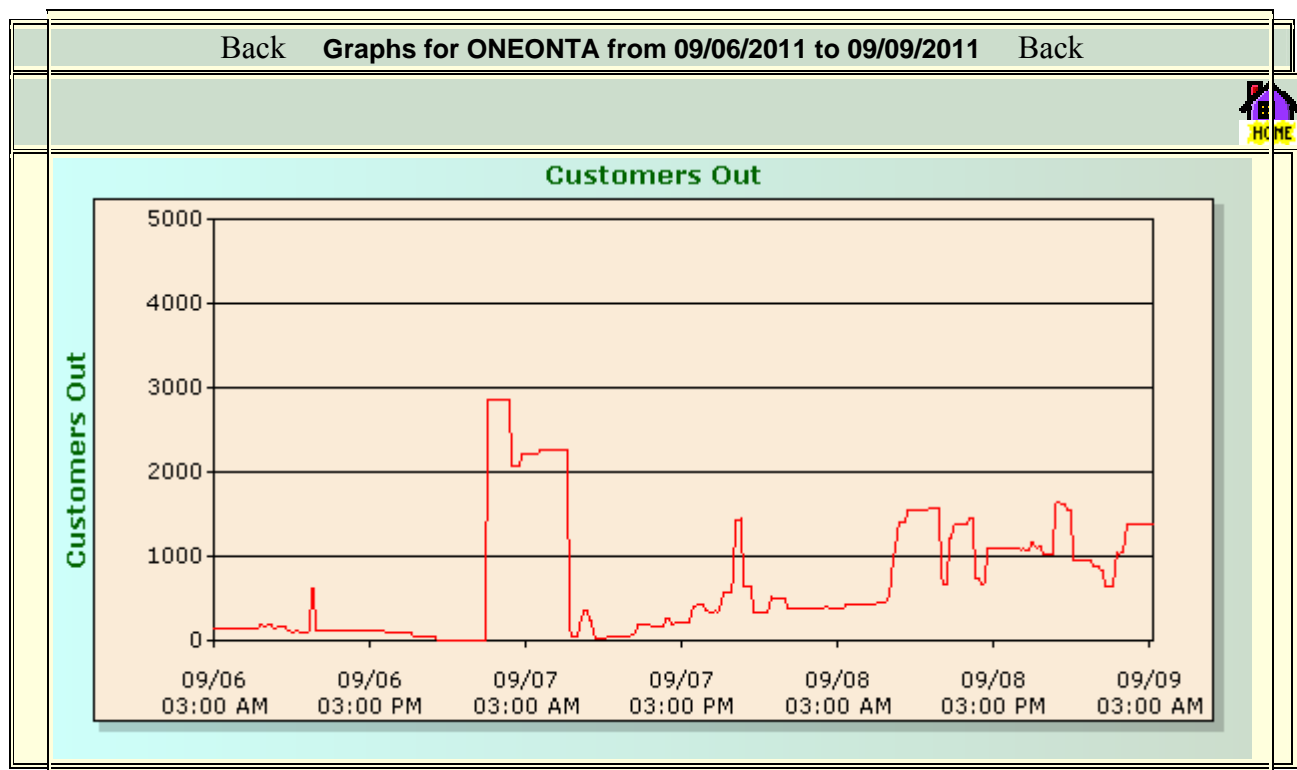


**Customers Out**



**Customers Out**





The following distribution circuits were impacted by the Hurricane Irene in the Oneonta Division:

**Substations/Circuits Impacted – Oneonta Division**

<b>Circuit No.</b>	<b>Substation/Circuit Description</b>	<b>Circuit No.</b>	<b>Substation/Circuit Description</b>
2300122	SAND ST 022	2302112	WEST DAVENPORT 012
2300162	SAND ST 062	2302704	BROTHERTOWNE 504
2300303	PIERCE AVE 203	2303012	GUILDFORD CENTER 012
2300304	PIERCE AVE 204	2303345	AFTON-ONEONTA 245
2300304	PIERCE AVE 204	2303912	SOUTH EDMESTON 012
2300312	PIERCE AVE 012	2304022	BIRDSALL 022
2300332	PIERCE AVE 032	2304112	NEW BERLIN 012
2300512	OTEGO 012	2304122	NEW BERLIN 022
2300520	OTEGO 200	2304232	ORISKANY FALLS 142
2300522	OTEGO 022	2304312	OXFORD 012
2300612	COLLIERS 012	2304322	OXFORD 022
2300712	BAINBRIDGE 012	2304401	WILLET-ONEONTA 423
2300722	BAINBRIDGE 022	2304512	BOUCKVILLE 012
2300821	COOPERSTOWN 121	2304612	BRIDGEWATER 012
2300823	COOPERSTOWN 123	2304725	EARLVILLE 225
2300912	UNADILLA 012	2304726	EARLVILLE 226
2300922	UNADILLA 022	2304727	EARLVILLE 227
2301012	SIDNEY-RAILROAD 012	2304812	EATON 012
2301022	SIDNEY-RAILROAD 022	2304942	EDMESTON 220

<b>Circuit No.</b>	<b>Substation/Circuit Description</b>	<b>Circuit No.</b>	<b>Substation/Circuit Description</b>
2301032	SIDNEY-RAILROAD 032	2305065	MORRISVILLE 265
2301123	JORDANVILLE 023	2305112	NORTH NORWICH 012
2301212	GILBERTSVILLE 012	2305222	WATERVILLE 022
2301327	MILFORD 227	2305312	WOODS CORNERS 012
2301358	MILFORD 258	2305412	SO NEW BERLIN 012
2301412	MOUNT UPTON 012	2305515	EAST NORWICH 515
2301512	EMMONS 012	2305516	EAST NORWICH 516
2301612	MORRIS 012	2306212	BELL AYRE 212
2301614	MORRIS 214	2306218	BELL AYRE 218
2301712	WEST ST 012	2306330	ARKVILLE 230
2301812	RICHFIELD SPRINGS 012	2306435	ANDES 235
2301822	RICHFIELD SPRINGS 022	2306960	WEST WINFIELD 260
2301970	SPRINGFIELD CTR 270	2306961	WEST WINFIELD 261
2302075	SO COOPERSTOWN 275	2307010	AXTELL RD 510
2302076	SO COOPERSTOWN 276	2307011	AXTELL RD 511
2307032	AXTELL RD 032	2308240	WINDHAM 240
2307210	DELHI 210	2308241	WINDHAM 241
2307211	DELHI 211	2308312	FINCH HOLLOW 012
2307309	DEPOSIT 109	2308417	SANDS CREEK 217
2307310	DEPOSIT 110	2309332	NM-ONEONTA 032
2307390	DEPOSIT 290	2309333	NM-ONEONTA 033
2307412	DOWNSVILLE 012	2309350	NM-ONEONTA 050
2307645	GRAND GORGE 245	2309364	NM-ONEONTA 064
2307646	GRAND GORGE 246	2309369	NM-ONEONTA 069
2307647	GRAND GORGE 247	2309470	CHU-WALTON1 070
2307712	HANCOCK 012	2309480	CHU-WALTON1 080
2307716	HANCOCK 216	2309505	CHU-WALTON2 005
2307901	SHANDAKEN 501	2309558	CHU-WALTON2 058
2307912	SHANDAKEN 012	2309581	CHU-WALTON2 081
2308102	RIVER RD 102	2309663	PENN ELEC-WALTON 063
2308104	RIVER RD 104	2309665	PENN ELEC-WALTON 065
2308105	RIVER RD 105	2309857	NM-CRUMHORN LAKE 057
2308238	WINDHAM 238	2309925	NM-NORWICH 025
2308239	WINDHAM 239		

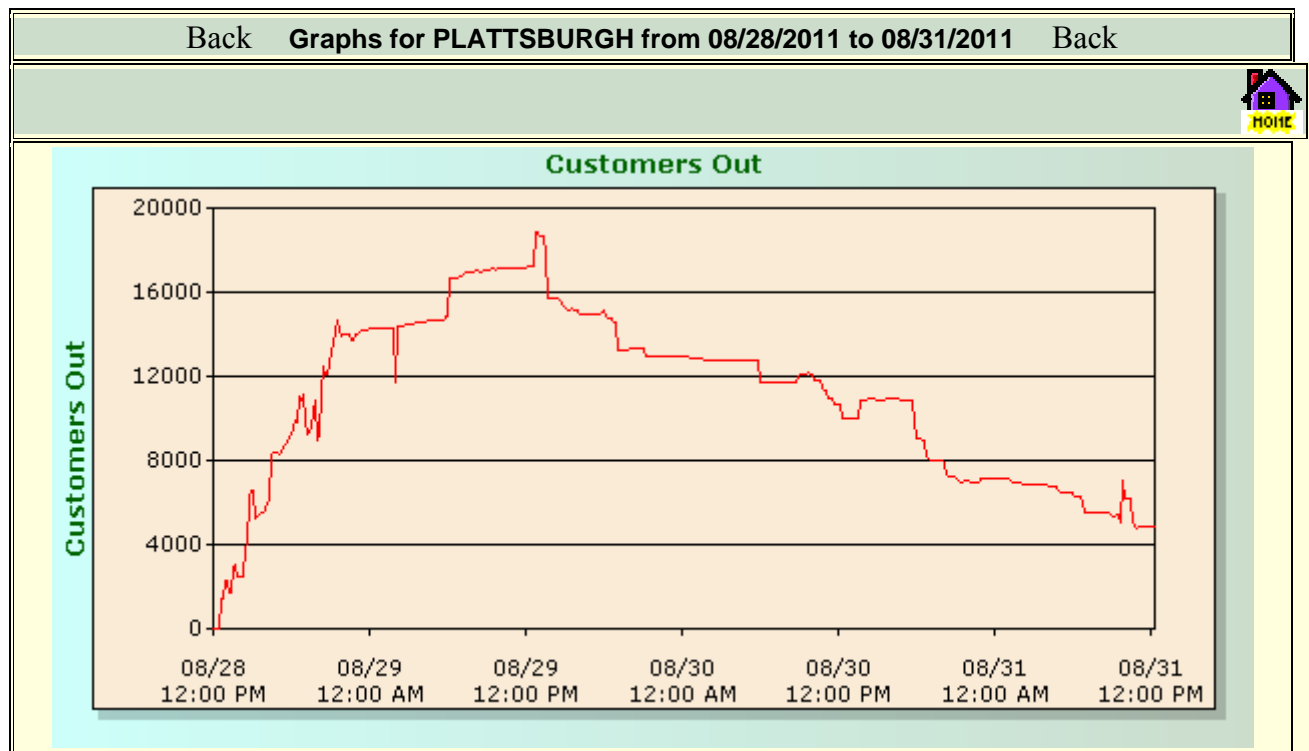
The following table summarizes the damage incurred on the distribution system in the Oneonta Division:

Damage	Oneonta Division
Circuits impacted	105
Broken poles	36
Distribution transformers replaced	7
Primary Conductor Reinstalled	57,000 ft.

## PLATTSBURGH

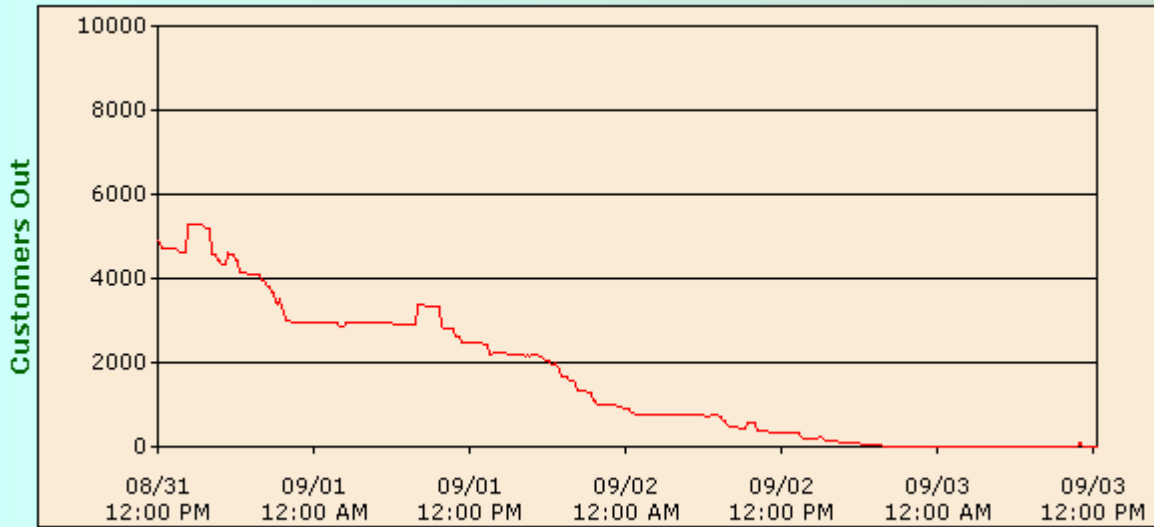
In Plattsburgh, customer interruptions started at approximately 01:00 PM on August 28, 2011 and reached a peak of 18,925 on August 29th at 12:38 PM. The customer outage count graph for the Plattsburgh service territory shows a general decline following the peak, with periodic increases on September 2nd and 3rd.

Increases were due to new outages unrelated to the storm weather system and interruptions taken to make repairs, and/or complete distribution switching to restore customers. All Plattsburgh Division customers interrupted by the storm event were restored by September 3 at 9:30 PM.

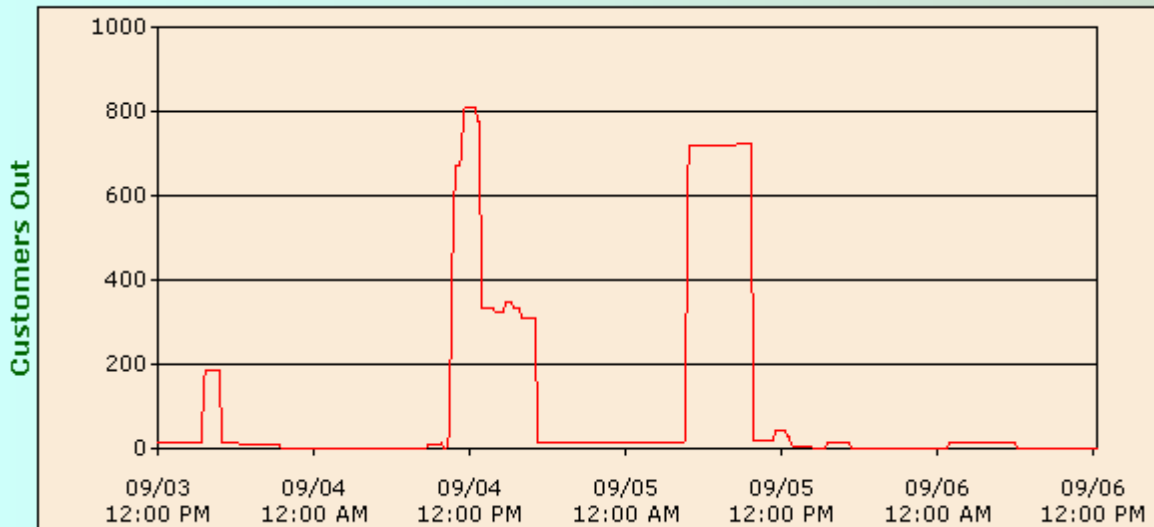




**Customers Out**



**Customers Out**



The following distribution circuits were impacted by the Hurricane Irene in the Plattsburgh Division:

**Substations/Circuits Impacted – Plattsburgh Division**

<b>Circuit No.</b>	<b>Substation/Circuit Description</b>	<b>Circuit No.</b>	<b>Substation/Circuit Description</b>
1500113	CHATEAUGAY 513	1502574	HIGH FALLS 474
1500114	CHATEAUGAY 514	1502574	HIGH FALLS 474
1500517	SCIOTA-FLATROCK 517	1502601	JAY 502
1500817	HYDE 417	1502602	JAY 411
1500901	LYON MTN 510	1502701	STICKNEY BRIDGE 210
1501001	WEST CHAZY 136	1503002	KEESESVILLE 153
1501137	BANKER RD 437	1503047	KEESESVILLE 447
1501138	BANKER RD 438	1503101	NORTON 420
1501370	LIMESTONE 470	1503201	PERU 426
1501371	LIMESTONE 471	1503202	PERU 427
1501401	BEEKMANTOWN 133	1503301	STEAMBOAT LANDING 206
1501501	WOODRUFF POND 460	1503401	HARRIS LAKE 424
1501502	WOODRUFF POND 461	1503701	BARTON BROOK 403
1501601	BLUE MTN LAKE 504	1503702	BARTON BROOK 404
1501766	SOUTH JUNCTION 466	1503901	MASON CORNERS 450
1501767	SOUTH JUNCTION 467	1503902	MASON CORNERS 451
1501801	CABOT MINE 413	1504507	ARIZONA AVE 407
1501802	CABOT MINE 414	1504508	ARIZONA AVE 408
1501901	MILL C 125	1508801	NM-MEGSVILLE RD NIM
1502030	HAMMOND LANE 430	1508901	NM-FERRIS RD NIM
1502031	HAMMOND LANE 431	1509101	NM-JUDSON RD NIM
1502101	CLINTONVILLE 456	1509201	NM-RAQUETTE SHORES NIM
1502244	DANNEMORA 444	1509301	NM-TAYLOR RD NIM

The following table summarizes the damage incurred on the distribution system in the Plattsburgh Division:

<b>Damage</b>	<b>Plattsburgh Division</b>
Circuits impacted	46
Broken poles	14
Distribution transformers replaced	8
Primary Conductor Reinstalled	27,000 ft.

Transmission circuit (115 kV and above) momentary (trip/reclose) or sustained (lockout) outage records are reported in the following table. EIRS reports were submitted to the PSC for all of these outages. Several other momentary and/or sustained outages occurred on 34.5kV and 46kV sub-transmission circuits during the storm event.

**Transmission Circuit Outages**

<b>Division</b>	<b>Transmission Circuit</b>	<b>Date Time</b>	<b>Outage Type (Note 1)</b>	<b>Cause</b>
Binghamton	115kV 952 Line: Goudey to Tiffany Lane	8/28/11 08:54	S	Unknown
Binghamton/ Oneonta	115kV 943 Line: Kattelville to Jennison	8/28/11 09:10	S	Tree Contact
Oneonta	115kV 917 Line: Delhi	8/28/11 07:32	S	Unknown
Liberty	115kV 955 Line: Hazel	8/28/11 06:31	S	Bank Diff/Tree Contact
Brewster	115kV 991 Line: Croton Falls	8/28/11	S	Tree Contact
Plattsburgh	115kV 91Line: Kents Falls to Lyon Mtn	8/28/11 18:04	S	Unknown
Plattsburgh	115kV 814 Line: Barton Brook	8/28/11 20:45	S	Tree Contact

**Note 1:** Outage Type: M – Momentary (Trip/Reclose); S – Sustained (Lock-out)

NYSEG customers were also impacted during the hurricane by outages on distribution facilities owned, operated and maintained by other utilities. NYSEG worked with these utilities to minimize the impacts of these outages on our customers.

#### **4.4. Wires Down Management**

In each affected area, part of the division ICS implementation included establishing a Wires Down Branch Director and support organization to manage wires down incidents. The focus was to manage and make-safe wires down to safeguard the public and company employees. These incidents were prioritized and grouped by geographic locations and assigned to trained wire guards.

Once a wire guard arrived at a wires-down location, the situation was assessed and reported back to the Wires Down Branch Director. If the wire guard was qualified to make the location safe, the appropriate action(s) would be taken. The wire guard then moved on to the next location; otherwise, they would stand by at that location until a qualified crew arrived. When the focus of the storm response shifted from make-safe to restoration, any new unreported wires-down incidents, discovered through the damage assessment process, would be reported through the Wired Down organization and handled in a similar matter.

As part of the pre-storm staging activity a total of 128 trained wire guards were moved from divisions not expected to sustain storm damage to those expecting storm damage. This was in addition to wire guards already on site in the impacted divisions. All staged wire guards traveled on Saturday 8/27 and were in place prior to the 8/28 storm.

At peak, there were a total of 183 assigned wire guards in affected divisions. Various employee classifications were used in the wire guard capacity, all were trained for this assignment. The total numbers deployed are summarized in the following table:

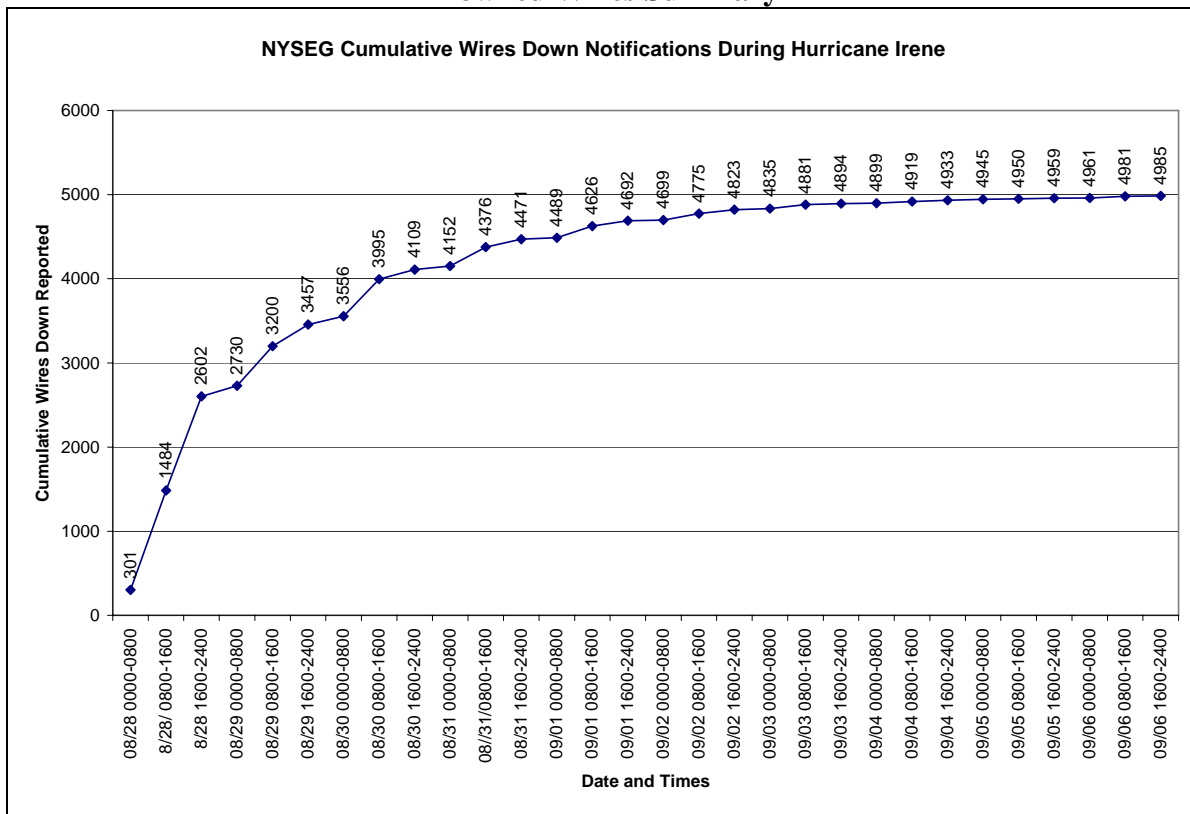
**Table 4.4.1**  
**Downed Wires Summary**

Division	Wire Guards Peak Number	Total Wire Down Incidents <sup>5</sup>
Binghamton	17	208
Brewster	73	2358
Ithaca	3	26
Liberty	20	670
Oneonta	30	1116
Plattsburgh	36	484
Mechanicville	37	123
<b>TOTALS</b>	<b>216</b>	<b>4985</b>

**Note:** The peak number of wire guards deployed was 183; some however were deployed to more than one division thus the total of 216 shown in Table 4.4.1.

A summary of reported wires down is depicted in the following graph:

**Figure 4.4.1**  
**Downed Wires Summary**



<sup>5</sup> Downed wire reports in OMS

## 4.5. Damage Assessment

A Damage Assessment Coordinator support team was activated as a part of each division's ICS. In addition to local resources, 64 trained Damage Assessors and support personnel were deployed as part of the pre-storm staging. These Damage Assessors and support personnel traveled on Saturday 8/27 or early 8/28 and were in place prior to the 8/28 storm.

There are three basic phases of Damage Assessment, initial, detailed, and final. It is not unusual for the initial and detailed phases to overlap and be occurring at the same time in different parts of a service territory. It is also not unusual for the detailed and final phases to overlap as well.

Initial damage assessment began while responding to the first outages of the storm. The responding Line Crews and Supervisors first make the area safe, assess the damage, and restore power. Damage information is reported back to the Division office. During this storm event initial damage assessment started on August 28.

Detailed Damage Assessment was conducted by trained Damage Assessment teams. These teams were dispatched to the hardest hit areas first, based on initial field reports from Supervisors and line crews and the Outage Management System. In this storm event some of the most significantly damaged areas were inaccessible due to flooding, road damage and road blockages. Damage assessment information was compiled and used to prepare circuit damage packets each evening, which were distributed to the line crews for the next day's work.

**Detailed Damage Assessment Summary**

<b>Division</b>	<b>Date Started</b>	<b>Date Ended</b>
Binghamton	8/29/11	9/1/11
Brewster	8/28/11	9/1/11
Liberty	8/28/11	8/31/11
Mechanicville	8/29/11	8/31/11
Oneonta	8/29/11	9/3/11
Plattsburgh	8/29/11	9/2/11

Final Damage Assessment sweeps were conducted by trained Damage Assessment teams. These teams were dispatched to the affected circuits to conduct a final damage assessment. This was done to find any damage that may have occurred between the original assessment and the crews having completed restoration work in that area. Final Damage Assessment for this storm also included the use of helicopters to fly transmission lines and some remote distribution lines, as available.

**Final Damage Assessment Sweeps**

<b>Division</b>	<b>Date Started</b>	<b>Date Ended</b>
Binghamton	9/1/11	9/7/11
Brewster	9/1/11	9/7/11
Liberty	8/31/11	9/7/11
Mechanicville	8/31/11	9/7/11

<b>Division</b>	<b>Date Started</b>	<b>Date Ended</b>
Oneonta	9/3/11	9/7/11
Plattsburgh	9/2/11	9/7/11

At peak there were 198 specifically assigned Damage Assessors and support personnel in the affected Divisions.

<b>Division</b>	<b>Peak Number Of Damage Assessors</b>
BINGHAMTON	8
BREWSTER	73
ITHACA	3
LIBERTY	16
ONEONTA	50
PLATTSBURGH	34
MECHANICVILLE	14
<b>TOTAL</b>	198

#### **4.6. Priorities for response**

Customers are restored according to the protocol described in the NYSEG/RGE Electric Utility Emergency Plan (“Emergency Plan”). The Emergency Plan is on file with the PSC and updated annually. All Operating Areas followed the Emergency Plan for this event.

In general, system repair priority is given to addressing dangerous conditions and to system conditions that affect the largest number of customers. The overall system restoration philosophy is highlighted below:

1. Cases indicating that dangerous conditions exist, such as live primary wires down, fires, or where danger to life is involved, shall be given immediate attention.
2. Repairs to the transmission system.
3. Repairs to substations.
  - Bulk power substations
  - Distribution substations
4. Primary distribution feeders and where practical:
  - Give priority to those feeders supplying concentrations of critical customers or high priority critical customers (as established on division list).
  - Restore primary feeders supplying the largest number of customers.
  - When completing restoration work in a specific area or location, consideration should be given to the complete restoration of customer service including those listed in 5 and 6 below in order to facilitate the total overall restoration process.
5. Secondaries including distribution transformers supplying groups of customers.

6. Individual services.
7. Street lighting circuits.

In addition to system concerns, customer restoration work is also prioritized. In general, restoration crews are dispatched to restore customer service in the most efficient and effective manner possible. Three classifications of customer priority are defined:

First Priority:

<b>Customer Description</b>
Life Sustaining Equipment
Hospital/Nursing Home/Clinic
Fire Department
Police Department
Water Supply
Telephone Company Switching Centers
Radio/TV Stations

Second Priority:

<b>Customer Description</b>
High Rise Buildings
Industrial
Sewage Disposal
Prisons
Military Installations
Aircraft Radio Beacons
Airports
Fire Alarm Devices

Third Priority:

<b>Customer Description</b>
Electrified Mass Transportation
Pipeline Pumping Station
Live Stock Housing
Greenhouse

#### **4.7. Development of Estimated Time of Restoration (ETR)**

In order to determine the estimated times of restoration (ETRs) for an event with multiple incidents, the number of incidents, the type of incident (pole, primary, service), field conditions (weather, travel, etc.) and resource availability must be known. As this information becomes better defined throughout an event then ETRs are refined.

Local ETRs are estimated restoration times for specific outage events. Regional ETRs are projections of the time and date when the last customer in an Operating Area will be restored. Global ETRs are projections of the time and date where the last customer in an Operating Company will be restored for the event. Global and Regional ETR information is used in reports to the PSC (when multiple Operating Areas are impacted), in Storm Updates distributed within the organization, in communications with the Public through press releases, and in informing municipal officials about expected pace of restoration activities.

In each affected Operating Area, the number of outages and reports of specific damage increased rapidly as Hurricane Irene swept across the area. Much of this damage occurred during overnight and evening hours of darkness.

Because of the extensive damage in many areas, predicting accurate ETRs were not available for all outages based on damage assessment information. Detailed damage assessment was required to establish accurate ETR values for many outages in areas with extensive physical damage.

Damage Assessors began their work at first light after the hurricane impact. Access to damaged areas was very limited, due to emergency road closures and obstructions (downed trees, damaged buildings, etc). Damage was most extensive in the Binghamton, Brewster, Oneonta and Liberty Operating Areas.

Global, Regional, and Local ETR values are dependent on accurate data by circuit. Damage assessment must be completed before accurate ETRs can be established. The damage caused by Irene impacted the speed with which damage assessment crews could operate. For example, in Oneonta, significant physical damage prevented damage assessment from being completed until September 3<sup>rd</sup>. This was directly due to the impassable roads and other damage caused by Hurricane Irene in the local communities. Global and Regional ETR values were established during consultations between the division ICS and central Area Command. Discussions and analysis require the support of several groups within ICS and Area Command in order to establish ETRs. The next table summarizes the Global ETR values established by NYSEG during this event.

**Table 4.7.1**  
**Global/Regional ETRS as Reported to PSC**

<b>Date and Time</b>	<b>Binghamton</b>	<b>Brewster</b>	<b>Ithaca</b>	<b>Liberty</b>	<b>Mechanicville</b>	<b>Oneonta</b>	<b>Plattsburgh</b>
08/28 7:00 AM	Not Yet Reporting	Weather Continues	Weather Continues	Weather Continues	Weather Continues	Weather Continues	Not Yet Reporting
08/28 11:00 AM	Weather Continues	Weather Continues	Weather Continues	Weather Continues	Weather Continues	Weather Continues	Weather Continues
08/28 3:00 PM	Weather Continues	Weather Continues	Weather Continues	Weather Continues	Weather Continues	Weather Continues	Weather Continues
08/28 7:00 PM	Weather Continues	Weather Continues	Assessing	Weather Continues	Weather Continues	Weather Continues	Weather Continues
08/29 7:00 AM	Assessing	Assessing	Assessing	Assessing	Assessing	Assessing	Assessing
08/29	Assessing	Assessing	Assessing	Assessing	Assessing	Assessing	Assessing

11:00 AM							
08/29 3:00 PM	Assessing	Assessing	Restored	Assessing	Assessing	Assessing	Assessing
08/29 7:00 PM	Assessing	Assessing	Restored	Assessing	Assessing	Assessing	Assessing
08/30 7:00 AM	Assessing	Assessing	Restored	Assessing	Assessing	Assessing	Assessing
08/30 11:00 AM	90% 9/2/11	90% 9/2/11	Restored	90% 9/2/11	Assessing	Assessing	90% 9/2/11
08/30 3:00 PM	90% 9/2/11	90% 9/2/11	Restored	90% 9/2/11	Assessing	Assessing	90% 9/2/11
08/30 7:00 PM	90% 9/2/11	90% 9/2/11	Restored	90% 9/2/11	Assessing	Assessing	90% 9/2/11
08/31 7:00 AM	9/2 12:00 AM	90% 9/2/11	Restored	by 9/5	Restored	week of 9/4	by 9/5
08/31 11:00 AM	9/2 12:00 AM	90% 9/2/11	Restored	9/3 late	Restored	75% 9/2	90% by 9/2
08/31 3:00 PM	9/2 12:00 AM	75% 9/2; rest by 9/7	Restored	90% 9/2, remainder by 9/3	Restored	75% 9/2, remainder by 9/7	9/3 12:00 AM
08/31 7:00 PM	9/2 12 AM	75% 9/2; rest by 9/7	Restored	90% 9/2, remainder by 9/3	Restored	75% 9/2, remainder by 9/7	9/3 12:AM
09/01 7:00 AM	9/2 12 AM	75% 9/2; rest by 9/7	Restored	90% 9/2, remainder by 9/3	Restored	75% 9/2, remainder by 9/7	9/3 12 AM
09/01 11:00 AM	9/2 12 AM	75% 9/2; rest by 9/7	Restored	90% 9/2, remainder by 9/3	Restored	75% 9/2, remainder by 9/7	9/3 12 AM
09/01 3:00 PM	Restored	75% 9/2; rest by 9/7	Restored	90% 9/2, remainder by 9/3	Restored	75% 9/2, remainder by 9/7	9/3 12 AM
09/01 7:00 PM	Restored	75% 9/2; rest by 9/7	Restored	90% 9/2, remainder by 9/3	Restored	75% 9/2, remainder by 9/7	9/3 12 AM
09/02 7:00 AM	Restored	9/4 late	Restored	9/2 late	Restored	9/6 late	9/3 12 AM
09/02 11:00 AM	Restored	9/5 late	Restored	9/2 late	Restored	9/6 late	9/3 12 AM
09/02 3:00 PM	Restored	9/3 late	Restored	9/2 late	Restored	9/6 late	9/3 12 AM
09/02 7:00 PM	Restored	9/3 late	Restored	9/2 late	Restored	9/5 late	9/3 12 AM
09/03 7:00 AM	Restored	9/3 late	Restored	Restored	Restored	9/5 late	Restored
09/03 3:00 PM	Restored	9/3 late	Restored	Restored	Restored	9/5 late	Restored
09/03 8:00 PM	Restored	9/3 late	Restored	Restored	Restored	9/5 late	Restored
09/04 7:00 AM	Restored	9/4 mid day	Restored	Restored	Restored	9/5 late	Restored
09/04 3:00 PM	Restored	Restored	Restored	Restored	Restored	9/5 late	Restored
09/05 3:00 PM	Restored	Restored	Restored	Restored	Restored	Restored *	Restored

\* All accessible customers restored – some equipment on inaccessible roads

## 4.8. Resource Utilization

Binghamton, Brewster, Liberty, Mechanicville, Oneonta and Plattsburgh Division resources were fully engaged as a result of this storm. In addition to the local resources, mutual aid was sent from all other NYSEG and RG&E Divisions and outside line and tree contractors to support the restoration efforts in the affected divisions.

EORS Crew Reports were submitted by NYSEG as part of the regular EORS reporting. A summary of the crew report is provided in the following table. A complete set of crew reports is included with the EORS reports in Appendix C.

**TABLE 4.8.1**  
**Restoration Support Personnel – Summary**

<b>PSC Report:</b>	<b>8/28/11 – 7 AM</b>	<b>8/28/ - 11AM</b>	<b>8/28/11-3PM</b>	<b>8/28/10-7PM</b>
	Approx. 386 crews	209 crews	411 Crews	382 Crews
<b>PSC Report:</b>	<b>8/29/11-7AM</b>	<b>8/29/11-11AM</b>	<b>8/29/11-3PM</b>	<b>8/29/11-7PM</b>
	378 Crews	407 Crews	414 Crews	414 Crews
<b>PSC Report:</b>	<b>8/30/11-7AM</b>	<b>8/30/11-11AM</b>	<b>8/30/11-3PM</b>	<b>8/30/11-7PM</b>
	418 Crews	418 Crews	433 Crews	461 Crews
<b>PSC Report:</b>	<b>8/31/11-7AM</b>	<b>8/31/11-11AM</b>	<b>8/31/11-3PM</b>	<b>8/31/11-7PM</b>
	504 Crews	534 Crews	524 Crews	524 Crews
<b>PSC Report:</b>	<b>9/01/11-7AM</b>	<b>9/01/11-11AM</b>	<b>9/01/11-3PM</b>	<b>9/01/11-7PM</b>
	525 Crews	518 Crews	518 Crews	534 Crews
<b>PSC Report:</b>	<b>9/02/11-7AM</b>	<b>9/02/11-11AM</b>	<b>9/02/11-3PM</b>	<b>9/02/11-7PM</b>
	534 Crews	612 Crews	618 Crews	620 Crews
<b>PSC Report:</b>	<b>9/03/11-7AM</b>		<b>9/03/11-3PM</b>	<b>9/03/11-8PM</b>
	63.8 Crews		629 Crews	529 Crews
<b>PSC Report:</b>	<b>9/04/11-7AM</b>		<b>9/04/11-3PM</b>	<b>9/04/11-8PM</b>
	463 Crews		529 Crews	529 Crews

**TABLE 4.8.2**  
**Peak Storm Resources by Division**

<b>Division</b>	<b>Line Crews Company</b>	<b>Line Crews Foreign</b>	<b>Tree Crews Foreign</b>	<b>Service Crews Company</b>	<b>Total</b>
Binghamton	15	0	6	0	<b>21</b>
Brewster	53	103	122	0	<b>278</b>
Liberty	25	21	33	0	<b>79</b>
Mechanicville	29	20	49	0	<b>98</b>
Oneonta	69	128	72	17	<b>286</b>
Plattsburgh	30	28	45	0	<b>103</b>
<b>Total:</b>	<b>221</b>	<b>300</b>	<b>327</b>	<b>17</b>	<b>865</b>

The EORS reporting captures staffing for three types of resources: line crews, tree crews, and service crews. A general description of the duties for each classification follows:

- Line Crew responsibilities involved in:
  - Make-safe activities including: (a) they would arrive at the scene of a reported wires-down incident; (b) assess the situation to determine if the referenced conductor was a NYSEG facility (as opposed to cable TV and/or telephone); (c) de-energize (if the facility is determined to be

- energized); and (d) clear the area, if the facility involved a roadway or walking area.
- Restoration of service, which would be specific to each individual incident they were deployed to, which would include pole, conductor and appurtenance replacement or repair.
- Service Crew responsibilities involved initial make-safe activities similar to those of Line Crews listed above and the restoration of services at voltages for which they are qualified to work (in most instances this includes secondaries, services, street lights, etc.).
- Tree Crew responsibilities involved working both independent of Line Crews (i.e. – after an area affected by tree conditions was de-energized, tree crews would be assigned to remove all tree debris prior to the return of a line crew to repair facility damage since the tree removal would be necessary prior to the line repair), as well as being assigned to a contingent of Line Crews to perform tree related work on specific incidents while line repair was taking place simultaneously. Tree crew size could vary depending on the type of work being done (off road involving climbing, as well as bucket work) and the equipment utilized to do the referenced work (i.e. – brush removal).

In general, the initial crew schedule involved working the first full day, that night and the following day. Crew schedules were then modified to a 17-hours on duty and 7-hour off duty cycle. The majority of crews worked hours that spanned daylight hours to maximize their efficiency. Crews also worked through the night on high priority incidents and new emergencies. The number of crews on each schedule varied depending on specific circumstances. As additional crews arrived, they generally worked their first 24 hours before transitioning to a 17/7 schedule.

Requests for mutual aid resources were made based on the knowledge of what was needed to adequately support the restoration. Crews were assigned work upon arriving in a divisions and assigned to new work upon completion of jobs. In general, local Supervisors had control over resources working within specific geographic area or specific circuits. Restoration work began each day with work packets being developed and assigned to the crews to specify each day's activities.

## 5. IRENE CUSTOMER SERVICE

NYSEG provided various services to customers throughout this storm. A summary of our Customer Relations Center (“CRC”), special needs contacts, and media releases is provided in this section.

### 5.1. Customer Relations Center

Proactive staffing was initiated in the evening of Saturday, August 27 in anticipation of the arrival of Hurricane Irene. The NYSEG CRC began responding to customer calls regarding outages early in the morning of Sunday, August 28. Staffing was available on a 24 x 7 basis to respond to customer inquiries through September 5, 2011, when power was restored to all NYSEG customers. The Interactive Voice Response (IVR) system and CRC handled nearly 420,000 calls during this time period with an average resolution of 83% in the IVR. CRC Representatives spoke with nearly 33,000 outage customers during this outage. The call volumes handled by the IVR system and CRC representatives are indicated in the chart below.

**IVR and Customer Relations Center Performance  
Call Volume Chart**

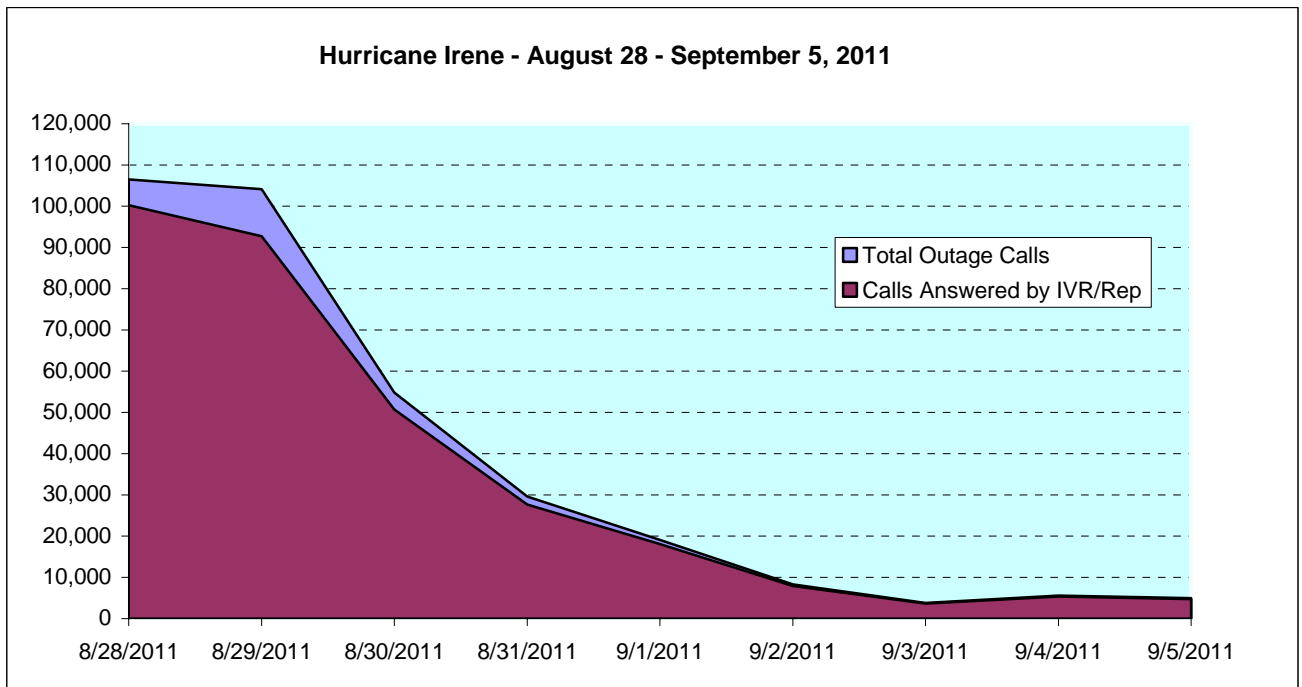


Table 5.1-1 below shows the total call volume received by NYSEG during the storm, and additional information regarding numbers of calls answered by the IVR system and CRC representatives, as well as Service level.

**Table 5.1-1: Call Volume**  
**Hurricane Irene - August 28 - September 5, 2011**

(a) Date	(b) Total Calls to IVR	(c) Outage Callers to IVR	(d) Total # of Outage Customers satisfied in the IVR	(e) % Outage calls satisfied in IVR	(f) Call Center Call Load (customer service + outage)	(g) Outage Calls Offered to Reps	(h) # outage calls answered by Reps	(i) % outage calls answered by Reps	(j) outage calls ASA (seconds)	(k) outage calls Service Level	(l) Percent of Outage Calls Answered within 90 Sec	(m) Total Outage Calls Answered (IVR + Rep)
Aug 28	132,164	106,496	90,290	85%	30,326	12,769	9,915	78%	233	31.9%	93.5%	100,205
Aug 29	115,724	104,144	85,947	83%	20,204	12,472	6,795	54%	333	40.8%	97.1%	92,742
Aug 30	65,301	54,778	44,883	82%	13,519	7,660	5,781	75%	300	42.6%	94.8%	50,664
Aug 31	39,601	29,609	23,843	81%	10,000	4,602	3,802	83%	186	48.4%	95.0%	27,645
Sep 1	29,133	19,075	15,382	81%	8,057	2,998	2,649	88%	128	60.6%	96.2%	18,031
Sep 2	17,722	8,320	6,350	76%	6,107	1,699	1,549	91%	116	57.0%	93.8%	7,899
Sep 3	6,550	3,790	2,665	70%	1,894	1,021	992	97%	37	80.8%	98.1%	3,657
Sep 4	7,562	5,586	4,444	80%	1,667	956	894	94%	34	75.0%	98.2%	5,338
Sep 5	8,103	4,923	4,036	82%	1,793	746	724	97%	19	89.7%	99.2%	4,760
<b>Total/AVG</b>	<b>421,860</b>	<b>336,721</b>	<b>277,840</b>	<b>83%</b>	<b>93,567</b>	<b>44,923</b>	<b>33,101</b>	<b>74%</b>	<b>154</b>	<b>58.5%</b>	<b>95.3%</b>	<b>310,941</b>

### Outage Supervision

A schedule is established in advance of any new year for supervisors to rotate responsibility each week for managing any nightly or weekend callouts. They are on call 24 x 7 for their assigned weeks. In advance of any predicted major storm or upon the start of an unexpected event, the CRC supervisors meet to establish a proactive schedule to provide 24 x 7 coverage for the duration of the event in 8 hour shifts. Generally, for hours that the CRC is not normally open (nights/weekends), 2 supervisors are scheduled during days and evenings and one supervisor is scheduled for the overnights (11 pm – 7 am). Depending on level of storm and amount of customer calls more supervisors may be added.

### Outage Representative Staffing

During weekdays, phone rep staffing can be supplemented with representatives from our off-phone (back office) groups. Groups of reps can be used to manage call spikes or more sustained call volumes as needed. For after-hours events, a callout list is maintained for all representatives which is used to callout for any emergency support needed. Any weekday evening that weather is predicted, pagers are handed out to volunteers who agree to respond quickly to any callout for call takers. Every weekend, pagers are assigned to volunteers who agree to respond quickly to any callout for call takers. For major events, once the pagers are exhausted, callouts are done from the callout list by the supervisor(s) on duty. Decisions on numbers of representatives needed are made between the CRC Manager and on-duty supervisors. A number of factors can influence the number of representatives needed. These factors include: how many customers are affected, the expected restoration times, how cold it is outside, how long customers have been without power, etc. Unexpected events such as additional weather, flooding causing additional outages, etc. can result in changes to staffing levels. Generally, the CRC receives more calls during the day and early evening. As the night

progresses, less customers typically call as they have already made their plans for the evening. Overnight, fewer customers tend to call. Staffing levels for the May outage were as follows:

**Hurricane Irene - August 28 - September 5, 2011**

<b>Date</b>	<b>7 am to 7 pm</b>	<b>7 pm - 8:30 pm</b>	<b>8:30 pm to 11 pm</b>	<b>11 pm to 7 am</b>
8/28	68	54	45	22
8/29	85 Phone Reps plus additional support from our Back office Reps (up to 52) periodically during the day	27	27	10
8/30	85 Phone Reps plus additional support from our Back office Reps (up to 52) periodically during the day	24	24	10
8/31	85 Phone Reps plus additional support from our Back office Reps (up to 52) periodically during the day	19	19	6
9/1	85 Phone Reps plus additional support from our Back office Reps (up to 52) periodically during the day	14	14	5
9/2	85 Phone Reps plus additional support from our Back office Reps (up to 52) periodically during the day	11	11	5
9/3	12	5	5	5
9/4	7	6	6	5
9/5	5	4	4	4

**Interactive Voice Response (IVR) System**

The CRC is continually updating customer phone numbers, both during outage events and general customer calls in part so that the IVR system can identify customers calling in during an outage, without the customer entering any additional information. If the Company has the customer's phone number on record (home, business, cell, etc), the IVR system will proactively identify a customer calling in and provide them information about their individual outage, including estimated restoration time, once the outage is identified. If the customer is calling in at the very start of an outage, the outage identified may not have been identified, but will offer the customer the option to enter a trouble ticket and/or speak with a CRC representative.

The CRC works closely with Corporate Communications and the Divisions to provide accurate, up to the minute information to our customers and the representatives. The CRC, through an upfront messaging application tied to the IVR system, has the ability to provide upfront messaging to customers. This information can be customized for customers within a particular NYSEG Division. Different messages for any Division affected by an outage can be

entered into this upfront application. Within the first hours of the storm, the CRC will provide upfront message(s) on the cause of the outage (weather, etc), and encourage the customer to enter a trouble ticket and then call back later to obtain an estimated restoration time. Once estimated restoration times have been established customers will hear that information, as well any other pertinent information for their area. For the August 28 – September 5 outage, the CRC maintained this approach. Upfront messages were initially entered, encouraging customers to utilize our automated system to enter a trouble ticket and to call back later to obtain an estimated restoration time. As soon as estimated restoration times were established, the CRC provided information on restoration efforts (“We have called in additional crews and working diligently to restore power as quickly as possible.”).

### **Updates to Representatives**

Information was provided throughout the outage to our CRC representatives using our internal bulletin board – Centerline News. Representatives also utilized information on nyseg.com to assist customers with their inquiries. Information posted included: outage status as provided by the local Divisions, all press releases, advocate contact information and dry ice and bottled water locations.

### **Updates to the Department of Public Service Consumer Services**

The Manager – Customer Relations Center provided updates twice daily (or more) by email on outage and restoration status and information on our Life Support Equipment (“LSE”) customers.

### **NYSEG.com Outage Central**

The Outage Central link on “NYSEG.com” provides customers and others with available information about outages in their area. Customers can enter their phone number, account number or login using their NYSEG login information (optional) to:

- Report an outage;
- Report a streetlight that is out, always on, or flickering;
- Check for electricity interruptions in their area or anywhere in our service area, see numbers of customers out for an area;
- Check for the most recent information to the media regarding service interruptions;
- Access information about dry ice and bottled water
- View pictures of impacted areas; and
- Access links to information on generator safety, storm preparation and emergency contacts.

Customers find this site helpful when they have power at their location (work, home, etc), but are trying to find out information about a location without power (their business, home, relatives, etc).

Town officials, media and others can find out information on what areas in their townships are currently without power. In addition, they can enter outage reports, obtain storm preparedness tips and read the latest press releases. Townships have also found this site very helpful to report streetlights out on a routine basis.

## **5.2. Customer Appeals NYSEG and RGE**

The Customer Appeals department is staffed Monday through Friday, 8 am to 4:30 pm for normal business hours. The Customer Appeals department handles some escalated customer calls and interfaces on a daily basis with the Public Service Commission.

Additional coverage was scheduled in preparation for the inclement weather for this event and then again toward the end of the restoration period. The Customer Appeals department was staffed on Saturday August 26, 2011 and Sunday August 27, 2011 from 11 am to 4 pm; and then on Saturday September 3, 2011 from 9 am to 5 pm. The additional coverage was scheduled to allow the Public Service Commission, which was also open during these hours, the ability to CAG a customer call or contact an analyst in NYSEG's executive offices directly and promptly.

Due to the extensive damage caused by Hurricane Irene and the fact that many areas of our service territory were impacted, the Appeals department experienced a higher than normal case volume during this event. All PSC contact cases were received by the group and handled in a timely manner. In all cases, the customer was called to discuss their individual concern. Each customer received outage updates and was provided with the Appeals Analyst name and phone number should there be a need for further communication. The Appeals staff stayed past regular department business hours to ensure cases were responded to promptly.

NYSEG case activity for the period of August 28, 2011 – September 9, 2011 was as follows:

- QRS – 65
- SRS Inquiry – 16
- SRS Complaint – 3
- Opinion – 1

Note: Actual storm dates are August 28, 2011 – September 5, 2011. When reporting on appeals case activity, data through September 9<sup>th</sup> was analyzed to allow for case activity that may have come in during the few days following the event.

## **5.3. LSE Customers**

In the event of a predicted major storm based on forecasts provided by Atmos Forecasting, outbound calls will be made to life support equipment (LSE) customers deemed to be in the path of the storm. The purpose of the call will be to advise the customer of the potential for a storm related outage and to encourage the customer to keep up to date on their local weather forecast. Outbound 'pre storm' calls may be handed by internal staff or via a recorded call. This philosophy was followed in preparation for Hurricane Irene; calls were made to approximately 1,000 LSE customers who were in the predicted path of the storm.

In addition, NYSEG reached out to over 13,000 protected households which are coded Elderly, Blind or Disabled. These customers received the same message as LSE customers advising of the potential for a storm related outage and encouraging the customer to keep up to date on their local weather forecast.

NYSEG regularly communicates with customers whose accounts are coded indicating life support equipment is in use in the home which is affected by loss of electric service. This

philosophy was followed during the August 28, 2011 – September 5, 2011, storm event and restoration. Contact details are shown below.

#### Storm Metrics:

- % of LSE customers in affected areas contacted or referred to police within 12 hours of the start of the event (NYSEG):
  - Outages affecting LSE customers were very sporadic throughout the start of the event. We were able to reach 57% of customers on Sunday August 28, 2011. Widespread telephone outages (including cellular coverage) impeded our efforts.
- % of LSE customers in affected areas contacted within 24 hours of the start of the event (NYSEG):
  - 100%

#### **Table 5.3.1: Life Support Customer Summary**

Life Support customers out by division for storm period of 8/28/11 – 9/5/11:

#### Sunday 8/28/11:

Customer count by division:

<b>Sunday 8.28.11 0700</b>	
Count of Cont. Acct	
RegionName	Total
Binghamton	6
Brewster	42
Elmira	6
Liberty	22
Mechanicville	1
Oneonta	1
Grand Total	78

<b>Sunday 8.28.11 0830</b>	
Count of Cont. Acct	
RegionName	Total
Binghamton	4
Brewster	54
Elmira	6
Ithaca	1
Liberty	30
Mechanicville	1
Oneonta	4
Grand Total	100

Customer count by division:

<b>Sunday 8.28.11 1833 Revised</b>	
Count of Contract Acct	
RegionName	Total
Auburn	1
Binghamton	36
Brewster	72
Elmira	9
Hornell	1
Ithaca	5
Liberty	39
Mechanicville	12
Oneonta	59
Plattsburgh	20
Grand Total	254

Contact activity:

<b>Sunday 8.28.11 Activity Summary</b>	
Has Back Up	40
No Assistance Needed	35
Restored	31
LSE User Deceased	12
Generator	12
LSE No Longer in Home	3
Spoke w/ Relative	4
Never Lost Power	3
Relocated	7

**Successful Contact total: 147**

Answering Machine - Message left	44
No Answer or unable to complete call (network phone issues)	63

**Unsuccessful Attempts on Day 1 of Event: 107**

Monday 8/29/11:

Customer count by division:

<b>NYSEG LSE 8.29.11 0730</b>	
Count of Cont. Acct	
RegionName	Total
Binghamton	33
Brewster	63
Ithaca	2
Liberty	37
Mechanicville	2
Oneonta	80
Plattsburgh	48
Grand Total	265

<b>NYSEG LSE 8.29.11 1715</b>	
Count of Cont. Acct	
RegionName	Total
Binghamton	29
Brewster	64
Ithaca	2
Liberty	30
Mechanicville	2
Oneonta	70
Plattsburgh	47
Grand Total	244

Contact activity:

8/29/11 Contact and Field Activity Summary			
Restored	63	Answering machine	18
Refer for field check	46	No Answer - previously stated has back up	7
Has Back up	32	No answer	6
Generator	18	All circuits busy	5
Relocated	16	No answer - previously advised of generator	2
No assistance needed	8	Answering machine - previously advised of back up	1
Family member reached	5	Answering machine - previously advised of generator	1
Deceased	4	Busy - previously advised generator	1
Neighbor confirmed restored	4	No Answer - previously advised of back up	1
No Longer LSE	3	No answer / previously advised no assistance needed	1
Has Back up and Generator	2		
Never lost power	2		

Tuesday 8/30/11:

Customer count by division:

**NYSEG LSE 08.30.11 0900**

Count of Cont. Acct	
RegionName	Total
Binghamton	19
Brewster	39
Ithaca	2
Liberty	18
Mechanicville	1
Oneonta	60
Plattsburgh	34
Grand Total	173

**NYSEG LSE 8.30.11 1700**

Count of Cont. Acct	
RegionName	Total
Binghamton	9
Brewster	37
Lancaster	14
Liberty	11
Oneonta	57
Plattsburgh	25
Grand Total	153

Contact activity:

8/30/11 Contact and Field Activity Summary			
Customer confirmed restored	12	Answering Machine	7
Refer for field visit	7	No answer	6
Has back up	30	Answering machine / previously advised of back up	5
Generator	18	Answering machine / previously advised of generator	3
Family member reached	12	All circuits busy	1
Relocated	9	No answer / previously advised of generator	1
no assistance needed	9		
No longer LSE	8		
Deceased	4		
Neighbor advised of generator	3		
Neighbor confirmed restored	1		
Never lost power	1		

Wednesday 8/31/11:

Customer count by division:

NYSEG LSE 8.31.11 0830	
Count of Cont. Acct	
RegionName	Total
Binghamton	5
Brewster	24
Liberty	9
Oneonta	53
Plattsburgh	10
Grand Total	101

NYSEG LSE 8.31.11 1715	
Count of Cont. Acct	
RegionName	Total
Binghamton	2
Brewster	27
Liberty	5
Oneonta	39
Plattsburgh	5
Grand Total	78

Contact activity:

8/31/11 Contact and Field Activity Summary			
Customer confirms restored	52	Answering Machine	5
Generator	15	Answering Machine - previous contact, cust has back up	2
Refer for Field Check	10	Answering Machine - previous contact, relocated	2
Has Back up	9	Answering Machine - previous contact, has generator	1
Previous field check	7	Answering machine - previous contact, no assistance needed	1
Relocated	6	Busy signal - previous contact, cust has back up	1
Deceased	3	No answer - previous contact, customer relocated	1
Family member reached	3	No answer - previous contact, generator in use	1
No Assistance Needed	3		
No longer LSE	3		
Restored	2		
Cust on vacation	1		
Neighbor confirmed cust in hospital	1		

Thursday 9/01/11:

Customer count by division:

NYSEG LSE 9.1.11 0800	
Count of Cont. Acct	
RegionName	Total
Brewster	19
Liberty	4
Oneonta	33
Plattsburgh	3
Grand Total	59

NYSEG LSE 9.1.11 1700	
Count of Cont. Acct	
RegionName	Total
Brewster	19
Liberty	2
Oneonta	29
Plattsburgh	1
Grand Total	51

Contact activity:

9/1/11 Contact and Field Activity Summary			
Customer confirmed restored	46	Answering machine - previous contact, generator	3
Previous field visit	12	Answering Machine - previous contact, relocated	2
Deceased	5	Answering machine	1
Generator	5	Answering machine - previous contact, has generator	1
No longer LSE	4		
Relocated	4		
Has Back up	3		
Refer for Field Check	3		
Family member reached	2		
No assistance required	2		
LSE customer in Hospital	1		

Friday 9/02/11:

Customer count by division:

NYSEG LSE 9.2.11 0800	
Count of Cont. Acct	
RegionName	Total
Brewster	11
Liberty	1
Oneonta	16
Plattsburgh	1
Grand Total	29

NYSEG LSE 9.2.11 1600	
Count of Cont. Acct	
RegionName	Total
Brewster	6
Oneonta	15
Grand Total	21

Contact activity:

## 9/2/11 Contact and Field Activity Summary

Customer Confirms restored	28
No longer LSE	6
Restoration confirmation call - recd answering machine. Previous field check	5
Previous field check	3
Restoration confirmation call - recd answering machine. Previous contact - generator	3
Deceased	2
Generator	2
Has back up	2
Relocated	2
Referred for field visit	1
Restoration confirmation call - recd answering machine. Prev contact w/ family member	1
Restoration confirmation call - recd answering machine. Previous contact - has back up	1
Restoration confirmation call - recd answering machine. Previous contact - relocated	1

Answering machine, previous contact - relocated	1
Fast busy - previous contact, has back up	1
No answer - previous contact, generator	1

Saturday 9/03/11:

Customer count by division:

### NYSEG LSE 9.3.11 0700

Count of Cont. Acct	
RegionName	Total
Oneonta	13
Grand Total	13

### NYSEG LSE 9.3.11 1600

Count of Cont. Acct	
RegionName	Total
Oneonta	9
Grand Total	9

Contact summary:

9/3/11 Contact and Field Activity Summary			
Customer confirmed restored	8	Restoration confirmation call - recd answering machine. Previous field visit	4
Deceased	3	Restoration confirmation call - recd answering machine. Previous contact, cust on vacation	2
Refer for Field Check	3		
Generator	2		
Has back up	1		
Previous field visit	1		

Sunday 9/04/11:

Customer count by division - REVISED

NYSEG LSE 9.4.11 0700	
Count of Cont. Acct	
RegionName	Total
Oneonta	2
Grand Total	2

NYSEG LSE 9.4.11 1700	
Count of Cont. Acct	
RegionName	Total
Oneonta	2
Grand Total	2

Initial report submitted in the morning on 9/4 reported LSE count at 3. One of the 3 customers was restored at 2230 on 9/3/11. A field visit confirmed this. Numbers above updated to reflect accurately at 2 customers.

9/4/11 Contact and Field Activity Summary	
Customer confirmed restored	5
Restoration confirmation call / left message, previous contact - customer on vacation	1
Restoration confirmation call / left message, previous contact - field visit	1
Restoration confirmation call / left message, previous contact - generator	2

Monday 9/05/11:

NYSEG LSE 9.5.11 0700	
Count of Cont. Acct	
RegionName	Total
Oneonta	2
Grand Total	2

The two remaining LSE customers were field checked on 9/5/11 and restoration was confirmed later that same day.

#### **5.4. Critical Care Facilities**

NYSEG and RGE regularly communicate with critical care facilities affected by loss of electric service in storm impacted areas. This philosophy was followed at NYSEG during the August 28 – September 5, 2011 storm and restoration. In each storm the company reaches out and initiates communication with special needs customers as appropriate.

This policy was reviewed in advance of Hurricane Irene. Critical care outreach was performed to notify a total of 29 NYSEG critical care locations; 13 in the Brewster operating area, 9 in the Liberty operating area, 5 in the Oneonta operating area and 2 in the Plattsburgh operating area. These contacts were made on 8/28 and 8/29 depending on when the storm affected specific areas. Contacts were made within 12 hours of the start of interruptions.

#### **5.5. Community Assistance**

Dry ice and bottled water were made available to the public in impacted areas. These services were established for Binghamton, Brewster, Liberty, Oneonta and Plattsburgh Divisions from August 29 to September 4 as needed. A total of 352 tons of dry ice and 74,655 gallons of bottled water were distributed through the course of the event.

Press releases included information regarding the availability and distribution locations for these commodities. This information was also made available to customers through CRC representatives and media contacts throughout the period where these supplies were available. A summary of the distribution points follows:

**Table 4.5.1 Dry Ice and Bottled Water Distribution**

<b>Date</b>	<b>Division</b>	<b>Locations</b>
8/29/2011 8/30/2011 8/31/2011 9/1/2011 9/2/2011	Binghamton	Windsor Fire Dept., Windsor, NY
8/29/2011	Brewster	Bedford Fire Dept, Bedford, NY Carmel Fire Dept, Carmel, NY N Salem Ambulance, N. Salem, NY
8/29/2011	Liberty	Arkville Fire Dept, Arkville, NY
8/29/2011	Oneonta	Deposit Fire Dept., Deposit, NY Franklin Fire Dept., Franklin, NY U.S. Post Office, Gilboa, NY Margaretville Fire Dept, Margaretville, NY Norwich Fire Dept, Norwich, NY Otego Fire Dept, Otego, NY W. Oneonta Fire Dept, W. Oneonta, NY
8/30/2011	Liberty	Arkville Fire Dept, Arkville, NY Hancock Fire Dept, Hancock, NY Shandaken Fire Dept., Shandaken, NY Fallsburg Police Dept, South. Fallsburg, NY White Lake Fire Dept., White Lake, NY White Sulphur Springs Fire Dept., White Sulphur Springs, NY
8/30/2011 8/31/2011 9/1/2011 9/2/2011 9/3/2011	Brewster *	Town of Amenia Town of Pawling Village of Pawling Town of Dover Town of Beekman Town of Kent Town of Putnam Valley Town of Patterson Town of Carmel Town of Southeast Town of Pound Ridge Town of Bedford Town of Somers Town of Lewisboro Town of North Salem Town of Yorktown

\* Towns picked up supplies and distributed them to their own locations.

<b>Date</b>	<b>Division</b>	<b>Locations</b>
8/30/2011 8/31/2011	Oneonta	Hartwick Seminary Fire Dept., Cooperstown, NY Deposit Fire Dept., Deposit, NY Franklin Fire Dept., Franklin, NY U.S. Post Office, Gilboa, NY Margaretville Fire Dept, Margaretville, NY New Berlin Fire Dept., New Berlin, NY Norwich Fire Dept, Norwich, NY Otego Fire Dept, Otego, NY Prattsville EMO, Prattsville, NY Sidney Fire Dept., Sidney, NY Unadilla Fire Dept., Unadilla, NY W. Oneonta Fire Dept, W. Oneonta, NY Windham Ski Center, Windham, NY
8/31/2011 9/1/2011 9/2/2011	Liberty	Arkville Fire Dept, Arkville, NY Grand Gorge Fire Dept., Grand Gorge, NY Hancock Fire Dept, Hancock, NY Monticello Fire Dept., Monticello, NY Town of Tusten Town Hall, Narrowsburg, NY Shandaken Fire Dept., Shandaken, NY Walker Valley Fire Dept., Walker Valley, NY White Lake Fire Dept., White Lake, NY White Sulphur Springs Fire Dept., White Sulphur Springs, NY
8/31/2011	Plattsburgh	Municipal Bldg., Au Sable Forks, NY Morrisonville Fire Dept., Morrisonville, NY S Plattsburgh Fire Dept., Plattsburgh, NY West Chazy Fire Dept., West Chazy, NY
9/1/2011 9/2/2011	Oneonta	Hartwick Seminary Fire Dept., Cooperstown, NY Deposit Fire Dept., Deposit, NY U.S. Post Office, Gilboa, NY Margaretville Fire Dept, Margaretville, NY New Berlin Fire Dept., New Berlin, NY Norwich Fire Dept, Norwich, NY Otego Fire Dept, Otego, NY Prattsville EMO, Prattsville, NY Roxbury Fire Dept., Roxbury, NY Unadilla Fire Dept., Unadilla, NY Walton Fire Dept., Walton, NY W. Oneonta Fire Dept, W. Oneonta, NY Windham Ski Center, Windham, NY

<b>Date</b>	<b>Division</b>	<b>Locations</b>
9/1/2011 9/2/2011	Plattsburgh	Municipal Bldg., Au Sable Forks, NY Keeseville Fire Dept., Keeseville, NY NYSEG Svc Center, Lewis, NY Morrisonville Fire Dept., Morrisonville, NY S Plattsburgh Fire Dept., Plattsburgh, NY West Chazy Fire Dept., West Chazy, NY
9/3/2011	Liberty	Grand Gorge Fire Dept., Grand Gorge, NY Shandaken Fire Dept., Shandaken, NY
9/3/2011	Oneonta	Conesville Fire Dept., Conesville, NY U.S. Post Office, Gilboa, NY Margaretville Fire Dept, Margaretville, NY Otego Fire Dept, Otego, NY Roxbury Fire Dept., Roxbury, NY Windham Ski Center, Windham, NY
9/4/2011 9/5/2011	Liberty	Grand Gorge Fire Dept., Grand Gorge, NY Pheonicia Fire Dept., Pheonicia, NY Shandaken Fire Dept., Shandaken, NY
9/4/2011 9/5/2011	Oneonta	St. Theresa's Church, Windham, NY

## 5.6. Public Outreach

NYSEG maintains close collaboration during restoration with emergency management agencies, local governments, and local law enforcement and fire services. Critical elements of our outreach and communications protocols are targeted at providing these individuals timely and accurate information regarding restoration plans and process. NYSEG maintain communications with municipal officials through regular teleconferences, personal contacts, media release, and other venues throughout a major event.

For Hurricane Irene most of the outreach efforts were for the eastern portion of the NYSEG territory and included the following activities:

- NYSEG Public Affairs distributed 22 news releases from Thursday, August 25 through Saturday, September 3. to a list of Binghamton, Brewster, Oneonta, Liberty Mechanicville and Plattsburgh area media outlets, local officials, emergency management offices, selected state elected officials, and the PSC public relations office. In addition, this information was posted on NYSEG's customer website, and was available to the staff of the Customer Relations Center. Press release schedules are listed in Table 4.5-1, below. Text of the press releases is listed in Appendix E.
- The Department of Public Service's Public Affairs Department was kept apprised of NYSEG's restoration efforts.
- NYSEG liaisons were assigned to the Westchester, Putnam, Greene, Schoharie and Ulster county emergency operations centers and to towns, as needed.

- Routine, ongoing media contacts, as well as responding to media requests for additional information. Numerous contacts were made and responded to during the response period. A summary of media outlets and locations is listed in table 4.5-2, below.
- Conference calls were conducted with local and county municipal and emergency management officials in the affected areas from September 1 to September 4 to provide information on safety/downed wires; restoration protocol; outage statistics by county and town; estimated time of restoration; dry ice, bottled water, and warming centers/shelters; contact information; information exchange (see Table 4.5-3, below). The Department of Public Service monitored these conference calls.
- Establishing a communications portal for emergency management and municipal officials to coordinate efforts, address specific needs and provide another avenue to alert NYSEG to an emergency situation.
- Working with municipalities, emergency personnel and the American Red Cross to establish emergency shelters.
- Posting outage information, along with safety information and news releases, in the “Outage Central” section of NYSEG’s web site.
- Working with County Emergency Management officials and fire departments to establish dry ice and bottled water distribution.

**Table 5.6.1 Press Release Schedule at NYSEG**

<b>Date Press Release</b>	<b>Time Press Release</b>	<b>Region Covered Press Release</b>
8/25/11	1:00 PM	Brewster, Liberty, Mechanicville Oneonta
8/28/11	9:00 AM	Binghamton, Brewster, Liberty, Mechanicville, Oneonta
8/28/11	11:30 AM	Binghamton, Brewster, Liberty, Oneonta
8/28/11	4:00 PM 9:00 PM	Binghamton, Brewster, Liberty, Mechanicville, Oneonta, Plattsburgh
8/29/11	6:00 AM 1:00 PM	Binghamton, Brewster, Liberty, Mechanicville, Oneonta, Plattsburgh
8/30/11	6:00 AM 11:00 AM 4:00 PM 10:00 PM	Binghamton, Brewster, Liberty, Oneonta, Plattsburgh
8/31/11	7:00 AM 3:00 PM 7:00 PM	Binghamton, Brewster, Liberty, Oneonta, Plattsburgh
9/01/11	7:00 AM 3:00 PM 7:00 PM	Binghamton, Brewster, Liberty, Oneonta, Plattsburgh
9/02/11	7:00 AM 3:00 PM 7:00 PM	Binghamton, Brewster, Liberty, Oneonta, Plattsburgh
9/03/11	8:00 AM 8:00 PM	Brewster, Liberty, Oneonta, Plattsburgh

**Table 5.6.2 Media Contacts during Hurricane Irene**

<b>Media Outlet Location</b>	<b>Associated NYSEG Division</b>	<b>Organization</b>	<b>Media Type</b>
Binghamton, NY	Binghamton	Press & Sun Bulletin	Newspaper
Binghamton, NY	Binghamton	WBNG-TV	TV - CBS
Binghamton, NY	Binghamton	Fox 40-TV	TV-NBC
Ithaca, NY	Ithaca	The Ithaca Journal	Newspaper
Yorktown, NY	Brewster	The Northern Westchester Examiner	Newspaper
White Plains, NY	Brewster	The Journal News	Newspaper
Middletown, NY	Brewster	The Times-Herald Record	Newspaper
Bedford, NY	Brewster	The Bedford News	Newspaper
Bedford, NY	Brewster	The Bedford Patch	Newspaper
Woodstock, NY	Brewster	WDST Radio	Radio
New York, NY	Brewster	WCBS Radio	Radio
Westchester, NY	Brewster	News Channel 12	TV
Beacon, NY	Brewster	WHUD Radio	Radio
Poughkeepsie, NY	Brewster	The Poughkeepsie Journal	Newspaper
Callicoon, NY	Liberty	The Sullivan County Democrat	Newspaper
Liberty, NY	Liberty	Bold Gold Media Group	Radio
Albany, NY	Mechanicville	The Times-Union	Newspaper
Albany, NY	Mechanicville	WGY Radio	Radio
Albany, NY	Mechanicville	WROW Radio	Radio
Albany, NY	Mechanicville	WRGB-TV	TV
Albany, NY	Mechanicville	WTEN-TV	TV
Albany, NY	Mechanicville	WNYT-TV	TV
Albany, NY	Mechanicville	WYNN News 9	TV
Cooperstown, NY	Oneonta	The Freeman's Journal	Newspaper
Oneonta, NY	Oneonta	The Daily Star	Newspaper
Oneonta, NY	Oneonta	WSRK Radio	Radio
Sidney, NY	Oneonta	WCDO Radio	Radio
Plattsburgh, NY	Plattsburgh	Fox 44-TV	TV
Plattsburgh, NY	Plattsburgh	The Press Republican	Newspaper
London, England	Eastern regions	The Mail on Sunday	Newspaper

**Table 4.5.3 Municipal Conference Calls at NYSEG**

<b>Date</b>	<b>Time</b>	<b>Division Covered</b>	<b>PSC Notified</b>
August 28	1:15 PM	Brewster	Yes
August 28	2:00 PM	Liberty	Yes
August 28	3:00 PM	Mechanicville	Yes
August 29	10:00 AM	Oneonta	Yes
August 29	11:00 AM	Mechanicville	Yes
August 29	2:00 PM	Liberty	Yes
August 29	3:00 PM	Brewster	Yes
August 29	5:00 PM	Plattsburgh	Yes
August 30	10:00 AM	Oneonta	Yes
August 30	2:00 PM	Liberty	Yes
August 30	3:00 PM	Brewster	Yes
August 30	5:00 PM	Plattsburgh	Yes
August 31	10:00 AM	Oneonta	Yes
August 31	2:00 PM	Liberty	Yes
August 31	3:00 PM	Brewster	Yes
August 31	5:00 PM	Plattsburgh	Yes
September 1	10:00 AM	Oneonta	Yes
September 1	2:00 PM	Liberty	Yes
September 1	3:00 PM	Brewster	Yes
September 1	5:00 PM	Plattsburgh	Yes
September 2	10:00 AM	Oneonta	Yes
September 2	3:00 PM	Brewster	Yes
September 3	10:00 AM	Oneonta	Yes
September 3	3:00 PM	Brewster	Yes

Municipal officials were notified of call by email and phone calls.

Topics covered: Weather, work plans, estimated restoration times, dry ice and bottled water, distribution plans, contact information.

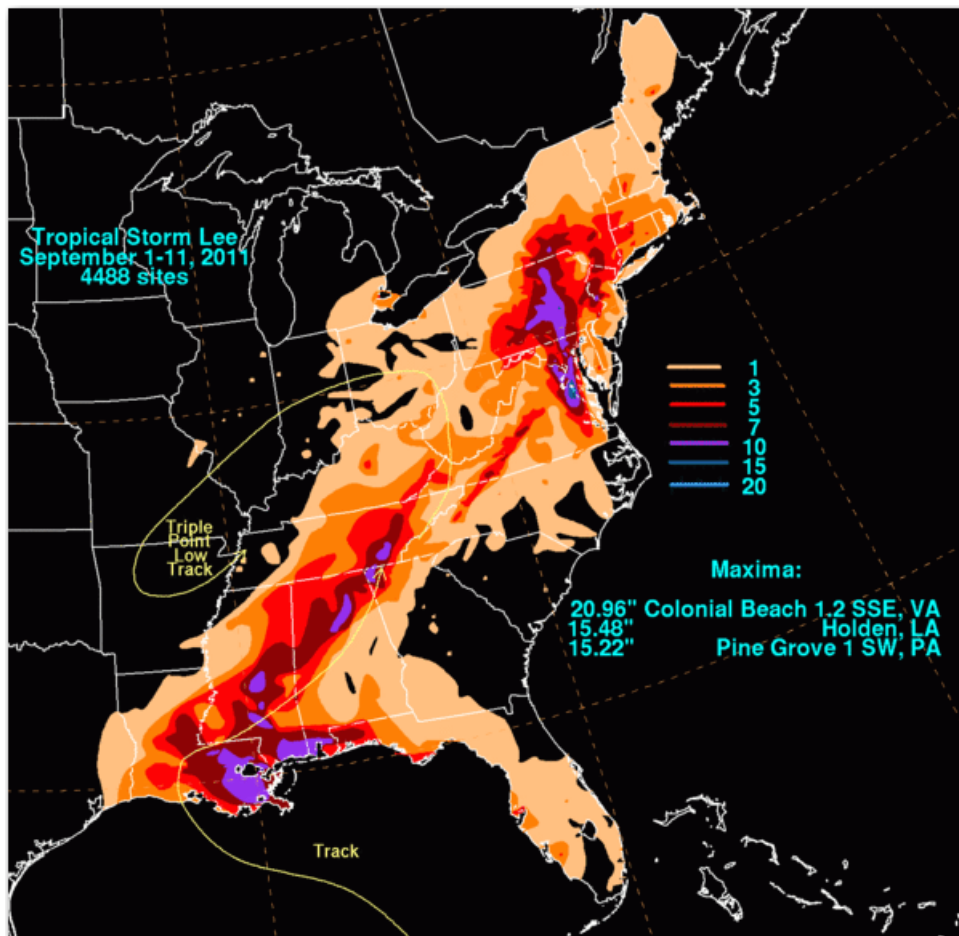
## PART 2: TROPICAL DEPRESSION LEE

### 6. LEE: EVENT SUMMARY

#### 6.1. Scope of Impact

Tropical Storm Lee was the twelfth named storm in 2011. Lee developed over the Gulf and tracked North-Northeast. This storm was a large, slow moving system that caused significant flooding in its path. The storm slowed significantly upon entering the Northeast and left significant amounts of precipitation in the Central Pennsylvania through into the Southern Tier of New York. A map of resulting precipitation follows:

**Figure 6.1.1**  
**Tropical Storm Lee Precipitation Map<sup>6</sup>**



<sup>6</sup> [http://en.wikipedia.org/wiki/Tropical\\_Storm\\_Lee\\_\(2011\)](http://en.wikipedia.org/wiki/Tropical_Storm_Lee_(2011))

Within NYSEG's service territory, this storm had the greatest impact in the Binghamton and Oneonta divisions. The Binghamton area experienced the most significant flooding ever recorded in the area. Detailed storm information is provided in Appendix F.

Tropical Storm Lee entered in NYSEG's service territory less than 48 hours after restoration efforts were completed for Hurricane Irene. Irene had already left the area saturated with high river levels and continued runoff of water into the river basins. Lee deposited an additional 7-to-11 inches of precipitation into the same area causing a combination of flash floods and further runoff into the river basins.

This storm caused significant flooding in several of NYSEG substations, some damage to the electric T&D system, and disruption of natural gas service in many areas.

This event introduced some unusual challenges into the restoration effort. Record high flood levels forced a temporary evacuation of NYSEG's Binghamton Service Center. Power flow to several NYSEG substations near the area rivers was also curtailed due to rising flood waters and the desire to limit long-term damage. Natural gas was also impacted by this event. NYSEG implemented a joint Area Command to manage and coordinate the simultaneous restoration of both electric and gas service due to safety concerns. The focus of this report is on the electric service restoration.

## **6.2. Weather Summary**

Tropical Storm Lee produced flooding, high winds, and generated numerous tornadoes along its path as it tracked to the northeast. Lee generated 38 tornadoes and is ranked second behind 2008's Tropical Storm Fay as the most prolific tornado-producing tropical storm<sup>7</sup>. National Weather Service (NWS) forecasts began to project the potential for the remnants of Tropical Storm Lee to travel up the east coast on September 4th.

The five NWS offices that cover the NYSEG and RG&E service territories issued a variety of Weather Advisories as the storm advanced northward from the Gulf area on September 4th.

By September 6th, Lee was losing tropical characteristics to become an extra-tropical low; acting like an extremely low pressure disturbance. During the transition from tropical storm to low pressure system the storm merged with a stalled cold front producing a very slow moving system as it traveled across the area.

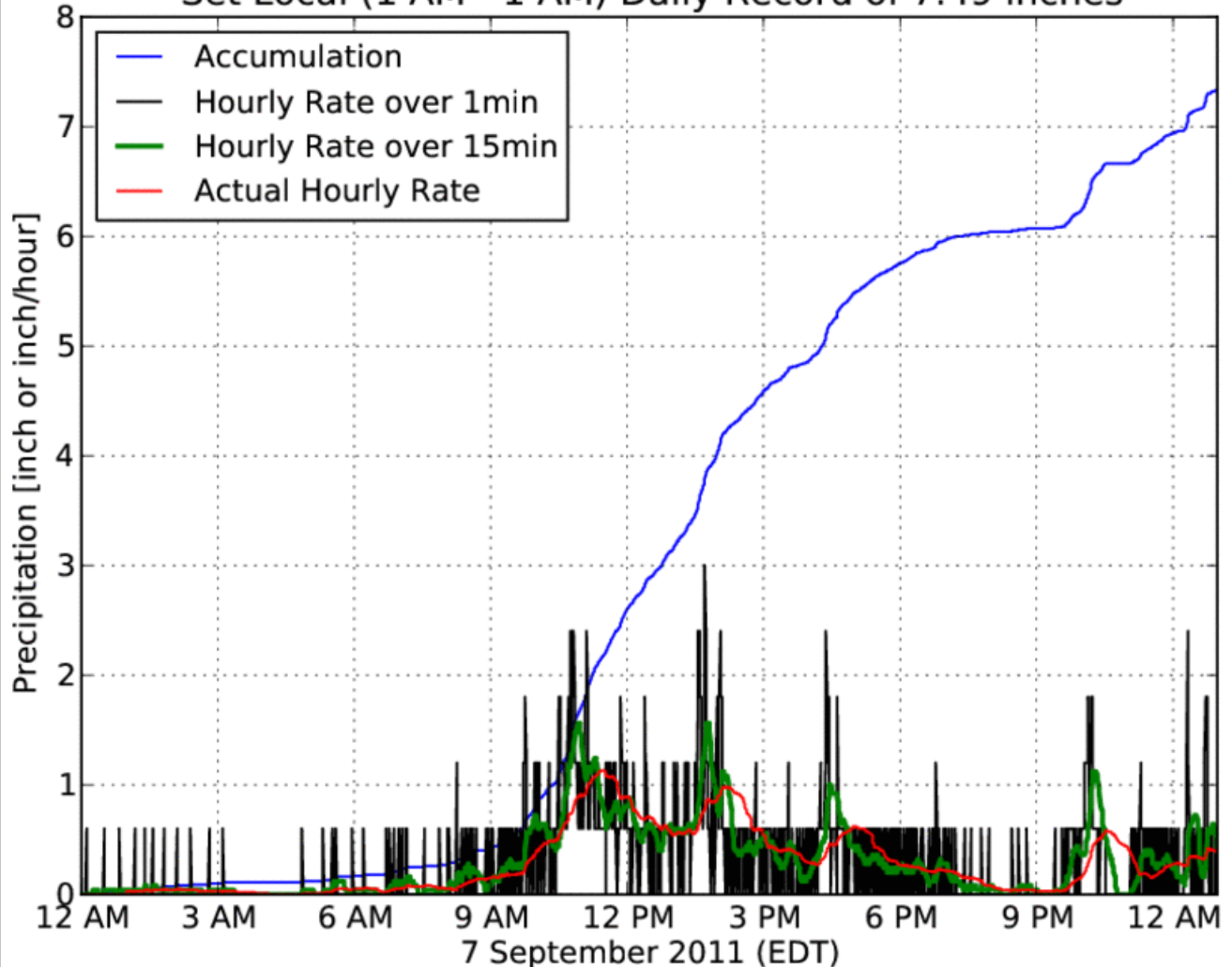
This stalled front caused significant rainfall across central Pennsylvania, Maryland, and New York. Two-day rainfall, for September 7-8, across the Binghamton and Oneonta division areas commonly exceeded 6 inches in most of the region. This was in addition to the significant rains what had been received from Irene only a short time before. The highest two-day total was measured in Apalachin NY (Tioga county near Owego) at 11.24 inches. On 9/7/11, Binghamton NY set a local daily record rainfall total of 7.49 inches as measured at NOAA's airport location. A graph of the 9/7/11 rainfall follows:

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<sup>7</sup> The Weather Channel storm report, September 10, 2011

A graphic that shows various rainfall accumulation rates at the Greater Binghamton Airport.

### 7 Sep 2011 Binghamton (KBGM) One Minute Rainfall Set Local (1 AM - 1 AM) Daily Record of 7.49 inches



**Courtesy Daryl Herzmann**

River levels swelled to historically all-time high levels in many places along the Susquehanna and Chenango Forks rivers. Significant and extreme flooding was also recorded along the river basins in the Oneonta division as well. River flood measurements are included in the Appendix F weather data.

In New York, Lee caused heavy rains, high winds, tree contact, trees being uprooted due to the saturated ground conditions, and damage to roadways and many other types of infrastructure. Winds of 35-40 mph were experienced in many regions, particularly in higher elevations. Gusts to 50 mph were experienced in isolated locations. Many local, county and state roads were closed due to the massive flooding. Only essential travel was allowed. A

summary of the weather forecast information distributed within NYSEG is provided in Appendix F.

### **6.3. Damage Summary**

Lee caused damage across a smaller portion of NYSEG's service territory than Hurricane Irene; the most significant damage was limited to the Binghamton and Oneonta divisions. Within those division however, damage was severe. Flooding was much worse than during Irene and the associated infrastructure damage more extreme. Damage in Tioga county alone was estimated at over \$100 million.<sup>8</sup> Recovery efforts in the local communities will be ongoing for a very long period of time.

Photographs of damage from the Lee event are documented in Appendix G. Copies of PSC reports submitted during the event are recorded in Appendix H and storm damage statistics are provided in Appendix I.

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<sup>8</sup> Staff Writer (2011-09-16). "Exact cost of flood damage will take time". Ithaca Journal.

## **7. LEE: PREPARATION AND IMPACT**

### **7.1. Preparation**

As described in the Irene preparation section, NYSEG monitors the weather and assesses potential risks on an ongoing basis. Our contracted weather service provides updates for threatening situations.

NYSEG's private weather service first mentioned the possible effects from Tropical Storm Lee as part of a weather update on 9/4/11. Rains persisted over the area starting on September 5<sup>th</sup> however the most significant rains were not forecast to start until September 7<sup>th</sup>. Reports mentioned the possibility of a 2"-3" downpour in the Elmira and Binghamton areas which would quickly travel eastward and exist the area.

It was not until the morning of 9/7/11 that the private weather service and NOAA began to forecast a threat for significant weather. On September 7<sup>th</sup> at 4pm the Binghamton NOAA office upgraded its warning level from a minor flood warning to a major flood warning. Weather warnings continued to be quickly upgraded throughout the rest of the day as it became apparent that the low pressure front had stalled over the area continuing to produce heavy rains. Weather details are included in Appendix F.

NYSEG was conducting a Irene post storm assessment on 9/7/11 at the Binghamton Service Center. When threatening reports began to be received this meeting was suspended and the group immediately began preparations for Lee. As for Irene, the groups involved in Lee preparations included:

- Executive Staff
- T&D Operations
- T&D Operations Support
- Customer Relations – Customer Relations Center and Marketing
- Corporate Communications / Public Affairs
- Dispatch and Energy Control Center (“ECC”)
- Electric Maintenance Engineering – Vegetation Management
- Iberdrola USA Management Corporation – Fleet Services
- Iberdrola USA Management Corporation – Materials Management and Stores Operations
- Iberdrola USA Information Technology

The gas organization was also included in the preparation for the Lee event given the flood threat to the natural gas system. The substation group was also activated as its own section and took measures to protect substation equipment in areas threatened by the flood warnings. In addition, decisions were made to safely stage mobile substation equipment in nearby non-threatened areas in order to expedite restoration once flood waters recede.

The 9/7/11 planning meetings were followed by regularly scheduled storm conference calls throughout the event. A list of calls is given below:

#### **NYSEG Storm Conference Calls Tropical Storm Lee**

<b>Date</b>	<b>Time</b>
September 8	7:00 AM
September 8	12:00 PM
September 8	8:00 AM
September 9	9:00 PM
September 9	8:00 PM
September 10	5:00 PM
September 11	12:00 PM
September 11	5:00 PM
September 12	5:00 PM
September 13	5:00 PM
September 14	5:00 PM
September 15	5:00 PM

NYMAG conference calls were not scheduled for this event. As during the 2006 flood, the expected impact on the T&D system was not severe. Given that this weather event was only affecting two of NYSEG's divisions the expectation was that outside assistance would not be needed to support Electric Operations. This assessment was accurate as no mutual aid or contractor aid was required to support restoration on the electric system.

## **7.2. Impact**

The NYSEG Dispatch & ECC group began receiving outage reports around 12:00 AM on September 7 from the Oneonta Division customers. Flooding in the Binghamton area quickly escalated and the Binghamton Service Center was evacuated in the morning on 9/8/11. The EOC was activated shortly after 2 AM and helped to support the service center evacuation. Service Center personnel setup temporary command at the Binghamton Energy Control Center.

Tropical Storm Lee, bringing heavy rains and flooding throughout the day, with the most significant damage in the Owego area. Many additional outages were reported during the day due to rising flood waters. By 3:00 PM, the impacted areas included Binghamton and Oneonta and NYSEG was fully engaged in a make-safe and damage assessment mode.

On September 8, a new area of heavier rain moved northward into the region, aggravating existing flood and flash flood problems. Rising flood waters required that NYSEG begin taking substations offline, in order to minimize system damage, to protect its gas and electric systems and to protect its customers. NYSEG crews and support personnel were hampered by flooding and road closures that delayed damage assessment and power restoration efforts. Once the flood waters crested and began to recede damage assessment was scheduled in several rounds as receding waters allowed assessment teams to enter into more areas.

Over the next several days, new outages continued to occur due to a continuation of flooding of streams and creeks. Local rivers began to breach flood walls in some locations and downtown Binghamton was closed but municipal officials due to concern for public safety. Photograph, storm reports, and statistics for the Lee event are provided in Appendices G, H,

and I respectively. Additional detail regarding the impact is also provided to the Interrogatory Requests and are provided in Appendix K.

## **8. LEE: RESTORATION**

NYSEG implemented its Incident Command Structure (ICS) immediately on September 7<sup>th</sup> in response to this event. Incident Command Centers were established in the Binghamton and Oneonta divisions with an Area Command centrally. The Area Command quickly became a joint electric-gas command as the extent of storm affects on both systems were realized.

NYSEG's corporate offices, including the Customer Relations Center and System Operations-Energy Control Center were staffed, and the EOC was activated to provide assistance for the restoration effort. Storm Restoration conference calls were conducted from September 8 through September 15, 2011. In addition, periodic Storm Restoration updates were issued to the NYSEG organization as restoration work continued. Crews continued with clean-up activities, ground surveys and aerial inspections, in the Binghamton and Oneonta Divisions. Joint electric-gas re-entry teams were formed to enter areas once flood waters receded from local areas. These teams assessed the condition of equipment and restored services if possible. In some municipalities NYSEG was directed under Order to shutoff services in certain situations.

This section provides detail regarding activities related to: safety, storm management, outage and damage statistics, wires down management, damage assessment, response priorities, ETR management, resource utilization, and vegetation management.

### **8.1. Safety**

The Safety philosophies and priorities described in the Hurricane Irene section of this report applied to the Lee event as well. Similar policies and procedures were followed for Lee as for Irene with the most significant difference being that these efforts were extended over into the natural gas function as well.

During the Lee event the following chargeable Safety related incidents were noted:

- 9/8: Binghamton UC&M Mechanic backed into Geneva UC&M vehicle – PMVA
- 9/8: Geneva UC&M Mechanic strained back (and later received prescription) when knocked to ground by backing Binghamton UC&M truck – NLT
- 9/12: Oneonta Meter Technician turning into and through parking spot in service center lot and clipped larger vehicle - PMVA
- 9/14: Ithaca Meter Reader Collector was rear-ended (non-chargeable MVA), and received whiplash injury – LT
- 9/14: Binghamton Mechanic backed into vehicle in Binghamton – PMVA
- 9/15: Contractor to homeowner in Vestal received shock on exposed 220V wire unrelated to NYSEG restoration – incident
- 9/25: Binghamton Gas Fitter misjudged clearance between two parked cars and scraped side of van - PMVA

Safety provided daily briefings and support to restoration crews and assisted local management by providing valuable support and assistance.

## 8.2. Storm Management

As was described for Irene, NYSEG instituted ICS in each of the affected divisions. For this event however the ICS included both electric and gas functional aspects. The role of ICS was to establish and manage: local objectives, damage assessment, planning, logistics, operations, customer outreach, communication with local municipalities, and other activities. ICS was supported in each division until restoration activities were completed.

Area Command was established to centrally manage, coordinate, and support local ICS activities. Area Command also established a joint command to coordinate both electric and gas functions. Area Command managed and coordinated: overall objectives, resources, communications throughout the company and state agencies, corporate logistics, corporate communications, and other central activities. The Area Command structure was maintained throughout the restoration phase.

## 8.3. Outage and Damage Statistics

Overall, approximately 44,000 NYSEG customers across the Binghamton and Oneonta service territories lost electric service as a result of the 2011 Flood event. At 3:58 PM on September 9, 2011, approximately 22,807 NYSEG customers were without electric service across eastern New York, which was the peak number of NYSEG customers without electric service during the storm event. No other NYSEG Divisions experienced significant damage or customer outages as a result of the tropical storm.

The following table summarizes the outages experience for this event:

<b>NYSEG Division</b>	<b>Total Electric Customers</b>	<b>Peak Customers Impacted</b>	<b>Percent of Customers Impacted</b>
<b>Binghamton</b>	111,324	19,751	17%
<b>Oneonta</b>	91,525	3,056	3%
<b>NYSEG Totals</b>	424,117	22,807	

Electric Event Notifications were submitted to the PSC, as required, for outages of 5,000 customers or more for 30 minutes or more. A listing of the EIRS reports submitted follows:

<b>Division</b>	<b>Incident Description</b>
<b>Binghamton</b>	Service Interruption – 5000 or more customers interrupted for more than 30 minutes
<b>Oneonta</b>	Service Interruption – 5000 or more customers interrupted for more than 30 minutes

NYSEG also submitted daily customer outage reports beginning September 8 at 3:00 PM. Subsequent reports were submitted twice each day, as requested, until electric restoration was completed on September 16<sup>th</sup>. The last update was submitted September 16 at 10:00 AM. Records of all submitted reports are included in Appendix H. A summary of the customer outage information follows.

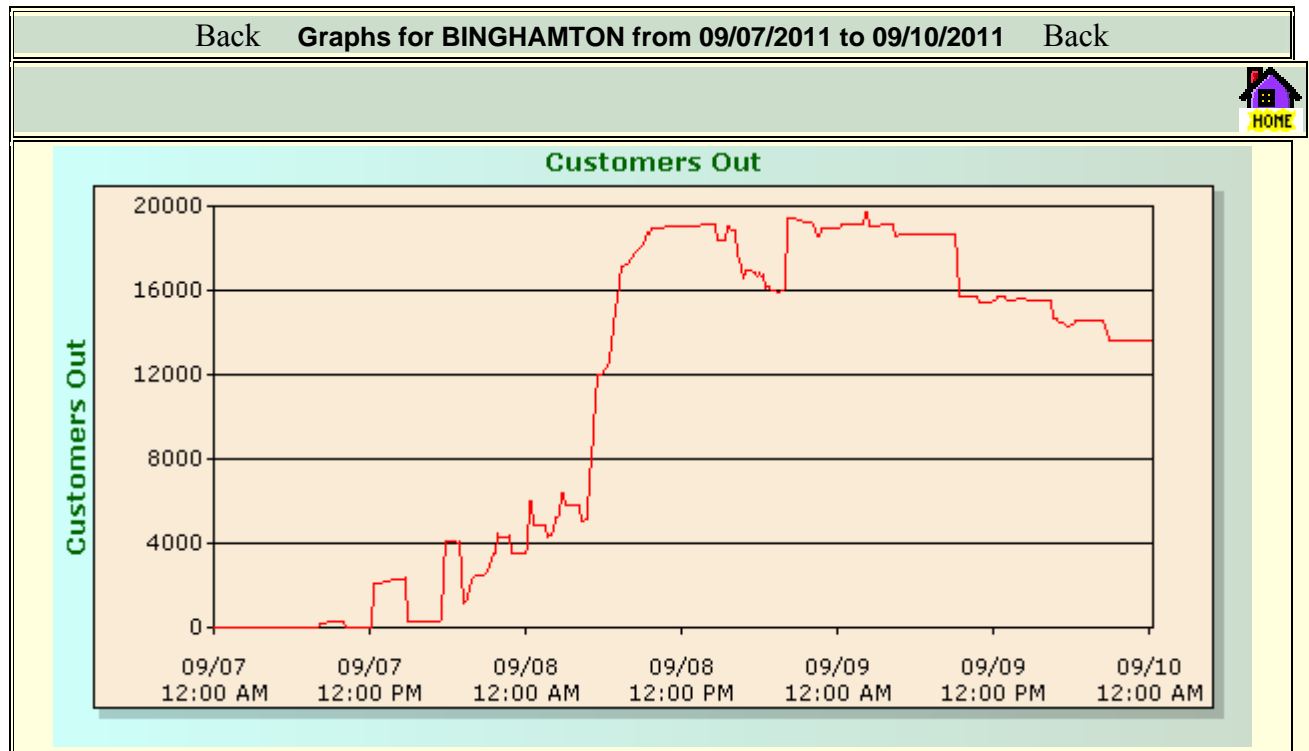
**Table 3.1-3: Summary of Storm Outage Reports Submitted**

<b>Date</b>	<b>Time</b>	<b>Outages Reported</b>	<b>Divisions Reporting</b>
9/08/11	3:00 PM	16,300	Binghamton, Oneonta
9/09/11	7:00 AM	20,045	Binghamton, Oneonta
9/09/11	3:00 PM	17,710	Binghamton, Oneonta
9/10/11	7:00 AM	14,876	Binghamton, Oneonta
9/10/11	3:00 PM	15,465	Binghamton, Oneonta
9/11/11	7:00 AM	13,759	Binghamton, Oneonta
9/11/11	3:00 PM	13,917	Binghamton, Oneonta
9/12/11	7:00 AM	12,508	Binghamton, Oneonta
9/12/11	3:00 PM	9,625	Binghamton, Oneonta
9/13/11	7:00 AM	4,093	Binghamton, Oneonta
9/13/11	3:00 PM	4,526	Binghamton, Oneonta
9/14/11	7:00 AM	2,162	Binghamton,
9/15/11	10:00 AM	886	Binghamton
9/16/11	10:00 AM	363	Binghamton

The following pages include graphs from the Outage Management System (OMS) summarizing customer outages, tables listing substations and circuits impacted; and tables summarizing damage incurred, for the affected areas.

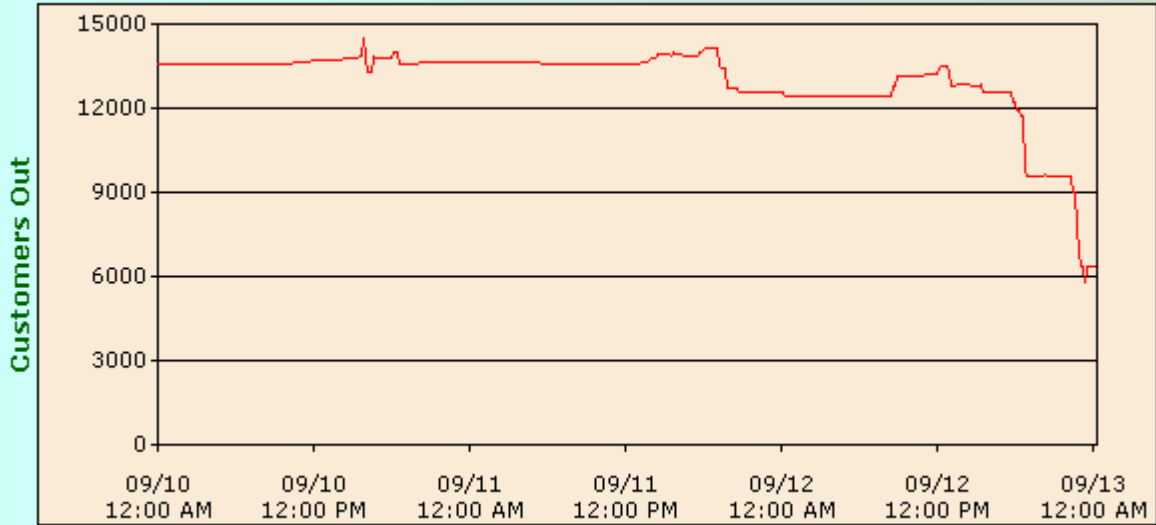
## BINGHAMTON

Customer interruptions began close to 8:00 AM on September 7, 2011 and reached a peak of 19,751 on September 9 at 01:52 AM. The customer outage count graph for the Binghamton service territory shows a general decline following this peak. All Binghamton customers interrupted by the storm event were restored by 7:46 PM on September 16th. Customer outage graphs follow:

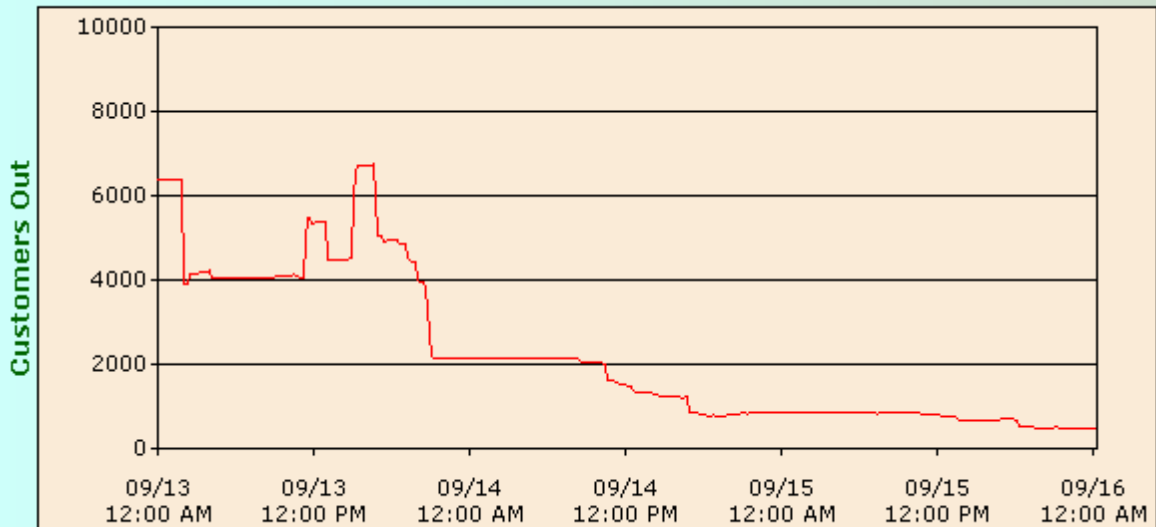


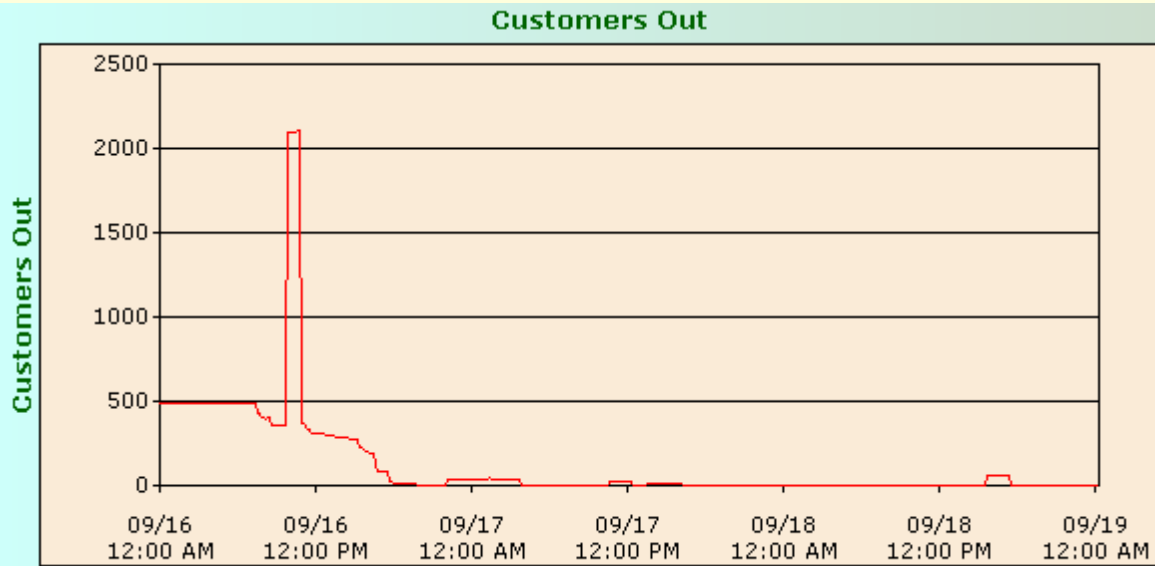


**Customers Out**



**Customers Out**





The following distribution circuits were impacted by flooding in the Binghamton Division:

**Substations/Circuits Impacted – Binghamton Division**

Circuit No.	Circuit/Substation Description	Circuit No.	Circuit/Substation Description
8102901	NYS-AFTON 429	8105201	NYS-KINGSMAN RD 422
8101901	NYS-APALACHIN 176	8102702	NYS-LANGDON 427
8103901	NYS-BERKSHIRE 746	8102703	NYS-LANGDON 608
8108301	NYS-BEVIER ST 664	8102704	NYS-LANGDON 609
8108301	NYS-BEVIER ST 664	8102701	NYS-LANGDON 610
8108301	NYS-BEVIER ST 664	8107901	NYS-LISLE 417
8108301	NYS-BEVIER ST 664	8102801	NYS-LOUNSBERRY 178
8108301	NYS-BEVIER ST 664	8102802	NYS-LOUNSBERRY 179
8102001	NYS-BODLE HILL 645	8105301	NYS-LOURDES 665
8102002	NYS-BODLE HILL 646	8102501	NYS-MAINE 266
8105801	NYS-BODLE HILL TAP 515	8102502	NYS-MAINE 267
8100206	NYS-BURR AVE 612	8102503	NYS-MAINE 268
8100201	NYS-BURR AVE 708	8103401	NYS-MARATHON 434
8100204	NYS-BURR AVE 711	8105701	NYS-MARTIN HILL 430
8109601	NYS-CANAL ST TAP 513	8104204	NYS-MORNINGSIDE HEIGHTS 458
4301201	NYS-CANDOR 529	8104201	NYS-MORNINGSIDE HEIGHTS 674
4301202	NYS-CANDOR 722	8104202	NYS-MORNINGSIDE HEIGHTS 675
4305101	NYS-CASS HILL-ITHACA 743	8100101	NYS-MORRIS ST 657
8104101	NYS-CASTLE GARDEN 621	8100102	NYS-MORRIS ST 658
8104102	NYS-CASTLE GARDEN 622	8100103	NYS-MORRIS ST 659
8103002	NYS-CENTER VILLAGE 248	8109806	NYS-NORTH ENDICOTT 361
8101705	NYS-CHENANGO BRIDGE 428	8101501	NYS-NOWLAN RD 226

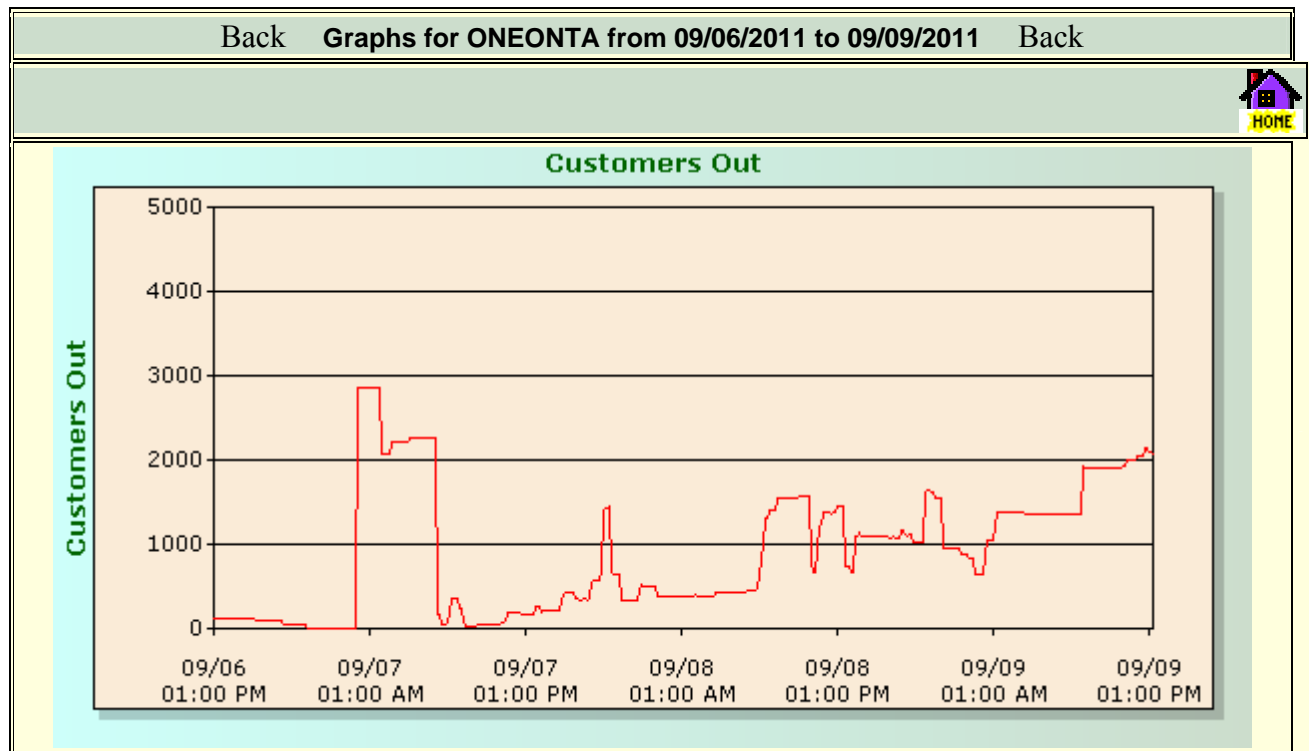
<b>Circuit No.</b>	<b>Circuit/Substation Description</b>	<b>Circuit No.</b>	<b>Circuit/Substation Description</b>
8101701	NYS-CHENANGO BRIDGE 741	8101503	NYS-NOWLAN RD 228
8101702	NYS-CHENANGO BRIDGE 742	8100401	NYS-NOYES ISLAND 101
8103101	NYS-CHENANGO FORKS 206	8100402	NYS-NOYES ISLAND 103
8103203	NYS-CINCINNATUS 761	8100405	NYS-NOYES ISLAND 111
8101801	NYS-CONKLIN 229	8100407	NYS-NOYES ISLAND 121
8101803	NYS-CONKLIN 263	8100417	NYS-NOYES ISLAND 277
8100903	NYS-ENDICOTT CLARK ST 629	8100418	NYS-NOYES ISLAND 278
8100902	NYS-ENDICOTT CLARK ST 734	8100400	NYS-NOYES ISLAND NET
8100901	NYS-ENDICOTT CLARK ST 735	8104301	NYS-OAKDALE 625
8101101	NYS-ENDICOTT HILL 181	8104302	NYS-OAKDALE 626
8101102	NYS-ENDICOTT HILL 183	8104303	NYS-OAKDALE 627
8101001	NYS-ENDICOTT RAILWAY 187	8104304	NYS-OAKDALE 628
8102401	NYS-FLEMINGVILLE 173	8107601	NYS-OUAQUAGA EAST 430
8105001	NYS-FULLER HOLLOW 615	8102101	NYS-OWEGO 144
8105002	NYS-FULLER HOLLOW 616	8109101	NYS-PENN ELEC-BING 001
8105003	NYS-FULLER HOLLOW 617	8101201	NYS-RANO 693
8102301	NYS-GENEGANTSLET CORNERS 422	8101203	NYS-RANO 718
8104001	NYS-GLEN AUBREY 417	8101204	NYS-RANO 719
8100602	NYS-GLENWOOD 681	8106501	NYS-RICHFORD 524
8100603	NYS-GLENWOOD 682	8108201	NYS-ROUTE 38 513
8100605	NYS-GLENWOOD 684	8104901	NYS-SANATARIA SPRINGS 211
8100607	NYS-GLENWOOD 686	8103501	NYS-SOUTH OTSELIC 427
8100501	NYS-GOUDEY 721	8107402	NYS-SOUTH OWEGO 540
8100502	NYS-GOUDEY 722	8103602	NYS-TARBELL 602
8100503	NYS-GOUDEY 723	8101401	NYS-VESTAL 623
8100504	NYS-GOUDEY 724	8101403	NYS-VESTAL 714
8103301	NYS-GREENE 425	8101402	NYS-VESTAL 715
8103302	NYS-GREENE 607	8103702	NYS-VINCENT CORNERS 269
8108401	NYS-HADCO 515	8107701	NYS-WEST CREEK RD 513
4302501	NYS-HALSEY VALLEY 530	8101301	NYS-WEST UNION 660
8100304	NYS-HARPUR 671	8101302	NYS-WEST UNION 661
8100305	NYS-HARPUR SVC	8102201	NYS-WHIG ST 783
8105501	NYS-HOADLEY HILL 430	8101601	NYS-WHITNEY AVE 651
8100801	NYS-HOOPER RD 701	8101603	NYS-WHITNEY AVE 653
8100802	NYS-HOOPER RD 702	8101604	NYS-WHITNEY AVE 654
8100803	NYS-HOOPER RD 703	8101606	NYS-WHITNEY AVE 656
8100804	NYS-HOOPER RD 704	8102602	NYS-WHITNEY POINT 780
8108001	NYS-INGRAHAM HILL 433	8102604	NYS-WHITNEY POINT 782
8100701	NYS-JARVIS ST 687	8104402	NYS-WILLET 421
8100703	NYS-JARVIS ST 689	8104401	NYS-WILLET 423
8100706	NYS-JARVIS ST 692	8103801	NYS-WINDSOR 757
8104601	NYS-KATTLEVILLE 422	8103803	NYS-WINDSOR 758
8104602	NYS-KATTLEVILLE 426		

The following table summarizes distribution system damage and lists the substations taken offline due to flooding:

Damage	Binghamton Division
Circuits impacted	129
Broken poles	18
Distribution transformers replaced	13
Primary Conductor Reinstalled	16,500 ft.
Substations taken off line due to flooding concerns	Maine, Lounsberry, Castle Gardens, Goudey (115kV), Goudey 34 kV, Owego, Owego Lower, and Sidney Railroad St
Substations taken off line due to transmission / sub-transmission issues	South Owego, Apalachin, Bodle Hill, and Bodle Hill Tap

## ONEONTA

Customer outages started in Oneonta at about 12:00 AM on September 7th and reached a peak of 3,056 on September 9th at 3:58 PM. The customer outage count graphs appear below and illustrate a general decline following the peak. All Oneonta customers interrupted by the storm event were restored by 5:22 PM on September 13, 2011.





The following Oneonta distribution circuits were impacted by Lee:

**Substations/Circuits Impacted – Oneonta Division**

<b>Circuit No.</b>	<b>Circuit/Substation Description</b>	<b>Circuit No.</b>	<b>Circuit/Substation Description</b>
2306435	NYS-ANDES 235	2301358	NYS-MILFORD 258
2306435	NYS-ANDES 235	2301612	NYS-MORRIS 012
2306435	NYS-ANDES 235	2305066	NYS-MORRISVILLE 266
2306435	NYS-ANDES 235	2304112	NYS-NEW BERLIN 012
2307032	NYS-AXTELL RD 032	2304112	NYS-NEW BERLIN 012
2307010	NYS-AXTELL RD 510	2304122	NYS-NEW BERLIN 022
2307010	NYS-AXTELL RD 510	2309751	NYS-NM-WALTON 051
2307010	NYS-AXTELL RD 510	2304232	NYS-ORISKANY FALLS 142
2307011	NYS-AXTELL RD 511	2300512	NYS-OTEGO 012
2300722	NYS-BAINBRIDGE 022	2300522	NYS-OTEGO 022
2300722	NYS-BAINBRIDGE 022	2300522	NYS-OTEGO 022
2300722	NYS-BAINBRIDGE 022	2300520	NYS-OTEGO 200
2300722	NYS-BAINBRIDGE 022	2300520	NYS-OTEGO 200
2300722	NYS-BAINBRIDGE 022	2304312	NYS-OXFORD 012
2304512	NYS-BOUCKVILLE 012	2304312	NYS-OXFORD 012
2304512	NYS-BOUCKVILLE 012	2304312	NYS-OXFORD 012
2300612	NYS-COLLIERS 012	2304322	NYS-OXFORD 022
2300821	NYS-COOPERSTOWN 121	2300303	NYS-PIERCE AVE 203
2307210	NYS-DELHI 210	2300304	NYS-PIERCE AVE 204
2307210	NYS-DELHI 210	2301812	NYS-RICHFIELD SPRINGS 012
2307210	NYS-DELHI 210	2301812	NYS-RICHFIELD SPRINGS 012
2307210	NYS-DELHI 210	2301822	NYS-RICHFIELD SPRINGS 022
2307210	NYS-DELHI 210	2300122	NYS-SAND ST 022
2307211	NYS-DELHI 211	2300122	NYS-SAND ST 022
2307309	NYS-DEPOSIT 109	2307912	NYS-SHANDAKEN 012
2307310	NYS-DEPOSIT 110	2307912	NYS-SHANDAKEN 012
2307412	NYS-DOWNSVILLE 012	2307901	NYS-SHANDAKEN 501
2304725	NYS-EARLVILLE 225	2301022	NYS-SIDNEY-RAILROAD 022
2304725	NYS-EARLVILLE 225	2301032	NYS-SIDNEY-RAILROAD 032
2305515	NYS-EAST NORWICH 515	2301032	NYS-SIDNEY-RAILROAD 032
2305515	NYS-EAST NORWICH 515	2301032	NYS-SIDNEY-RAILROAD 032
2305515	NYS-EAST NORWICH 515	2301032	NYS-SIDNEY-RAILROAD 032
2304812	NYS-EATON 012	2301032	NYS-SIDNEY-RAILROAD 032
2304942	NYS-EDMESTON 220	2302075	NYS-S. COOPERSTOWN 275
2308312	NYS-FINCH HOLLOW 012	2303912	NYS-SOUTH EDMESTON 012
2301212	NYS-GILBERTSVILLE 012	2301970	NYS-SPRINGFIELD CENTER 270
2301212	NYS-GILBERTSVILLE 012	2300912	NYS-UNADILLA 012
2301212	NYS-GILBERTSVILLE 012	2300912	NYS-UNADILLA 012
2301212	NYS-GILBERTSVILLE 012	2300912	NYS-UNADILLA 012
2307645	NYS-GRAND GORGE 245	2305222	NYS-WATERVILLE 022
2307645	NYS-GRAND GORGE 245	2305222	NYS-WATERVILLE 022
2307645	NYS-GRAND GORGE 245	2302124	NYS-WEST DAVENPORT 022
2307646	NYS-GRAND GORGE 246	2308239	NYS-WINDHAM 239

<b>Circuit No.</b>	<b>Circuit/Substation Description</b>	<b>Circuit No.</b>	<b>Circuit/Substation Description</b>
2307646	NYS-GRAND GORGE 246	2308241	NYS-WINDHAM 241
2307647	NYS-GRAND GORGE 247	2305312	NYS-WOODS CORNERS 012
2303012	NYS-GUILDFORD CTR 012	2305312	NYS-WOODS CORNERS 012
2303012	NYS-GUILDFORD CTR 012	2305312	NYS-WOODS CORNERS 012
2301327	NYS-MILFORD 227	2305312	NYS-WOODS CORNERS 012

Distribution damage and impacts included:

<b>Damage</b>	<b>Oneonta Division</b>
Circuits impacted	96
Broken poles	0
Distribution transformers replaced	0
Primary Conductor Reinstalled	0 ft.

NYSEG customers were also impacted by outages on distribution facilities owned, operated and maintained by other utilities. NYSEG coordinated restoration activities with these entities to minimize the impacts of these outages for customers.

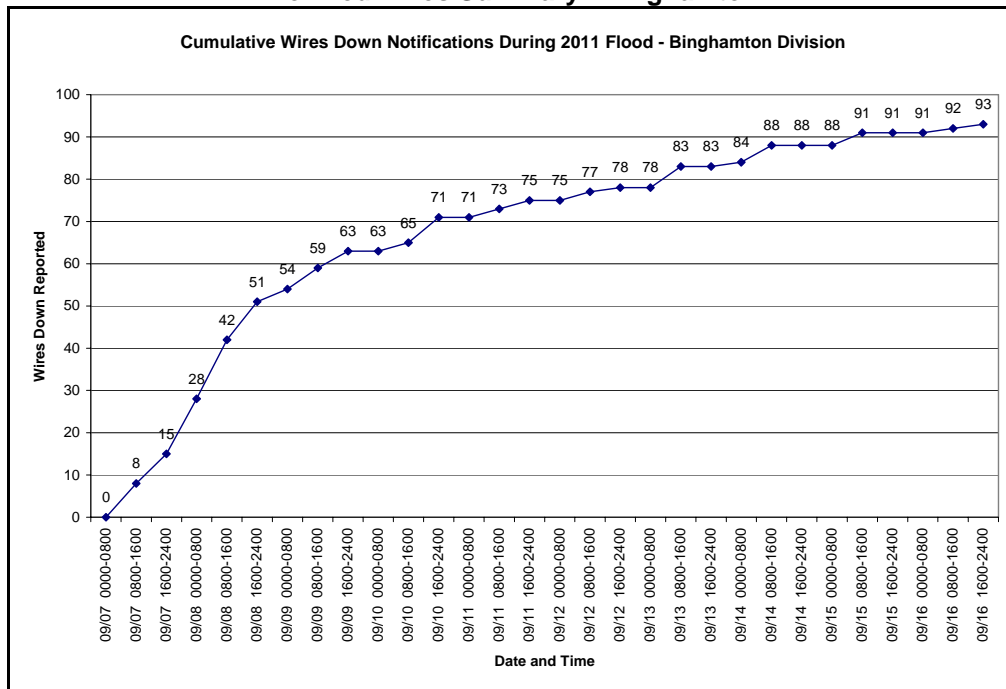
#### **8.4. Wires Down Management**

The wires down management process utilized for Lee was essentially the same process as already described in the Irene section of this report. For Lee the numbers of wires down were significant less than for Irene. PSC Staff has already submitted several questions regarding this process as well. Those questions and the replies are provided in Appendix K. For Lee a total of 131 reports of wires down were noted:

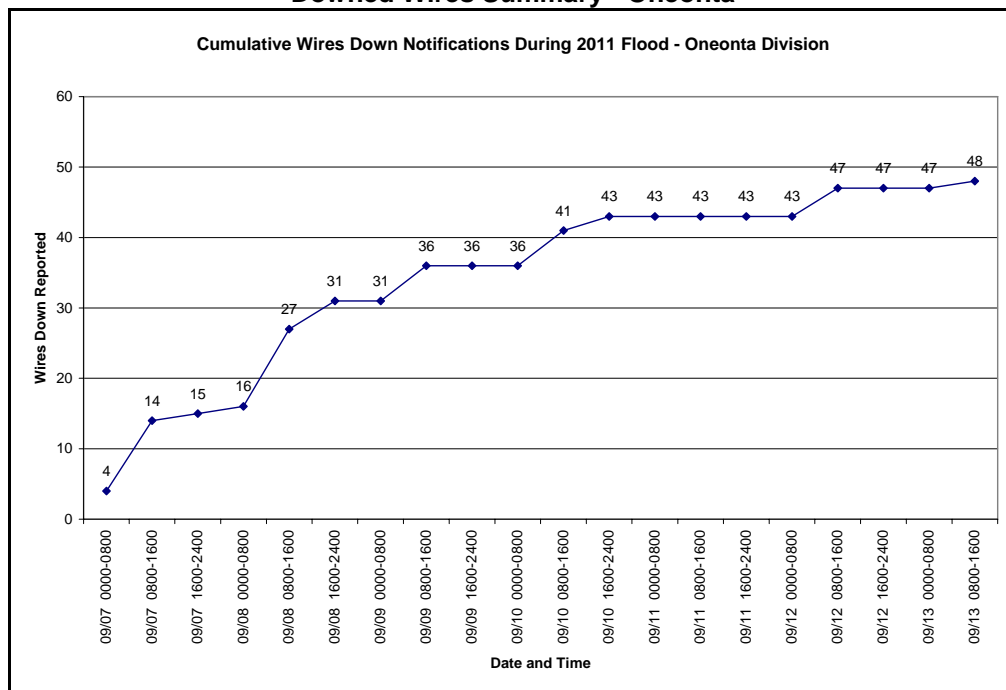
<b>Division</b>	<b>Wires Down Incidents</b>
BINGHAMTON	83
ONEONTA	48
<b>TOTAL</b>	131

A cumulative summary of down wires reports is shown in the following graphs:

## Downed Wires Summary - Binghamton



## Downed Wires Summary - Oneonta



## **8.5. Damage Assessment**

Under NYSEG's ICS organization, the Damage Assessment Coordinator manages the Damage Assessment process as part of the ICS Planning Section.

The procedure for damage assessment during Lee was slightly different than what was described for Irene. In the case of Lee, flooding reached all time record levels throughout the area. Significant areas of the Binghamton and Oneonta divisions were not accessible until flood waters receded. This flooding event was slow to develop and slow to recede as compared to many other types of weather events. Because of this delay, completion of a full damage assessment was delayed. Assessment teams needed to wait until flood waters began to recede. Also, since the waters receded gradually, entry into some areas occurred earlier than for other areas. Therefore, the damage assessment had to be conducted in several phases as entry into the different areas became possible.

NYSEG did augment the damage assessment process through the use of helicopters to conduct aerial assessments. NYSEG had three helicopters at its direction and helped to make observations and collect data for areas that remained inaccessible by ground for some time.

Assessments continued throughout the restoration effort and were always able to stay ahead of the electric crews restoration work plan.

## **8.6. Priorities For Response**

Restoration priorities for Lee were based on the policies documented in the NYSEG/RGE Electric Utility Emergency Plan. The philosophies followed for Lee were essentially the same as those already discussed for Irene.

## **8.7. Development of Estimated Time of Restoration**

In general, the ETR philosophies described in the Irene section of this report also applied to the Lee event. NYSEG's process of establishing ETR's depends upon an assessment of the damage. As explained in Section 8.5, the damage assessment took longer than usual because of the relatively slow rate at which flood waters receded.

The first ETR's were established for the Oneonta division on the morning of September 9<sup>th</sup>. Additional ETR's were provided at later times as assessments could be conducted. The reported ETR's are shown below:

**Table 8.7.1**  
**Global/Regional ETRS as Reported to PSC**

<b>Date and Time</b>	<b>Binghamton</b>	<b>Oneonta</b>
09/08 3:00 PM	Flooding	Flooding
09/09 7:00 AM	Flooding Continues	Estimate all but 430 customers by 9/9/11 6:00 PM
09/09 3:00 PM	Flooding Continues	New Damage, No ETR possible
09/10 7:00 AM	Flooding Continues	Flooding Continues
09/10 3:00 PM	Assessing	Assessing
09/11 7:00 AM	Assessing	All but 119 Outages Restored
09/11 3:00 PM	Assessing	All but 60 Outages Restored
09/12 7:00 AM	Assessing	All but 37 Outages Restored
09/12 3:00 PM	Assessing	All but 26 Outages Restored
09/13 7:00 AM	90% by 9/17	All but 26 Outages Restored
09/13 3:00 PM	90% by 9/17	All but 26 Outages Restored
09/14 7:00 AM	90% by 9/17	All Outages Restored
09/15 10:00 AM	90% by 9/17	All Outages Restored
09/16 10:00 AM	Restoration Activity Continues	All Outages Restored

## 8.8. Resource Utilization

Binghamton and Oneonta personnel were fully engaged with both electric and gas personnel active in the restoration. Additional resources were brought in from other NYSEG and RG&E areas to support both the electric and gas efforts. In addition, mutual aid from other gas companies was brought in to further support the gas restoration effort.

The following tables show the staffing levels as reported during the event and the peak staffing levels for both Binghamton and Oneonta:

**Table 8.8.1**  
**Summary of Personnel (Individuals)**

<b>PSC Report:</b>	<b>9/8/11 – 3 PM</b>	<b>9/9/11 - 7AM</b>	<b>9/9/11-3 PM</b>	<b>9/10/11 – 7AM</b>
	134	514	514	629
<b>PSC Report:</b>	<b>9/10/11-3 PM</b>	<b>9/11/11-7AM</b>	<b>9/11/11-3 PM</b>	<b>9/12/11-7AM</b>
	629	629	629	801
<b>PSC Report:</b>	<b>9/12/11-3 PM</b>	<b>9/13/11-7 AM</b>	<b>9/13/11-3 PM</b>	<b>9/14/11-7AM</b>
	801	855	855	907
<b>PSC Report:</b>	<b>9/15/11-10 AM</b>	<b>9/16/11-10 AM</b>		
	917	877		

**Table 8.8.2**  
**Peak Storm Resources by Division**

<b>Division</b>	<b>Gas Resources</b>	<b>Electric Resources</b>	<b>Combined Resources</b>	<b>Total</b>
Binghamton	275	391	150	<b>816</b>
Oneonta	17	54	30	<b>101</b>
<b>Total:</b>	<b>292</b> (1)	<b>445</b> (1)	<b>180</b> (1)	<b>917</b> (1)

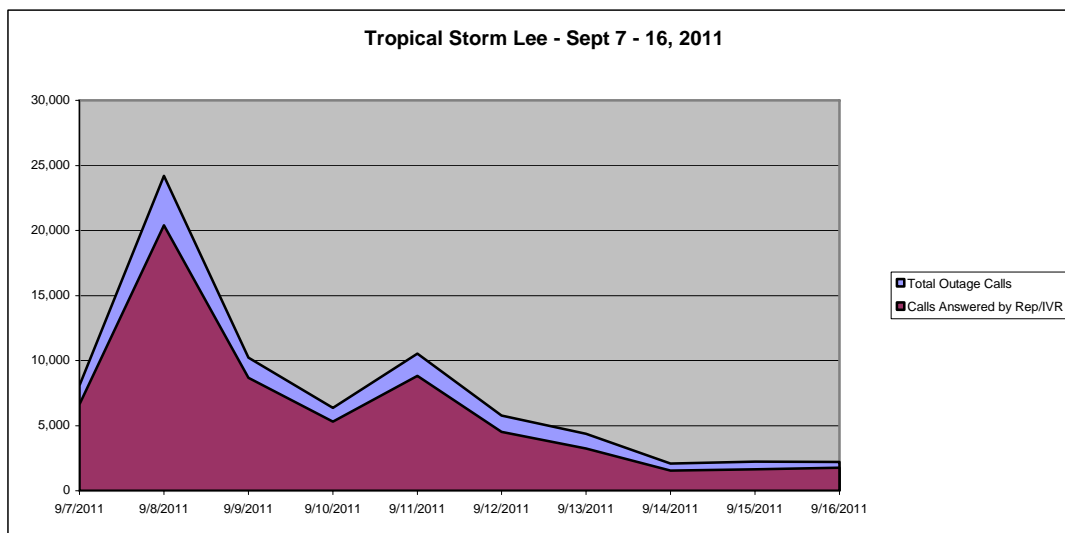
The classifications of additional gas resources brought in included: gas fitters, gas field planners, gas clerks, engineering support, stores personnel, meter technicians meter reader-collectors, ICS support, and other classifications. Gas mutual aid was obtained from National Grid, National Fuel, Central Hudson, Consolidated Edison, and other sources. Resources brought in from other NYSEG and RG&E areas to support electric restoration included line crews, substation personnel (UC&M), field planners, engineering support, ICS-support, and other classifications.

## 9. LEE CUSTOMER SERVICE

NYSEG provided various services to customers throughout this storm. A summary of our Customer Relations Center (“CRC”), special needs contacts, and media releases is provided in this section.

### 9.1. Customer Relations Center

The NYSEG CRC began responding to customer calls regarding outages and flooded basements on September 7, 2011. Staffing was available on a 24 x 7 basis to respond to customer inquiries through September 19, 2011. Starting September 19, the CRC continued to staff from 7 am to at least 10 pm through October 14, as customers continue to call to have services reconnected after repairs have been made by electricians, heating specialists, etc. The Interactive Voice Response (IVR) system and CRC handled over 134,000 calls during this time period with an average resolution of 83% in the IVR. CRC Representatives spoke with nearly 9,500 customers calling via the electric emergency application during this outage. The call volumes handled by the IVR system and CRC representatives are indicated in the chart below.



## IVR and Customer Relations Center Performance Call Volume Chart

Table 4.1-1 below shows the total call volume received by NYSEG during the storm, and additional information regarding numbers of calls answered by the IVR system and CRC representatives, as well as Service level.

**Table 9.1.1 Call Volume  
Tropical Storm Lee - Sept 7 - 16, 2011**

(a) Date	(b) Total Calls to IVR	(c) Outage Callers to IVR	(d) Total # of Outage Customers satisfied in the IVR	(e) % Outage calls satisfied in IVR	(f) Call Center Call Load (customer service + outage)	(g) Outage Calls Offered to Reps	(h) # outage calls answered by Reps	(i) % outage calls answered by Reps	(j) outage calls ASA (seconds)	(k) outage calls Service Level	(l) Percent of Outage Calls Answered within 90 Sec	(m) Total Outage Calls Answered (IVR + Rep)
Sep 7	16,054	7,081	5,848	83%	7,532	999	775	78%	138	49.4%	96.6%	6,623
Sep 8	29,364	21,727	18,477	85%	6,894	2,467	1,921	78%	113	52.2%	97.6%	20,398
Sep 9	16,281	9,121	7,668	84%	5,234	1,105	1,015	92%	87	56.7%	96.9%	8,683
Sep 10	8,874	5,543	4,538	82%	2,545	832	763	92%	101	48.1%	94.7%	5,301
Sep 11	11,626	9,010	7,606	84%	2,620	1,541	1,212	79%	133	52.3%	96.2%	8,818
Sep 12	14,861	4,776	3,745	78%	7,348	1,009	784	78%	325	26.9%	89.7%	4,529
Sep 13	10,719	3,104	2,379	77%	6,132	1,266	861	68%	453	20.9%	84.1%	3,240
Sep 14	8,618	1,092	787	72%	5,387	1,008	769	76%	349	25.5%	68.3%	1,556
Sep 15	9,231	1,273	918	72%	5,465	961	722	75%	357	20.0%	70.1%	1,640
Sep 16	8,607	1,378	1,094	79%	5,142	828	666	80%	251	28.6%	71.8%	1,760
<b>Total/AVG</b>	<b>134,235</b>	<b>64,105</b>	<b>53,060</b>	<b>83%</b>	<b>54,299</b>	<b>12,016</b>	<b>9,488</b>	<b>79%</b>	<b>231</b>	<b>38.0%</b>	<b>93.5%</b>	<b>62,548</b>

### Outage Supervision

A schedule is established in advance of any new year for supervisors to rotate responsibility each week for managing any nightly or weekend callouts. They are on call 24 x 7 for their assigned weeks. In advance of any predicted major storm or upon the start of an unexpected event, the CRC supervisors meet to establish a proactive schedule to provide 24 x 7 coverage for the duration of the event in 8 hour shifts. Generally, for hours that the CRC is not normally open (nights/weekends), 2 supervisors are scheduled during days and evenings and one supervisor is scheduled for the overnights (11 pm – 7 am). Depending on level of storm and amount of customer calls more supervisors may be added.

### Outage Representative Staffing

During weekdays, phone rep staffing can be supplemented with representatives from our off-phone (back office) groups. Groups of reps can be used to manage call spikes or more sustained call volumes as needed. For after-hours events, a callout list is maintained for all representatives which is used to callout for any emergency support needed. Any weekday evening that weather is predicted, pagers are handed out to volunteers who agree to respond

quickly to any callout for call takers. Every weekend, pagers are assigned to volunteers who agree to respond quickly to any callout for call takers. For major events, once the pagers are exhausted, callouts are done from the callout list by the supervisor(s) on duty. Decisions on numbers of representatives needed are made between the CRC Manager and on-duty supervisors. A number of factors can influence the number of representatives needed. These factors include: how many customers are affected, the expected restoration times, how cold it is outside, how long customers have been without power, etc. Unexpected events such as additional weather, flooding causing additional outages, etc. can result in changes to staffing levels. Generally, the CRC receives more calls during the day and early evening. As the night progresses, less customers typically call as they have already made their plans for the evening. Overnight, fewer customers tend to call. Staffing levels for the May outage were as follows:

**Tropical Storm Lee - September 7 - 16, 2011**

Date	7 am to 7 pm	7 pm - 8:30 pm	8:30 pm to 11 pm	11 pm to 7 am
9/7	85 Phone Reps plus additional support from our Back office Reps (up to 52) periodically during the day	13	13	8
9/8	70* Phone Reps plus additional support from our Back office Reps (up to 40) periodically during the day*	13	13	4
9/9	85 Phone Reps plus additional support from our Back office Reps (up to 52) periodically during the day	9	9	4
9/10	9	9	7	6
9/11	13	13	9	5
9/12	85 Phone Reps plus additional support from our Back office Reps (up to 52) periodically during the day	13	13	4
9/13	85 Phone Reps plus additional support from our Back office Reps (up to 52) periodically during the day	11	11	4
9/14	85 Phone Reps plus additional support from our Back office Reps (up to 52) periodically during the day	13	13	3
9/15	85 Phone Reps plus additional support from our Back office Reps (up to 52) periodically during the day	13	13	2
9/16	85 Phone Reps plus additional support from our Back office Reps (up to 52) periodically during the day	10	6	2

\* Some persons could not report to work due to flooded roads, etc.

### **Interactive Voice Response (IVR) System**

The CRC is continually updating customer phone numbers, both during outage events and general customer calls in part so that the IVR system can identify customers calling in during an outage, without the customer entering any additional information. If the Company has the customer's phone number on record (home, business, cell, etc), the IVR system will proactively identify a customer calling in and provide them information about their individual outage, including estimated restoration time, once the outage is identified. If the customer is calling in at the very start of an outage, the outage identified may not have been identified, but will offer the customer the option to enter a trouble ticket and/or speak with a CRC representative.

The CRC works closely with Corporate Communications and the Divisions to provide accurate, up to the minute information to our customers and the representatives. The CRC, through an upfront messaging application tied to the IVR system, has the ability to provide upfront messaging to customers. This information can be customized for customers within a particular NYSEG Division. Different messages for any Division affected by an outage can be entered into this upfront application. Within the first hours of the storm, the CRC will provide upfront message(s) on the cause of the outage (weather, etc), and encourage the customer to enter a trouble ticket and then call back later to obtain an estimated restoration time. Once estimated restoration times have been established customers will hear that information, as well any other pertinent information for their area. For the September 7 – 16 outage, the CRC maintained this approach. Upfront messages were initially entered, encouraging customers to utilize our automated system to enter a trouble ticket and to call back later to obtain an estimated restoration time. As soon as estimated restoration times were established, the CRC provided information on restoration efforts ("We have called in additional crews and working diligently to restore power as quickly as possible.").

### **Updates to Representatives**

Information was provided throughout the outage to our CRC representatives using our internal bulletin board – Centerline News. Representatives also utilized information on nyseg.com to assist customers with their inquiries. Information posted included: outage status as provided by the local Divisions, all press releases, advocate contact information, dry ice and bottled water locations and shelters.

### **Updates to the Department of Public Service Consumer Services**

The Manager – Customer Relations Center provided updates twice daily (or more) by email on outage and restoration status and information on our Life Support Equipment ("LSE") customers.

### **NYSEG.com Outage Central**

The Outage Central link on "NYSEG.com" provides customers and others with available information about outages in their area. Customers can enter their phone number, account number or login using their NYSEG login information (optional) to:

- Report an outage;
- Report a streetlight that is out, always on, or flickering;

- Check for electricity interruptions in their area or anywhere in our service area, see numbers of customers out for an area;
- Check for the most recent information to the media regarding service interruptions;
- Access information about dry ice and bottled water;
- Shelter locations
- View pictures of impacted areas; and
- Access links to information on generator safety, storm preparation and emergency contacts.

Customers find this site helpful when they have power at their location (work, home, etc), but are trying to find out information about a location without power (their business, home, relatives, etc).

Town officials, media and others can find out information on what areas in their townships are currently without power. In addition, they can enter outage reports, obtain storm preparedness tips and read the latest press releases. Townships have also found this site very helpful to report streetlights out on a routine basis.

## **9.2. Customer Appeals NYSEG and RGE**

The Customer Appeals department is staffed Monday through Friday, 8 am to 4:30 pm. The Customer Appeals department handles some escalated customer calls and interfaces on a daily basis with the Public Service Commission. During this outage, they were available to answer customer concerns.

For the period September 7, 2011 – September 16, 2011, NYSEG received six PSC inquiry cases regarding storm related outages. Zero complaints were received. All PSC contact cases were received by the group and handled in a timely manner. In all cases, the customer was called to discuss their individual concern. Each customer received outage updates and was provided with the Appeals Analyst name and phone number should there be a need for further communication.

## **9.3. LSE Customers**

In the event of a predicted major storm based on forecasts provided by Atmos Forecasting, outbound calls will be made to life support customers deemed to be in the path of the storm. The purpose of the call will be to advise the customer of the potential for a storm related outage and to encourage the customer to keep up to date on their local weather forecast. Outbound ‘pre storm’ calls may be handed by internal staff or via a recorded call. For the flood activity which occurred September 7, 2011 – September 16, 2011, pre storm calls were *not* made to Life Support Customers. Forecasts provided gave an indication of the possibility of rain; however the full impact of the amount of rain was not predicted.

NYSEG regularly communicates with customers whose accounts are coded indicating life support equipment is in use in the home which is affected by loss of electric service. This philosophy was followed during the September 7, 2011 – September 16, 2011, flood event and restoration. Contact details are detailed in the graphs below.

Storm Metrics:

- % of LSE customers in affected areas contacted or referred to police within 12 hours of the start of the event (NYSEG):
  - Contact attempts were extremely challenging in the first few hours of the flood event due to mandatory evacuations for majority of impacted areas as well as impassable roads.
- % of LSE customers in affected areas contacted within 24 hours of the start of the event (NYSEG):
  - 93%

**Table 9.3.1 Life Support Customer Summary**

Life Support customers out by division for storm period of September 7, 2011 – September 16, 2011:

Thursday September 8, 2011:

NYSEG LSE 9.8.11 1230	
Count of Cont. Acct	
RegionName	Total
Binghamton	69
Elmira	1
Oneonta	2
Grand Total	72

Contact activity Thursday 9.8.11	
Restored	19
Left Message	13
No Answer	12
No Contact	6
Has back up	5
Answ machine	4
Deceased	4
Family member reached	2
Has Back Up - generator	2
Generator	1
Never Lost Power	1
No assistance required	1
Reached emergency contact	1
Relocated	1
<b>Total:</b>	<b>72</b>

Friday September 9, 2011:

<b>NYSEG LSE 9.9.11 0800</b>	
Count of Cont. Acct	
RegionName	Total
Binghamton	56
Oneonta	8
Grand Total	64

<b>NYSEG LSE 9.9.11 1630</b>	
Count of Cont. Acct	
RegionName	Total
Binghamton	42
Oneonta	8
Grand Total	50

<b>Contact activity Friday 9.9.11</b>	
FIELD VISIT	15
Relocated	12
Has back up	8
Restored	5
Back up	2
Generator	2
Never lost power	2
Deceased	1
Evacuated	1
Family member reached	1
Left Message	1
Line busy	1
LSE patient deceased	1
No assistance needed	1
No call attempted	1
No contact	1
No longer LSE	1
Reached Emergency Contact	1
<b>Total: 57</b>	

Saturday September 10, 2011:

<b>NYSEG LSE 9.10.11 0700</b>	
Count of Cont. Acct	
RegionName	Total
Binghamton	31
Oneonta	7
Grand Total	38

**Contact activity Saturday 9.10.11**

Relocated	16
has back up	8
Restored	6
Field visit - Restored	3
Generator	3
Confirmation restoration call - did not reach. Previously relocated	2
Field visit - Relocated	2
Field Visit - via Sherriff Dept	2
Never Lost Power	2
Answering Machine	1
Field visit - Has back up	1
No Longer LSE	1
<b>Total: 47</b>	

Sunday September 11, 2011:

**NYSEG LSE 09.11.11 0800**

Count of Cont. Acct	
RegionName	Total
Binghamton	32
Grand Total	32

**NYSEG LSE 9.11.11 1800**

Count of Cont. Acct	
RegionName	Total
Binghamton	30
Grand Total	30

**Contact activity Sunday 9.11.11**

Relocated	9
Restored	5
did not reach- previously relocated for duration of outage	5
Confirmation restoration call - did not reach. Previously relocated	2
Generator	2
Has back up	2
confirmation restoration call- did not reach. Previously relocated	1
did not reach / previous field visit- has back up	1
did not reach- previously relocated	1
Field visit - confirmed restored	1
Left message - previously relocated	1
Left message / previous contact - had back up	1
No contact - previous contact had generator	1
No contact - previous field visit via sheriffs dept	1
No contact / previous contact, has back up	1
Previous field visit - relocated (per Sheriff dept)	1

**Total: 35**

Monday September 12, 2011:

NYSEG LSE 9/12/11 0900		LSE by town		NYSEG LSE 9.12.11 1630	
Count of Cont. Acct		Count of Cont. Acct		Count of Cont. Acct	
RegionName	Total	City	Total	RegionName	Total
Binghamton	32	BINGHAMTON C	2	Binghamton	31
Grand Total	32	JOHNSON CIT V	2	Grand Total	31
		NICHOLS T	3		
		OWEGO T	6		
		OWEGO V	4		
		TIOGA T	4		
		UNION T	3		
		VESTAL T	8		
		Grand Total	32		

LSE by town	
City	Total
BINGHAMTON C	2
CONKLIN T	2
JOHNSON CIT V	2
NICHOLS T	1
OWEGO T	6
OWEGO V	4
TIOGA T	4
UNION T	3
VESTAL T	7
Grand Total	31

Contact activity Monday September 12, 2011	
Restored	13
Relocated	8
Field visit completed - RESTORED	3
Answering machine	3
Relocated to mothers house	2
did not reach- previous contact had back up	1
did not reach- previous field visit- relocated	1
did not reach- previously relocated	1
did not reach- previously relocated for duration of outage	1
Family member reached	1
Field visit completed - House Vacant	1
Field visit completed - Relocated	1
Generator	1
Getting back up	1
Left message	1
LSE deceased	1
Not reached - previously stated relocating	1
<b>Total:</b>	<b>41</b>

Tuesday September 13, 2011:

NYSEG LSE 9.13.11 0900		LSE by town / 9.13.11 0900		NYSEG LSE 9.13.11 1730		LSE by town / 9.13.11 1730	
Count of Cont. Acct		Count of Cont. Acct		Count of Cont. Acct		Count of Cont. Acct	
RegionName	Total	City	Total	RegionName	Total	City	Total
Binghamton	12	BINGHAMTON C	2	Binghamton	14	BINGHAMTON C	1
Grand Total	12	CONKLIN T	2	Grand Total	14	CONKLIN T	4
		JOHNSON CIT V	1			JOHNSON CIT V	1
		OWEGO T	2			NICHOLS T	1
		UNION T	2			OWEGO T	2
		VESTAL T	3			UNION T	2
		Grand Total	12			VESTAL T	3
						Grand Total	14

Contact activity Tuesday September 13, 2011	
Relocated	11
Restored	8
Deceased	1
did not reach- previous contact had back up	1
did not reach- previously relocated	1
Field visit completed - vacant	1
Has back up	1
left msg- previously reached family member	1
no answer- previous field visit- house vacant	1
no answer- previous field visit- relocated	1
<b>Total: 27</b>	

Wednesday September 14, 2011:

NYSEG LSE 9.14.11 0600		LSE by town / 9.14.11 0600	
Count of Cont. Acct		Count of Cont. Acct	
RegionName	Total	City	Total
Binghamton	7	BINGHAMTON C	1
Grand Total	7	CONKLIN T	2
		UNION T	2
		VESTAL T	2
		Grand Total	7

<b>Contact activity Wednesday 9.14.11</b>	
Relocated	12
Restored	2
did not reach- previously relocated	2
Has backup	2
no answer- previous field visit- house vacant	1
no answer- previous field visit- relocated	1
<b>Total:</b>	<b>20</b>

Thursday September 15, 2011:

<b>NYSEG LSE 9.15.11 0815</b>				<b>NYSEG LSE 9.15.11 1700</b>			
<b>LSE by town</b>		<b>LSE by town</b>		<b>LSE by town</b>		<b>LSE by town</b>	
Count of Cont. Acct		Count of Cont. Acct		Count of Cont. Acct		Count of Cont. Acct	
RegionName	Total	City	Total	RegionName	Total	City	Total
Binghamton	6	BINGHAMTON C	1	Binghamton	7	BINGHAMTON C	1
Grand Total	6	CONKLIN T	2	Grand Total	7	CONKLIN T	2
		JOHNSON CIT V	1			JOHNSON CIT V	1
		UNION T	2			UNION T	3
		Grand Total	6			Grand Total	7

<b>Contact activity Thursday 9.15.11</b>	
Relocated	4
no answer- previously relocated	2
Restored	2
Has back up	2
did not reach- previously relocated	1
Hospital	1
left msg- previously relocated for duration of outage	1
no answer- previous field visit- house vacant	1
no answer- previous field visit- relocated	1
Previous field visit - house vacant	1
relocated for duration of outage	1
<b>Total:</b>	<b>17</b>

Friday September 16, 2011:

<b>NYSEG LSE 9.16.11 0730</b>	
Count of Cont. Acct	
RegionName	Total
Binghamton	3
Grand Total	3

<b>LSE by town / 9.16.11 0730</b>	
Count of Cont. Acct	
City	Total
BINGHAMTON C	1
JOHNSON CIT V	2
Grand Total	3

<b>Contact activity Friday 9.16.11</b>	
Relocated	8
Ans Machine - prev contact, relocated	2
has back up	2
referred for 2nd field visit	1
Restored	1

**Total: 14**

The three remaining LSE customer have since relocated to other locations as their previous residences were severely flooded and not habitable.

## **9.4. Critical Care Facilities**

NYSEG and RGE regularly communicate with critical care facilities affected by loss of electric service in storm impacted areas. This philosophy was followed at NYSEG during the September 7 – September 16, 2011 storm and restoration. In each storm the company reaches out and initiates communication with special needs customers as appropriate.

This policy was reviewed in advance of Tropical Storm Lee. NYSEG was in contact with the two major healthcare providers in the Binghamton operating area prior to and during the period their electric service as interrupted.

Several other critical care customers evacuated their facilities prior to the loss of electric power due to flooding.

## **9.5. Community Assistance**

Dry ice and bottled water were distributed to customers in the Binghamton and Oneonta areas from September 8 to September 28. A total of 50,000 ponds of dry ice and 90,000 gallons of bottled water were distributed through the course of storm response.

The availability of the dry ice and bottled water was communicated to customers through press releases, website announcements, CRC representatives, and other avenues. Distribution sites are listed below:

**Table 9.5.1 Dry Ice and Bottled Water Distribution**

<b>Date</b>	<b>Division</b>	<b>Locations</b>
9/8/2011 9/9/2011 9/10/2011 9/11/2011 9/12/2011 9/13/2011	Oneonta	Gilbertsville Fire Dept., Gilbertsville, NY Otego Fire Dept., Otego, NY Sidney High School, Sidney, NY
9/8/2011	Binghamton	Apalachin Fire Dept., Apalachin, NY Bainbridge Fire Dept., Bainbridge, NY Vestal High School, Vestal, NY West Windsor Fire Dept., West Windsor, NY Windsor Fire Dept, Windsor, NY
9/9/2011 9/10/2011	Binghamton	Apalachin Fire Dept., Apalachin, NY Bainbridge Fire Dept., Bainbridge, NY Campville Fire Dept., Endicott, NY Five Mile Point Fire Dept., Kirkwood, NY The Hearth at Castle Gardens, Vestal, NY Highland Park, Endwell, NY Lisle Fire Dept., Lisle, NY Maine Fire Dept., Maine, NY Nichols Fire Dept., Nichols, NY Tioga County Sheriffs Dept., Owego, NY Union Center Fire Station 1, Endicott, NY Vestal High School, Vestal, NY West Windsor Fire Dept., West Windsor, NY Windsor Fire Dept, Windsor, NY
9/11/2011	Binghamton	Apalachin Fire Dept., Apalachin, NY Bainbridge Fire Dept., Bainbridge, NY TeamWorld Warehouse, Conklin, NY Lisle Fire Dept., Lisle, NY Maine Fire Dept., Maine, NY Owego Fire Dept., Owego, NY Union Center Fire Station 1, Endicott, NY Vestal High School, Vestal, NY West Windsor Fire Dept., West Windsor, NY Windsor Fire Dept, Windsor, NY (bottled water only)
9/12/2011	Binghamton	Apalachin Fire Dept., Apalachin, NY Bainbridge Fire Dept., Bainbridge, NY Campville Fire Dept., Endicott, NY Five Mile Point Fire Dept., Kirkwood, NY The Hearth at Castle Gardens, Vestal, NY TeamWorld Warehouse, Conklin, NY Highland Park, Endwell, NY Lisle Fire Dept., Lisle, NY

Date	Division	Locations
		Maine Fire Dept., Maine, NY Nichols Fire Dept., Nichols, NY Owego Fire Dept., Owego, NY Tioga County Sheriffs Dept., Owego, NY Vestal United Methodist Church, Vestal, NY West Windsor Fire Dept., West Windsor, NY Windsor Fire Dept, Windsor, NY (bottled water only)
9/13/2011	Binghamton	Apalachin Fire Dept., Apalachin, NY Bainbridge Fire Dept., Bainbridge, NY Campville Fire Dept., Endicott, NY Five Mile Point Fire Dept., Kirkwood, NY Lisle Fire Dept., Lisle, NY New Hope Presbyterian Church, Vestal, NY Nichols Fire Dept., Nichols, NY Vestal High School, Vestal, NY Vestal United Methodist Church, Vestal, NY West Windsor Fire Dept., West Windsor, NY Windsor Fire Dept, Windsor, NY (bottled water only)
9/14/2011 9/15/2011 9/16/2011 9/17/2011 9/18/2011 9/19/2011 9/20/2011	Oneonta	Gilbertsville Fire Dept., Gilbertsville, NY Sidney Town Hall Civic Ctr., Sidney, NY
9/14/2011	Binghamton	Apalachin Fire Dept., Apalachin, NY Campville Fire Dept., Endicott, NY Conklin Presbyterian Church, Conklin, NY (bottled water only) Five Mile Point Fire Dept., Kirkwood, NY Highland Park, Endwell, NY New Hope Presbyterian Church, Vestal, NY Nichols Fire Dept., Nichols, NY Vestal United Methodist Church, Vestal, NY West Windsor Fire Dept., West Windsor, NY Windsor Fire Dept, Windsor, NY (bottled water only)
9/15/2011	Binghamton	Apalachin Fire Dept., Apalachin, NY Campville Fire Dept., Endicott, NY Conklin Presbyterian Church, Conklin, NY (bottled water only) Five Mile Point Fire Dept., Kirkwood, NY Highland Park, Endwell, NY Nichols Fire Dept., Nichols, NY

Date	Division	Locations
		Vestal United Methodist Church, Vestal, NY Windsor Fire Dept, Windsor, NY (bottled water only)
9/16/2011 9/17/2011  9/18/2011 9/19/2011	Binghamton	Apalachin Fire Dept., Apalachin, NY Campville Fire Dept., Endicott, NY Conklin Presbyterian Church, Conklin, NY (bottled water only) Five Mile Point Fire Dept., Kirkwood, NY Highland Park, Endwell, NY Johnson City Fire Dept., Johnson City, NY (bottled water only) New Hope Presbyterian Church, Vestal, NY Nichols Fire Dept., Nichols, NY Ross Corners Baptist Church, Vestal, NY Vestal United Methodist Church, Vestal, NY Windsor Fire Dept, Windsor, NY (bottled water only)
9/20/2011 9/21/2011 9/22/2011	Binghamton	Conklin Presbyterian Church, Conklin, NY (bottled water only) Highland Park, Endwell, NY HSBC Parking Lot, Johnson City, NY Nichols Elementary School, Nichols, NY New Hope Presbyterian Church, Vestal, NY Open Door Mission, Owego, NY Ross Corners Baptist Church, Vestal, NY Vestal United Methodist Church, Vestal, NY West Corners Fire Dept., West Corners, NY
9/23/2011 9/24/2011 9/25/2011 9/26/2011 9/27/2011 9/28/2011	Oneonta	Gilbertsville Fire Dept., Gilbertsville, NY
9/23/2011 9/24/2011 9/25/2011 9/26/2011 9/27/2011	Binghamton	Conklin Presbyterian Church, Conklin, NY (bottled water only) Highland Park, Endwell, NY Nichols Elementary School, Nichols, NY New Hope Presbyterian Church, Vestal, NY Open Door Mission, Owego, NY Ross Corners Baptist Church, Vestal, NY
9/28/2011	Binghamton	Conklin Presbyterian Church, Conklin, NY Highland Park, Endwell, NY Nichols Elementary School, Nichols, NY New Hope Presbyterian Church, Vestal, NY Open Door Mission, Owego, NY

## 9.6. Public Outreach

For Lee, NYSEG focused public outreach efforts in the Binghamton and Oneonta areas. News releases, municipal calls, and other outreach efforts were maintained during this event. A summary of the public outreach includes:

- A total of 10 news releases to area media outlets, local officials, emergency management offices, selected state elected officials, and the PSC public relations office. This information was also posted to NYSEG's customer website, and was provided to the staff of the Customer Relations Center. Press release schedules are listed in the table below. Text of the press releases is listed in Appendix K.

Date Press Release	Time Press Release	Region Covered Press Release
9/6/11	1 PM	Binghamton and Oneonta
9/7/11	9 AM	Binghamton and Oneonta
9/8/11	3 PM	Binghamton and Oneonta
9/9/11	3 PM	Binghamton and Oneonta
9/10/11	6 PM	Binghamton and Oneonta
9/11/11	5:30 PM	Binghamton and Oneonta
9/12/11	8:30 PM	Binghamton and Oneonta
9/13/11	4 PM	Binghamton and Oneonta
9/14/11	6 PM	Binghamton and Oneonta
9/15/11	8 PM	Binghamton and Oneonta

Other outreach efforts included:

- Regular communication were maintained with the Department of Public Service's Public Affairs Department.
- NYSEG liaisons were assigned to the Broome and Tioga County emergency operations centers. Regular contact was also established with town officials as needed.
- Conference calls were conducted with local and county municipal and emergency management officials in the affected areas provide information regarding safety, restoration progress and planning, outage statistics; estimated time of restoration; dry ice and bottled water locations and other timely information.
- Beginning on September 8th, NYSEG participated in the municipal officials conference calls conducted by the Broome County emergency management director. These calls were held 9:30 AM daily through until September 26<sup>th</sup>. After September 26<sup>th</sup> these calls were scaled back to three times per week and then scheduled on an as-needed basis. NYSEG continues to support this effort and participate on all calls.
- NYSEG participated in 10 town meetings in the towns of Vestal, Union, Conklin, Nichols and Owego; the City of Binghamton; and the Village of Owego.
- NYSEG established regular communications with municipalities, emergency personnel and the American Red Cross to establish emergency shelters.
- Outage information, safety information, and news releases were posted to NYSEG's Outage Central web site.

NYSEG representatives also made numerous proactive media contacts and gave several interviews to communicate public safety reminders, provide updates regarding the extent of damage to our systems, plans and schedules for restoration, and other related issues. Media contacts included:

- An extensive live interview with WCDW Radio (Binghamton) – September 8
- An extensive live interview with WNBF Radio (Binghamton) – September 13
- Made arrangements to meet WBNG-TV reporter at Lounsberry for a story on NYSEG's work to replace a transmission line across the Susquehanna River using a helicopter – September 13
- Participated in WSKG Radio call-in program as part of the area broadcasters' flood relief telethon – September 14

Bob Kump (CEO of Iberdrola USA) and Mark Lynch (president of NYSEG and RG&E) presented donations to both the Broome and Tioga United Way organizations for \$75,000 each to support flood relief. Other employee contributions have been made and employees continue to volunteer their time and effort to help the ongoing re-building efforts.



## **PART 3: CONCLUSION**

### **10. IRENE/LEE: POST STORM ASSESSMENT**

Post storm assessments were completed for both the Irene and Lee events. Comments and suggestions were sought from those individuals directly involved with each event. Those involved in the assessments included, but were not limited to the following areas: all affected Divisions, Executive Management, Safety, Electric Maintenance Engineering – Vegetation Management, Energy Control Center Dispatch, System Operations ECC, Iberdrola USA – Materials Management, Customer Relations Center, Public Affairs, T&D Operations, and T&D Support, and ICS Area Command and Local Incident Commanders.

#### **10.1. Post-Storm Review**

The Irene post storm review meeting took place on September 7, 2011 at the Binghamton Service Center and via conference call. The Lee assessment was conducted online in response to an email issued on September 23, 2011.

For both events, each phase of the response was reviewed including: pre-storm planning, organization and early response, all phases of restoration, and demobilization. All participants were asked to assess the overall storm performance and to specifically identify those aspects that went well and to identify those areas which require further improvement or refinement.

Given that Lee followed Irene by only a few days, the input from both assessments were combined and reviewed as one after-action evaluation.

#### **10.2. Recommendations and Actions**

NYSEG has documented all of the post storm assessment comments received for both the Irene and Lee events. These comments are structured into the following classifications:

- Planning
  - drills
  - ICS
  - procedures
  - resource management
  - Pre-event planning and procedures
- Tactical
  - circuit sweep teams
  - contingency planning
  - damage assessment
- Communications
  - external communications
  - inter-agency coordination
  - internal communications
- Financial
  - cost estimating

- credit card use
  - invoicing
- Other
  - employee needs
  - leadership
  - materials

Some suggestions have already been adopted in areas where it was quick to do so and the benefits were obvious. These changes include:

- Standardized operations call process and procedure
- Implementation of a standardized division damage reporting format/procedure to improve the accuracy of storm reports
- Better coordination for internal reporting required while events are ongoing
- Improved information flow between the damage assessment and planning functions
- Improved resource tracking and communication between EOC and IC-Logistics to support more efficient resource allocation
- Improved information capture for financial reporting estimates
- Streamlined invoice approval process to enhance the timeliness of payments to vendors
- More efficient use of credit cards to provide better cost oversight and control

Some recommendations identify more complex issues and required additional time to evaluate and fully define the benefits and changes required. These include suggestions involving the Planning and Tactical areas mentioned above. These issues were being addressed at the time of the most recent major storm, an early season snow storm, that occurred in late October.

A separate after-action review will be conducted for the October snow storm. The results of all three assessments will be used to address changes to the Planning and Tactical areas above.

## **11. IRENE/LEE IR QUESTIONS AND REPSONSES**

PSC Staff sent NYSEG an Interrogatory Requests (IR'S) (Case 11-E-0481) in an email received from Mr. Bonvin on October 4, 2011. In all, a total of 17 IR's were received each containing multiple questions. A total of 122 questions were contained in these IR's, asking for detailed information about the Irene and Lee events. This IR and NYSEG's response is documented in Appendix K.

## **12. CONCLUDING REMARKS**

Hurricane Irene and Tropical Storm Lee were both events of major and historic proportion. While they have a number of similarities, including the near coincident timing, size and scale, road and infrastructure inaccessibility; they have many differences. While Irene impacted the entire east coast with electrical damage, Lee produced devastating damage to both electricity and natural gas systems in a concentrated area.

Both events impacted the NYSEG service territory as major storms of historic magnitude and required a concentrated and dedicated response from the entire NYSEG and RG&E organization. Employees came together as one team to address the needs and concerns of our customers and provide effective and efficient restoration of service, in some cases working to help others while their own homes were devastated.

Either event by itself would rank as one of the most significant restoration efforts in the history of the NYSEG. Taken together, the scope and scale of this effort is unprecedented. This report captures the statistics and facts surrounding the restoration effort for both events; however, it cannot capture the level of spirit exemplified by the employees, spirit which continues through volunteer efforts to assist people with damaged homes and businesses, fundraisers, clothing and food drives. The lessons learned from these events will serve us well as we plan and prepare for future storms and disasters. NYSEG will continue to work to improve our own internal processes and coordination with other agencies; as its is our goal to support the overall response required to serve our customers and the residents of New York.

**Appendix K.**  
**K. PSC Irene/Lee IR questions and responses**



**Case 11-E-0481**  
**Hurricane Irene and Tropical Storm Lee**  
**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-1

**Directed To:** Jim O'Brien

**Requested By:** Christian Bonvin

**Date of Request:** 10/4/2011

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**SUBJECT: STORM PREPARATIONS - ELECTRIC**

**Storm Preparations**

1. Identify what actions the Company took prior to each storm event to prepare for potential storm related electric outages across its service territory, and by operating division. Base your description on each step defined in your emergency plan.
2. How many Company, contractor, and mutual aid crews did the Company have available for deployment on restoration efforts prior to storm event, across its service territory, and by operating division.
3. Identify all staging areas used by the Company and the type of equipment placed in each area.
4. Did the Company fail to complete any preparations activities prior to the storm event affecting it?
5. Did the Company have sufficient supplies such as poles and transformers prior to the storm event? If not, describe what was brought in to prepare for the storm event.

**Weather Monitoring**

6. Describe weather-monitoring activities conducted by the Company.
7. Managing weather-related electrical power outages hinges on an accurate forecast. Describe how the weather forecasts that were utilized helped or delayed storm preparations.

**Mutual Aid Calls (NYMAG, MAMA, NEMAG, or Others)**

8. Provide a detailed list identifying when external conference calls relating to mutual aid were held and participated in by the Company prior to and throughout the duration of the storm event.
9. Provide a description of what actions, requests, or calls for mutual aid your Company made or responded to.

**Response:**

**Response to Question 1:**

Prior to the Irene and Lee events the company took all actions as defined in the 2011 NYSEG and RG&E Utilities Emergency Plan (Section 4.3); this included:

- o Monitored weather reports and reports of severe pending weather
- o Conducted conference calls with operations staff, executive management, and division personnel
- o Discussed and planned for coverage of key personnel roles
- o Contacted supporting services (lodging, food, fuel, etc.) to insure supply
- o Discussed and planned for the staffing of offices
- o Discussed and planned for the packing, deployment, and staging of resources
- o Actively participating in NYMAG conference calls

**Response to Question 2:**

Prior to Irene NYSEG and RGE had 169 internal crews available for deployment plus an additional 31 contractor crews. For Lee, the companies had the same number of internal crews, a total of approximately 75 contractor crews were available prior to Lee as some Irene cleanup was still ongoing from Irene.

**Response to Question 3:**

Resources were staged for Irene in and around the Brewster, Mechanicville, and Liberty areas. Additional staging was placed into Binghamton to support Liberty due to a lack of available lodging in Liberty. For Lee, Binghamton was the main staging area for this event.

For Irene, line crews, damage assessors, wire guards, substation, and tree crew personnel were all staged prior to the event. For Lee, local line, damage assessment, wire guard, substation, tree, substation, and gas personnel were staged. Additional substation, line, damage assessment, and gas personnel were staged in their home divisions ready for travel once the flood waters receded.

**Response to Question 4:**

For Irene, NYSEG completed all preparation activities prior to this event. Although all preparation activities were followed NYSEG was unable to secure the number of mutual aid crews sought in advance of the storm given the unprecedented demand for line resources from utilities along the Eastern seaboard.

For Lee, all preparations were also completed. Given the localized nature of this event; NYSEG did not experience a problem securing external resources.

**Response to Question 5:**

Yes, sufficient quantities of material were on hand prior to both events.

**Response to Question 6:**

NYSEG and RGE contract with AtmosForecast Consulting Meteorologists for weather forecasting services. Reports are generally provided daily to the company and more frequently as situations warrant.

**Response to Question 7:**

For Irene, weather reports indicated that Brewster and Mechanicville would be impacted by this event as well as possibly the eastern half of the Liberty division. The center track of the hurricane was forecast to be over eastern Long Island. Planning and staging took this forecast into account by staging resources in these areas (40% to Brewster, 40% to Mechanicville, and 20% to Liberty). The actual hurricane path tracked farther to the west with the center passing over New York City. This caused damage in additional areas than previously anticipated. Additional areas impact with damage included all of the Liberty division and significant portions of Oneonta, Binghamton, and Plattsburgh.

In the Lee event, the historic magnitude of this flooding event was not emphasized until the event was ongoing.

**Response to Question 8:**

NYSEG directly participated in all NYMAG conference calls for Irene:

- o 8/25/11 11:00
- o 8/26/11 08:00
- o 8/27/11 08:00
- o 8/28/11 11:30
- o 8/28/11 18:00
- o 8/29/11 11:30
- o 8/29/11 17:00
- o 8/30/11 11:30
- o 8/30/11 17:00
- o 8/31/11 11:30
- o 8/31/11 17:00
- o 9/1/11 11:30
- o 9/1/11 17:00
- o 9/2/11 11:30
- o 9/2/11 17:00
- o 9/3/11 11:30
- o 9/3/11 17:00

There were also mutual aid calls with other groups (NEMAG, MAMA, etc.) that were attended by NYMAG members with the resulting information discussed on the NYMAG calls. NYSEG is only a member of NYMAG and was not invited onto these other calls; therefore we participated in these other calls indirectly through the representation of other NYMAG members.

For Lee, NYSEG contacted various NYMAG members as well as other sources for specific resources. NYSEG did not initiate any NYMAG calls because there was not the need for external electric resources.

**Response to Question 9:**

For Irene, NYSEG and RGE did not provide mutual aid to any other organization for either of these events except in the form of dry ice and other materials.

NYSEG made numerous calls to utilities, contractors, and agencies in order to secure additional resources for this event. In addition to representation through the mutual aid agencies, NYSEG also made individual contact with EEI member utilities, Canadian utilities, contractors, municipalities, and other agencies regarding resources. Contacts began prior to the event and multiple contacts continued throughout the course of the event.

For Lee, the situation was the same as for Irene except that the specific companies contacted for assistance were different in some cases and included contact for natural gas mutual aid as well. Also, there was no need to share dry ice with any other utilities for this event.

**Case 11-E-0481**  
**Hurricane Irene and Tropical Storm Lee**  
**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-2

**Directed To:** Jim O'Brien

**Requested By:** Christian Bonvin

**Date of Request:** 10/4/2011

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**SUBJECT: DAMAGE ASSESSMENT - ELECTRIC**

1. Describe the role, responsibilities and function of a qualified damage assessor in the Company.
2. Describe the Company's normal approach to damage assessment including staffing levels, priorities, and data collection process.
3. Describe in detail how the Company performed its damage assessment during this storm event, including information on how it selected and prioritized which areas to survey.
4. Did the Company do any aerial patrols of the affected areas during the storm event? If so, when and where were the patrols done? What was the outcome/determination after the patrols? If not, why?
5. Do damage assessors use GPS units? How many hand-held GPS units are available to damage assessors Companywide and by operating division?
6. Given the circumstances, what additional steps were taken to ensure surveys were performed efficiently?
7. Were any additional damage assessors brought in during this storm event? If so, how many, where, and how did the Company obtain these resources?
8. Explain any difficulties or delays encountered when performing damage assessment. What did the Company do to work around these issues?

9. Provide the base working hours or shifts worked during the restoration. Include a breakdown of staffing levels during daytime and overnight shifts.
10. Provide in table form the number of damage assessors working each day by shifts throughout the duration of the restoration period. Break the information down by operating division and indicate why, where, and when additional damage assessors were required.

**Response:**

**Response to Question 1:**

Damage assessors are responsible and capable of conducting damage assessment as outlined in Section 5.1.2 of the NYSEG and RGE Utilities Emergency Plan which is filed annually with the PSC. Please refer to this plan for more detail.

**Response to Question 2:**

Please refer to Section 5.1 of the NYSEG and RGE Utilities Emergency Plan for a discussion of damage assessment.

**Response to Question 3:**

For Irene, NYSEG was impacted in several divisions and conducted damage assessment surveys for: Binghamton, Brewster, Liberty, Mechanicville, Oneonta, and Plattsburgh. Areas where OMS indicated damage were evaluated; priority for assessment was made based upon customer prioritization (see NYSEG and RGE Utilities Emergency Plan), accessibility, and field reports. It should be noted that all impacted areas were assessed. All handheld units were deployed and used for assessment in the various divisions; supplemental assessments were also conducted using paper in order to expedite collection of data. All assessment was conducted during the daylight hours, generally by teams of two individuals.

For Lee, assessments were conducted in the Binghamton division. Being a flooding event, significant portions of the service area were not accessible until flood waters receded. Therefore assessment was planned and conducted in multiple phases as receding flood waters allowed access to specific areas. Aerial patrols were also conducted repeatedly during this event.

**Response to Question 4:**

For Irene, aerial patrols were conducted in Brewster, Mechanicville, Liberty, Oneonta, Plattsburgh, and Binghamton Divisions to identify both Transmission structure and vegetation-related issues as a result of hurricane damage. During Lee, aerial patrols performed the same function and were also used to gather photographic imagery in order to delineate the flood damage areas in Binghamton and Oneonta at various times during the event.

Aerial patrols were conducted on the following dates:

8/29/11	Plattsburgh/Brewster/Oneonta
8/30/11	Plattsburgh/Mechanicville/Binghamton/Brewster
8/31/11	Liberty
9/2/11	Oneonta
9/3/11	Oneonta
9/4/11	Oneonta
9/8/11	Binghamton
9/9/11	Binghamton
9/10/11	Binghamton/Oneonta
9/11/11	Binghamton/Oneonta
9/12/11	Binghamton
9/13/11	Binghamton/Brewster
9/14/11	Brewster/Oneonta
9/15/11	Binghamton
9/16/11	Binghamton
9/17/11	Binghamton
9/19/11	Oneonta
9/21/11	Plattsburgh
9/22/11	Plattsburgh
9/23/11	Plattsburgh

**Response to Question 5:**

Handheld damage assessment units are used by damage assessors during storm events. A listing of available units and normal non-storm locations follow; not that all units were staged in suspected affected areas prior to Irene and Lee:

Damage Assessment Units	
Division	Number of Units
Auburn	6
Binghamton	6
Brewster	6
Elmira	6
Geneva	6
Hornell	6
Ithaca	6
Lancaster	6
Lockport	0
Liberty	6
Mechanicville	7
Oneonta	6
Plattsburgh	6
RGE (All)	12
Corp Office	9
TOTAL	94

**Response to Question 6:**

All normal procedures and practices were followed to support survey activities. In addition: additional helicopter resources were secured to allow for more parallel activity, additional Incident Command staffing was assigned, supporting back-office operations were placed on extended hours, and additional materials and resources were secured to insure operations could be sustained for extended periods of time.

**Response to Question 7:**

For Irene, 88 external damage assessors were secured from contractor companies. These resources were acquired through contractors known to provide these types of resource. No additional external damage assessors were required to support this function during Lee.

**Response to Question 8:**

During Irene, flooding, road closures, mudslides, NYS pre-emptive closures of bridges across the Hudson, tree damage, and other impediments to travel all negatively impacted damage assessment efforts. NYSEG countered these obstacles through cooperation with local and state DOT organizations, collaboration with officials, planning of effective and efficient assessment routes, and other measures.

**Response to Question 9:**

In general a base rotation for all damage assessors was 17 hours on, 7 hours off for both events. The daily start times for individuals varied somewhat due to their specific assignments. Overnight, support personnel would continue processing of assessment information and observations. Staffing levels flexed based upon the event and the requirements for each stage of each event.

**Response to Question 10:**

Damage assessor assignments are provided below:

**Irene:**

Division	Damage Assessors	Date
Binghamton	5	8/29/2011
	8	8/30/2011
	4	8/31/2011
	2	9/1/2011
Brewster	21	8/28/2011
	26	8/29/2011
	54	8/30/2011
	38	8/31/2011
	34	9/3/2011
	34	9/4/2011
Liberty	10	8/28/2011
	10	8/29/2011
	10	8/30/2011
	16	8/31/2011
	16	9/1/2011
Mechanicville	14	8/28/2011
	4	8/29/2011
	4	8/30/2011
Oneonta	12	8/29/2011
	22	8/30/2011
	47	8/31/2011
	50	9/1/2011
Plattsburgh	20	8/29/2011
	20	8/30/2011
	34	8/31/2011
	34	9/1/2011

TS Lee:

Division	Damage Assessors	Date
Binghamton	7	9/8/2011
	25	9/9/2011
	25	9/10/2011
	25	9/11/2011
	25	9/12/2011
	25	9/13/2011
	24	9/14/2011
	17	9/15/2011

**Case 11-E-0481**  
**Hurricane Irene and Tropical Storm Lee**  
**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-3

**Directed To:** Jim O'Brien

**Requested By:** Christian Bonvin

**Date of Request:** 10/4/2011

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**SUBJECT: ELECTRIC WIRES DOWN**

1. Describe the Company's approach to the management of wires down, including the roles, responsibilities, and function of personnel.
2. How does the Company determine the staffing level needed to respond to down lines? Was any staffing level determination made prior to the storm? If so, identify the staffing level at each location.
3. Were additional staffing resources used for managing down wires? If so, how were additional staffing resources obtained?
4. How was wire guard staffing deployed and what was the basis for this determination?
5. Provide the total number of trained wire guards available for deployment companywide and by operating division.
6. Provide a table indicating the number of wires down management personnel working on each day (by shifts) throughout the duration of this storm event. Break down this information by division.
7. Indicate the number of reports of wires down on a companywide and division basis for each day of the restoration.
8. How does the Company record the initial response time and the time required to make the area safe?

**Response:**

**Response to Question 1:**

Please refer to Appendix E of the NYSEG RGE Utilities Emergency Plan for a discussion of the Company's approach to the management of wires down. This plan is updated and filed annually with the PSC.

**Response to Question 2:**

Prior to the Irene event a total of 79 external Wire Guards were staged for impacted areas (30-Brewster, 30-Mechanicville, and 19-Liberty); this does not include the number of local personnel used as Wire Guards. Please refer to Appendix E of the NYSEG RGE Utilities Emergency Plan for a discussion of the Company's approach to staffing.

For Lee, no external wire guards were required.

**Response to Question 3:**

A total of over 200 personnel were used in the wire guard function during the Irene event. For Lee, there was not a significant number of downed wires; in those areas where there were wires down supply had previously been interrupted. Assigned crews were able to address wires down as they performed restoration.

**Response to Question 4:**

Wire guards were assigned and deployed as necessary per the damage observed and reported during the event.

**Response to Question 5:**

The number of trained wire guards for NYSEG and RGE include:

**Trained Wire Guards**

<b>Company - Division</b>	<b>Wire Guards</b>
NYSEG - Auburn	46
NYSEG - Binghamton	56
NYSEG - Brewster	17
NYSEG - Elmira	35

NYSEG - Geneva	53
NYSEG - Hornell	18
NYSEG - Ithaca	52
NYSEG - Lancaster	18
NYSEG - Lockport	9
NYSEG - Liberty	14
NYSEG - Mechanicville	23
NYSEG - Oneonta	26
NYSEG - Plattsburgh	23
RGE - Canandaigua	0
RGE - Fillmore	0
RGE - Rochester	117
RGE - Sodus	0
<b>TOTAL</b>	<b>507</b>

**Response to Question 6:**

Wire guard resources activated for these events included:

Hurricane Irene

WIRE GUARD RESOURCES

DIVISION	DATE 8/28/2011	DATE 8/29/2011	DATE 8/30/2011	DATE 8/31/2011	DATE 9/1/2011
PLATTSBURGH (TOTAL)	0	12	36	36	0
ONEONTA (TOTAL)	19	22	30	30	22
MECHANICVILLE (TOTAL)	37	6	0	0	0
BREWSTER (TOTAL)	28	?	38	73	0

LIBERTY (TOTAL)	20	20	20	20	14
BINGHAMTON (TOTAL)	17	15	0	0	0

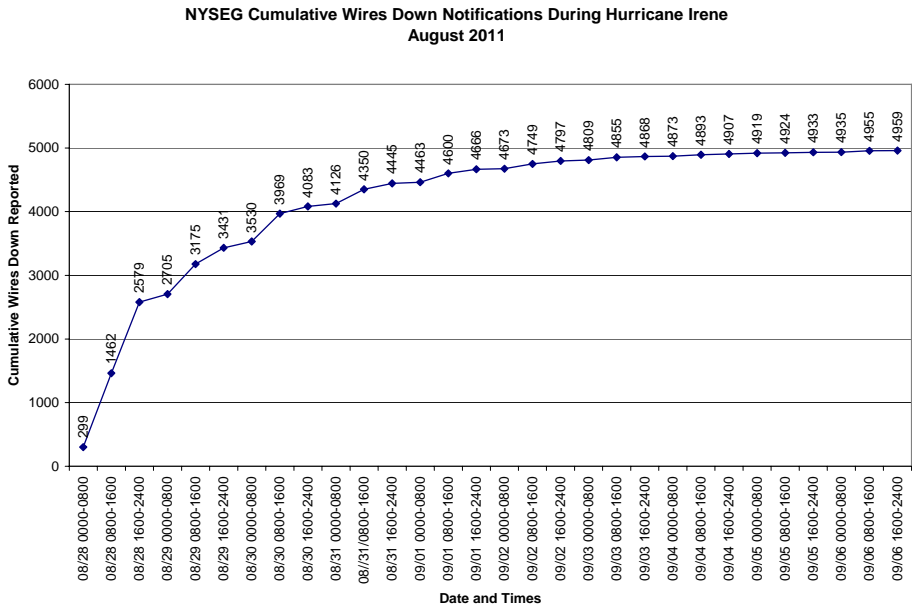
Lee:

All incidents were covered as explained in the response to Question 3 above.

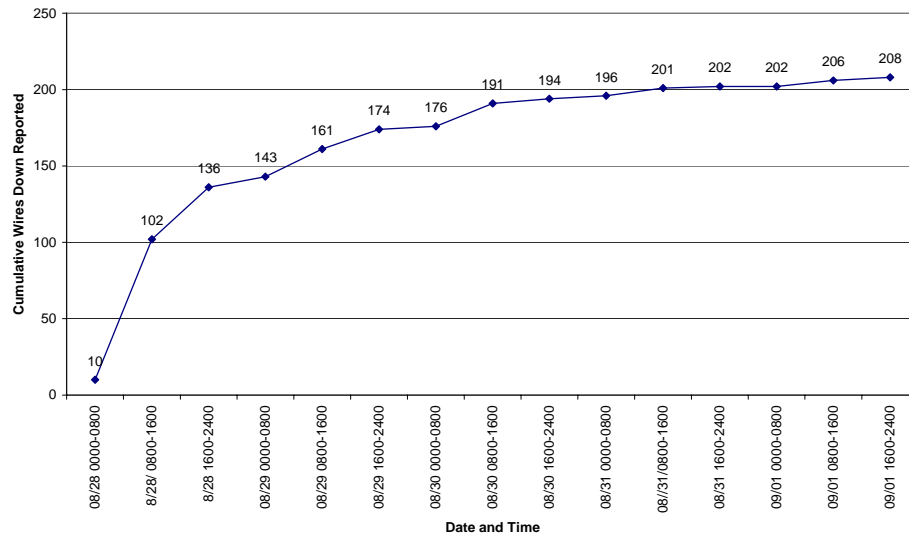
Response to Question 7:

Wire down reports for Irene are provided below:

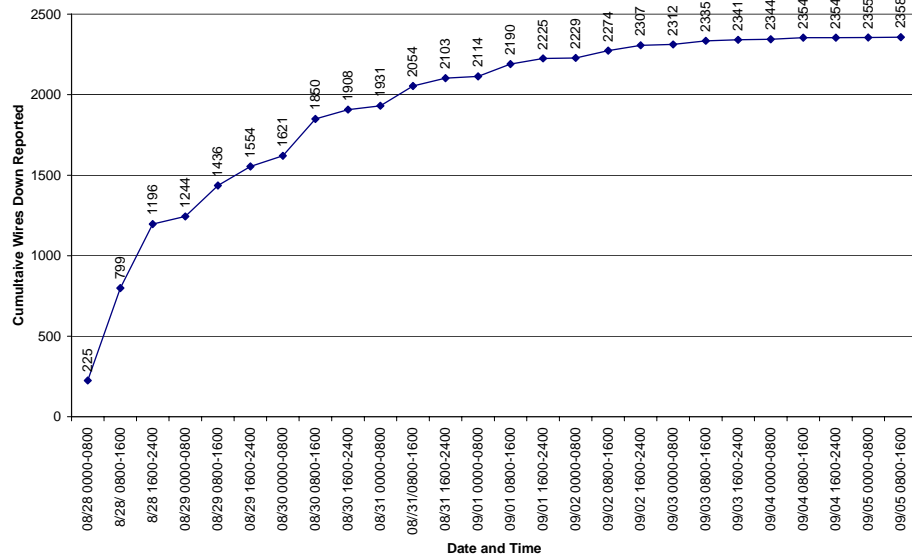
Hurricane Irene:



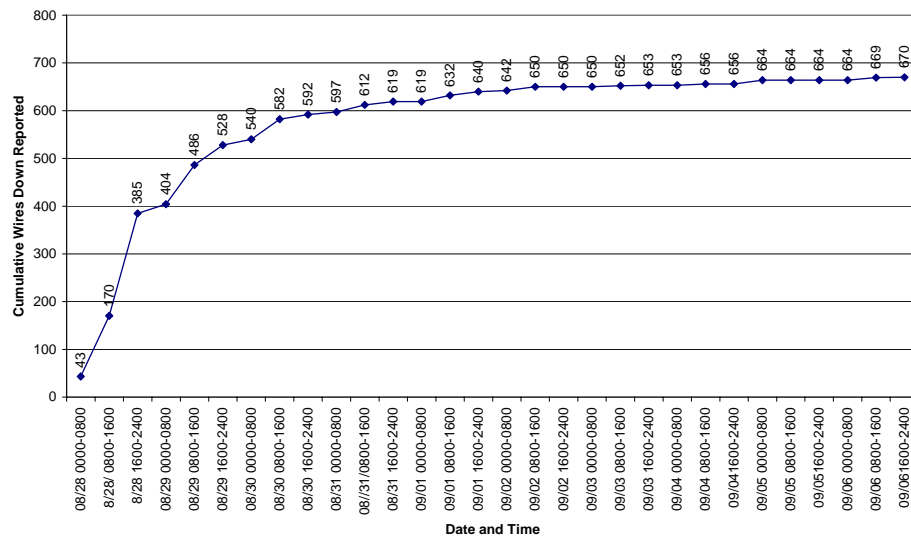
**Cumulative Wires Down Notifications During Hurricane Irene  
Binghamton Division**



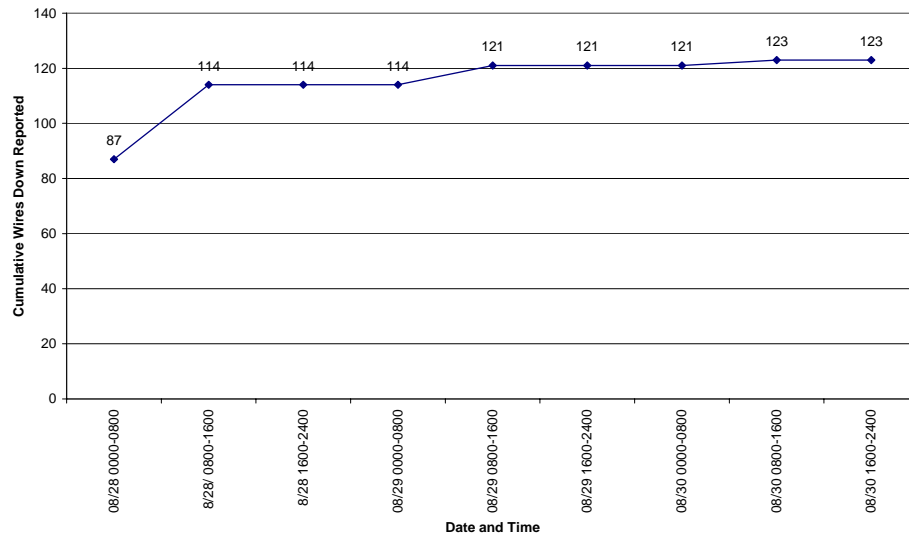
**Cumulative Wires Down Notifications During Hurricane Irene  
Brewster Division**



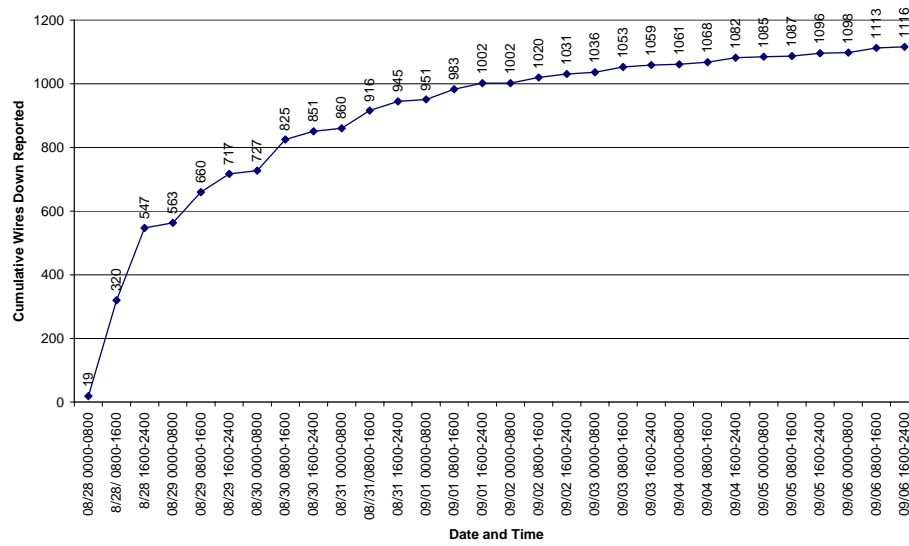
**Cumulative Wires Down Notifications During Hurricane Irene  
Liberty Division**



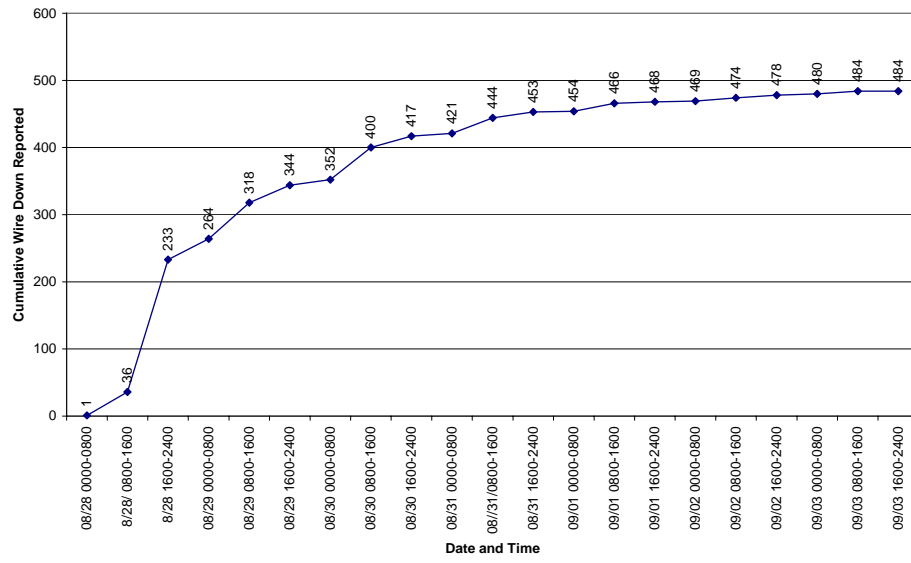
**Cumulative Wires Down Notifications During Hurricane Irene  
Mechanicville Division**



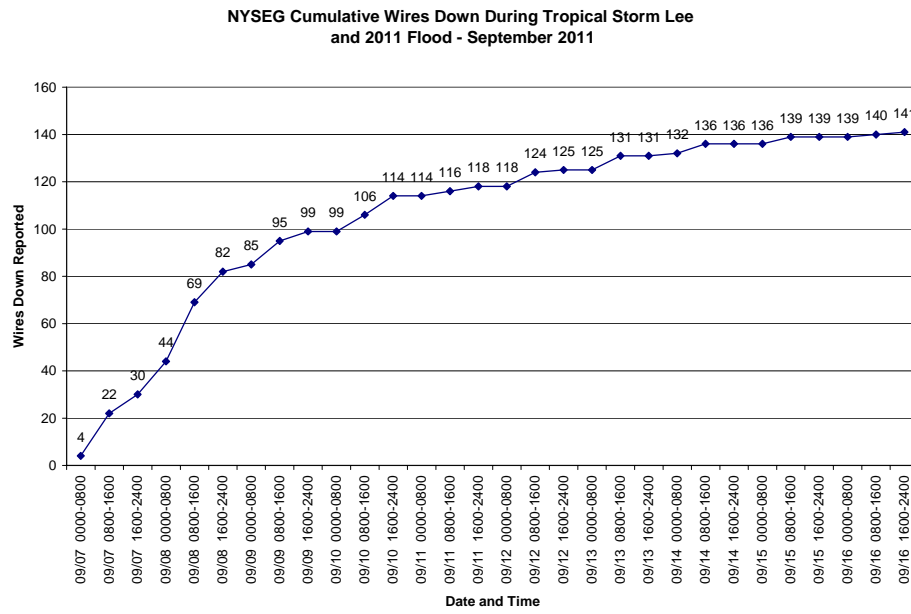
**Cumulative Wires Down During Hurricane Irene  
Oneonta Division**



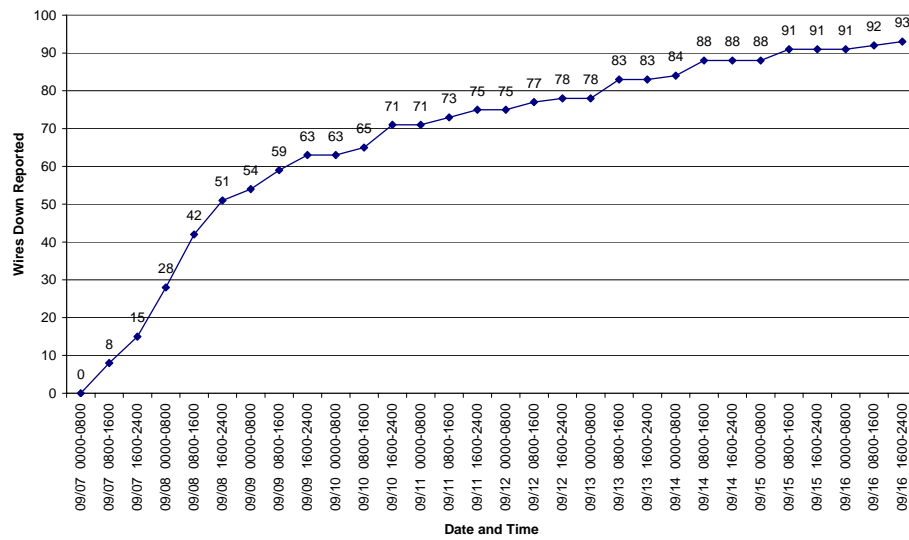
Cumulative Wires Down Notifications During Hurricane Irene Plattsburgh



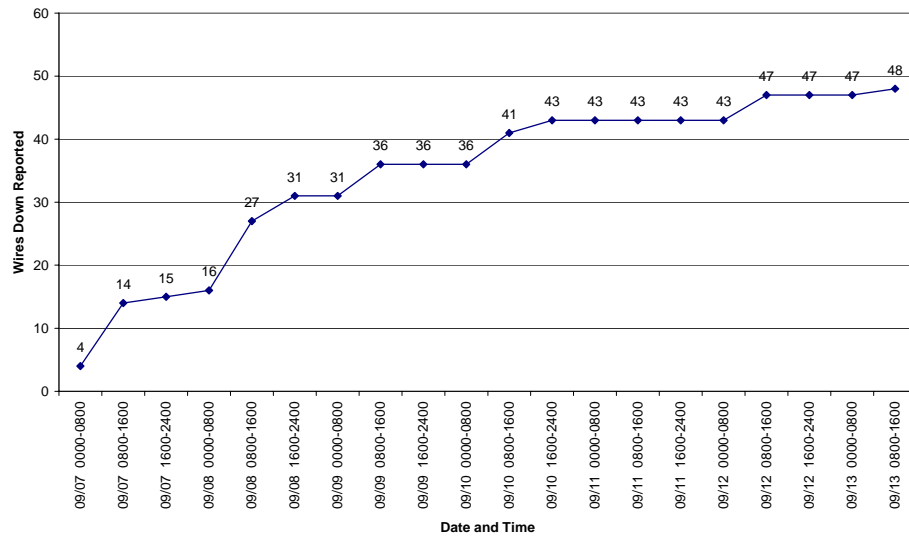
TS Lee:



**Cumulative Wires Down Notifications During TS Lee/2011 Flood  
Binghamton Division**



**Cumulative Wires Down Notifications During TS Lee/2011 Flood  
Oneonta Division**



Response to Question 8:

The entire process (reporting, deployment, and coverage, and completion of downed wires) for each report is managed throughout the event. Tracking of reports and assignments are actively tracked and managed, however the time and date for the completion of each phase of the process is not documented.

9.

**Case 11-E-0481**  
**Hurricane Irene and Tropical Storm Lee**  
**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-4

**Directed To:** Jim O'Brien

**Requested By:** Christian Bonvin

**Date of Request:** 10/4/2011

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**SUBJECT: CREWING - ELECTRIC**

1. Provide a detailed description of the roles and responsibilities for each crew type used during the restoration.
2. What were the shift lengths for Company and for mutual aid personnel for each day of the restoration?
3. Provide a summary of jobs based on the number of line / tree / service crews or teams that were dispatched or assigned to work at a single location.
4. Explain the Company's rationale for these determinations.
5. Explain any changes in the Company's rationale for these determinations as additional crews became available through mutual aid.
6. Provide the total individuals and crews available by operating division for each shift of each day of the restoration
  - Company linemen local division
  - Company linemen moved in from other divisions
  - Contractor linemen specify by Company
  - Mutual Aid linemen specify by Company
  - Forestry crews
  - Company service local division
  - Company service moved in from other divisions
  - Contractor service specify by Company
  - Mutual Aid service by Company

**Response:**

**Response to Question 1:**

Types of resources used to support restoration included: Line, Substation, Damage Assessors, Wires Down, ICS, Tree, Gas (in the case of Lee), IT, Stores, Facilities, Security, Helicopter, Public Outreach, Customer Contact, and other functions as necessary.

For both Irene and Lee teams were formed to directly support the restoration of electric distribution, electric transmission, gas (for Lee), and customer support and outreach functions (e.g., dry ice, EOC staffing, Municipal Calls, etc.).

**Response to Question 2:**

In general a 17 hour on-duty, 7 hour off-duty shift rotation was used as practicable..

**Response to Question 3:**

Because of the extent and magnitude of damage, restoration crews were not tracked and dispatched on an individual job basis during these events. Instead damage was grouped by substation and by circuit and specific crew resources were assigned to work in these areas.

**Response to Question 4:**

Due to the nature and magnitude of these events assignment by substation and circuit was the most effective means of work assignment and restoration.

**Response to Question 5:**

As additional crews became available the geographic assignments per team became more narrowly focused but still based on the substation and circuit concept.

**Response to Question 6:**

Resources were tracked according to Line (NYSEG/RGE), Line (Contractor), and Tree (Contractor) designations. All company line and service crews are included in the Line (NYSEG/RGE) counts, contractor and mutual aid (foreign utility) are grouped as part of the Line (Contractor) count. Resource counts follow:

Hurricane Irene

8/28/11 – 11:00 AM Crew Resources

Division	NYSEG/RGE Line	Contractor Line	Contractor Tree
Brewster	34	25	125
Liberty	20	13	33
Mechanicville	29	20	51
<b>Total:</b>	<b>83</b>	<b>58</b>	<b>209</b>

8/28/11 – 3:00 PM Crew Resources

Division	NYSEG/RGE Line	Contractor Line	Contractor Tree
Binghamton	5	0	2
Brewster	34	25	125
Ithaca	4	0	2
Liberty	20	13	33
Mechanicville	29	20	51
Oneonta	18	0	8
Plattsburgh	11	0	11
<b>Total:</b>	<b>121</b>	<b>58</b>	<b>232</b>

8/28/11 7:00 PM Crew Resources

Division	NYSEG/RGE Line	Contractor Line	Contractor Tree
Binghamton	5	0	6
Brewster	34	25	93
Liberty	20	13	32
Mechanicville	29	20	49

Oneonta	18	0	10
Plattsburgh	11	0	13
<b>Total:</b>	<b>121</b>	<b>58</b>	<b>203</b>

8/29/11 7:00 AM Crew Resources

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	5	0	6
Brewster	34	25	93
Liberty	20	13	32
Mechanicville	29	20	49
Oneonta	18	0	10
Plattsburgh	11	0	13
<b>Total:</b>	<b>117</b>	<b>58</b>	<b>203</b>

8/29/11 11:00 AM Crew Resources

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	14	0	6
Brewster	34	27	93
Liberty	20	13	32
Mechanicville	10	20	26
Oneonta	34	0	20
Plattsburgh	30	0	28
<b>Total:</b>	<b>142</b>	<b>60</b>	<b>205</b>

8/29/11 3:00 PM Crew Resources

Division	NYSEG/RGE Line	Contractor Line	Contractor Tree
Binghamton	15	0	6
Brewster	34	27	93
Liberty	25	13	32
Mechanicville	10	20	26
Oneonta	35	0	20
Plattsburgh	30	0	28
<b>Total:</b>	<b>149</b>	<b>60</b>	<b>205</b>

8/29/11 7:00 PM Crew Resources

Division	NYSEG/RGE Line	Contractor Line	Contractor Tree
Binghamton	15	0	6
Brewster	34	27	93
Liberty	25	13	32
Mechanicville	10	20	26
Oneonta	35	0	20
Plattsburgh	30	0	28
<b>Total:</b>	<b>149</b>	<b>60</b>	<b>205</b>

8/30/11 7:00 AM Crew Resources

Division	NYSEG/RGE Line	Contractor Line	Contractor Tree
Binghamton	15	0	6
Brewster	34	27	96

Liberty	25	13	33
Mechanicville	10	20	26
Oneonta	35	0	20
Plattsburgh	30	0	28
<b>Total:</b>	<b>149</b>	<b>60</b>	<b>209</b>

8/30/11 11:00 AM Crew Resources

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	34	27	96
Liberty	25	13	33
Mechanicville	10	20	26
Oneonta	35	0	20
Plattsburgh	30	0	28
<b>Total:</b>	<b>149</b>	<b>60</b>	<b>209</b>

8/30/11 3:00 PM Crew Resources

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	34	27	96
Liberty	25	13	33
Mechanicville	10	4	26
Oneonta	35	10	22
Plattsburgh	30	6	41
<b>Total:</b>	<b>149</b>	<b>60</b>	<b>224</b>

8/30/11 7:00 PM Crew Resources

Division	NYSEG/RGE Line	Contractor Line	Contractor Tree
Binghamton	15	0	6
Brewster	34	27	102
Liberty	25	13	33
Mechanicville	10	4	26
Oneonta	36	16	24
Plattsburgh	30	19	41
<b>Total:</b>	<b>150</b>	<b>79</b>	<b>232</b>

8/31/11 7:00 AM Crew Resources

Division	NYSEG/RGE Line	Contractor Line	Contractor Tree
Binghamton	15	0	6
Brewster	35	31	102
Liberty	25	21	33
Mechanicville	10	0	26
Oneonta	36	41	24
Plattsburgh	30	28	41
<b>Total:</b>	<b>151</b>	<b>121</b>	<b>232</b>

8/31/11 11:00 AM Crew Resources

Division	NYSEG/RGE Line	Contractor Line	Contractor Tree
Binghamton	15	0	6
Brewster	35	35	102
Liberty	25	21	33

Mechanicville	10	0	5
Oneonta	36	47	61
Plattsburgh	30	28	45
<b>Total:</b>	<b>151</b>	<b>131</b>	<b>252</b>

8/31/11 3:00 PM Crew Resources

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	39	36	102
Liberty	25	21	33
Oneonta	36	47	61
Plattsburgh	30	28	45
<b>Total:</b>	<b>145</b>	<b>132</b>	<b>247</b>

8/31/11 7:00 PM Crew Resources

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	39	36	102
Liberty	25	21	33
Oneonta	36	47	61
Plattsburgh	30	28	45
<b>Total:</b>	<b>145</b>	<b>132</b>	<b>247</b>

9/1/11 7:00 AM Crew Resources

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	39	36	102

Liberty	25	21	33
Oneonta	36	48	61
Plattsburgh	30	28	45
<b>Total:</b>	<b>145</b>	<b>133</b>	<b>247</b>

9/1/11 11:00 AM Crew Resources

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Brewster	53	36	102
Liberty	25	21	33
Oneonta	36	48	61
Plattsburgh	30	28	45
<b>Total:</b>	<b>144</b>	<b>133</b>	<b>241</b>

9/1/11 3:00 PM Crew Resources

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Brewster	53	36	112
Liberty	25	21	33
Oneonta	36	48	61
Plattsburgh	30	28	35
<b>Total:</b>	<b>144</b>	<b>133</b>	<b>241</b>

9/1/11 7:00 PM Crew Resources

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Brewster	53	52	112
Liberty	25	21	33

Oneonta	36	48	61
Plattsburgh	30	28	35
<b>Total:</b>	<b>144</b>	<b>149</b>	<b>241</b>

9/2/11 7:00 AM Crew Resources

Division	NYSEG/RGE Line	Contractor Line	Contractor Tree
Brewster	53	52	112
Liberty	25	21	33
Oneonta	36	48	61
Plattsburgh	30	28	35
<b>Total:</b>	<b>144</b>	<b>149</b>	<b>241</b>

9/2/11 11:00 AM Crew Resources

Division	NYSEG/RGE Line	Contractor Line	Contractor Tree	Total Crews
Brewster	53	103	122	278
Liberty	25	21	33	79
Oneonta	43	48	71	162
Plattsburgh	30	28	35	93
<b>Total:</b>	<b>151</b>	<b>200</b>	<b>261</b>	<b>612</b>

9/2/11 3:00 PM Crew Resources

Division	NYSEG/RGE Line	Contractor Line	Contractor Tree	Total Crews
Brewster	53	103	122	278
Liberty	25	21	33	79

Oneonta	43	54	71	168
Plattsburgh	30	28	35	93
<b>Total:</b>	<b>151</b>	<b>206</b>	<b>261</b>	<b>618</b>

9/2/11 7:00 PM Crew Resources

Division	NYSEG/RGE Line	Contractor Line	Contractor Tree	Total Crews
Brewster	53	103	122	278
Liberty	25	21	33	79
Oneonta	43	56	71	170
Plattsburgh	30	28	35	93
<b>Total:</b>	<b>151</b>	<b>208</b>	<b>261</b>	<b>620</b>

9/3/11 7:00 AM Crew Resources

Division	NYSEG/RGE Line	Contractor Line	Contractor Tree	Total Crews
Brewster	53	99	108	260
Liberty	12	18	3	33
Oneonta	69	123	73	265
Plattsburgh	17	28	35	80
<b>Total:</b>	<b>151</b>	<b>268</b>	<b>219</b>	<b>638</b>

9/3/11 3:00 PM Crew Resources

Division	NYSEG/RGE Line	Contractor Line	Contractor Tree	Total Crews
Brewster	53	99	108	260
Oneonta	69	128	72	269

<b>Total:</b>	<b>122</b>	<b>227</b>	<b>180</b>	<b>529</b>
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9/3/11 8:00 PM Crew Resources

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>	<b>Total Crews</b>
Brewster	53	99	108	260
Oneonta	69	128	72	269
<b>Total:</b>	<b>122</b>	<b>227</b>	<b>180</b>	<b>529</b>

9/4/11 7:00 AM Crew Resources

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>	<b>Total Crews</b>
Brewster	32	54	108	194
Oneonta	69	128	72	269
<b>Total:</b>	<b>101</b>	<b>182</b>	<b>180</b>	<b>463</b>

9/4/11 3:00 PM Crew Resources

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>	<b>Total Crews</b>
Oneonta	69	128	72	269
<b>Total:</b>	<b>69</b>	<b>128</b>	<b>72</b>	<b>269</b>

TS Lee:

9/8/11 3:00 PM Crew Resources

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	17	0	2

Oneonta	20	0	28
<b>Total:</b>	<b>37</b>	<b>0</b>	<b>30</b>

**9/9/11 7:00 Am Crew Resources**

<b>Division</b>	<b>Gas Resources</b>	<b>Electric Resources</b>	<b>Combined Gas and Electric Resources</b>
Binghamton	163	187	63
Oneonta	17	54	30
<b>Total:</b>	<b>180</b>	<b>241</b>	<b>93</b>

**9/9/11 3:00 PM Crew Resources**

<b>Division</b>	<b>Gas Resources</b>	<b>Electric Resources</b>	<b>Combined Gas and Electric Resources</b>
Binghamton	163	187	63
Oneonta	17	54	30
<b>Total:</b>	<b>180</b>	<b>241</b>	<b>93</b>

**9/10/11 7:00 AM Crew Resources**

<b>Division</b>	<b>Gas Resources</b>	<b>Electric Resources</b>	<b>Combined Gas and Electric Resources</b>
Binghamton	170	282	76
Oneonta	17	54	30
<b>Total:</b>	<b>187</b>	<b>336</b>	<b>106</b>

9/10/11 3:00 PM Crew Resources

Division	Gas Resources	Electric Resources	Combined Gas and Electric Resources
Binghamton	170	282	76
Oneonta	17	54	30
<b>Total:</b>	<b>187</b>	<b>336</b>	<b>106</b>

9/11/11 7:00 AM Crew Resources

Division	Gas Resources	Electric Resources	Combined Gas and Electric Resources
Binghamton	176	291	83
Oneonta	17	54	30
<b>Total:</b>	<b>187</b>	<b>336</b>	<b>106</b>

9/11/11 3:00 PM Crew Resources

Division	Gas Resources	Electric Resources	Combined Gas and Electric Resources
Binghamton	176	291	83
Oneonta	17	54	30
<b>Total:</b>	<b>187</b>	<b>336</b>	<b>106</b>

9/12/11 7:00 AM Crew Resources

Division	Gas Resources	Electric Resources	Combined Gas and Electric
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			<b>Resources</b>
Binghamton	211	367	122
Oneonta	17	54	30
<b>Total:</b>	<b>228</b>	<b>421</b>	<b>152</b>

**9/12/11 3:00 PM Crew Resources**

<b>Division</b>	<b>Gas Resources</b>	<b>Electric Resources</b>	<b>Combined Gas and Electric Resources</b>
Binghamton	211	367	122
Oneonta	17	54	30
<b>Total:</b>	<b>228</b>	<b>421</b>	<b>152</b>

**9/13/11 7:00 AM Crew Resources**

<b>Division</b>	<b>Gas Resources</b>	<b>Electric Resources</b>	<b>Combined Gas and Electric Resources</b>
Binghamton	230	376	148
Oneonta	17	54	30
<b>Total:</b>	<b>247</b>	<b>430</b>	<b>178</b>

**9/13/11 3:00 PM Crew Resources**

<b>Division</b>	<b>Gas Resources</b>	<b>Electric Resources</b>	<b>Combined Gas and Electric Resources</b>
Binghamton	230	376	148
Oneonta	17	54	30
<b>Total:</b>	<b>247</b>	<b>430</b>	<b>178</b>

**Case 11-E-0481**  
**Hurricane Irene and Tropical Storm Lee**  
**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-5

**Directed To:** Jim O'Brien

**Requested By:** Christian Bonvin

**Date of Request:** 10/4/2011

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**SUBJECT: EQUIPMENT - ELECTRIC**

Provide the following:

1. Name and location of each substation shut down for safety reasons and each shut down for flooding concerns.
  - Description of all equipment that was damaged, including the sizes of the equipment.
  - Description of the equipment that was used to replace the damaged equipment.
  - Description of what actions the Company took to rectify the situation.
  - Description of any associated environmental spills.
2. Number of feeder lockouts.
3. Number of broken poles replaced.
4. Number of transformers damaged/replaced.
5. The names of all sub-transmission and transmission lines that were damaged as a result of the storms.
  - Their voltage rating and the location of the damage including the town and cross roads.
  - Description of the damage and what actions the Company took to rectify the situation.
  - The time and date the line went out of service and the time and date the line was returned to service.
6. Miles or spans of primary conductor replaced.
7. Miles or spans of secondary conductor down.

8. The number, location and impact of trees down/damaged.
9. List any environment issues such as leaky transformers and PCB associated with the restoration.

**Response:**

**Response to Question 1:**

See Table DPS-5-1 for substation flooding as a result of Tropical Storm Lee. There were no substation shutdowns due to safety or flooding concerns as a result of Hurricane Irene.

**TABLE DPS-5-1: Tropical Storm Lee – Major Flooding**

<b>Substation/Location</b>	<b>Reason for Shutdown</b>	<b>Equipment Damaged</b>	<b>Replacement Equipment</b>	<b>Actions Taken</b>	<b>Environmental Spills</b>
AES Westover (Goudey)/Binghamton	Flooding	7 – 115kV SF6 Circuit Breakers;  LTC motor & controls for two 115-34.5kV transformers.  Relays on 4 – 4.8kV circuit breakers.  8 – 15kV voltage regulator controls	7 – 115kV SF6 Circuit Breakers;  LTC motor & controls for two 115-34.5kV transformers.  Relays on 4 – 4.8kV circuit breakers.  8 – 15kV voltage regulator controls	Replaced 115kV circuit breakers; Cleaned, replaced hydraulic fluid & tested all 34.5kV circuit breakers; cleaned & tested 4 - 4.8kV circuit breakers & replaced relays; raised 115kV circuit breaker control cabinets; and replaced controls on 8 – 15kV voltage regulators.	No spills
Castle Gardens/Binghamton	Flooding	1 – 115kV circuit switcher operator;  2 – 15kV circuit breakers; 6 – 15kV voltage regulators; 1 – RTU;  2-115kV switch motor operators  Relay panels; AC & DC supply equipment	1 – 115kV circuit switcher operator;  2 – 15kV circuit breakers; 6 – 15kV voltage regulators; 1 – RTU;  2-115kV switch motor operators  Relay panels; AC & DC supply equipment	Installed mobile substation to restore customers & make repairs. Waiting for replacement equipment to complete repairs – mobile substations remains in service. Raising the following: (1) controls on 2-115kV switch motor-operators; (2) fan controls on transformers; (3) 15kV circuit breakers; (4) voltage regulators; (5) control house & equipment. Replaced all control cables from control house to equipment.	No spills
Lounsberry/Binghamton	Flooding	2 – 15kV circuit breakers; 6 – 15kV voltage regulators; 1 – RTU;  15kV bus insulators	2 – 15kV circuit reclosers;  6 – 15kV voltage regulators  15kV bus insulators	Installed mobile substation to restore customers & make repairs. Installed pole-mounted reclosers & voltage regulators outside sub.	No spills
Lourdes Hospital/Binghamton	Flooding	Transformer – LTC drive mechanism & controls; recloser controls	Transformer – LTC drive mechanism & controls; recloser controls	Replaced transformer LTC drive mechanism & controls; replaced recloser controls.	No spills

<b>Substation/Location</b>	<b>Reason for Shutdown</b>	<b>Equipment Damaged</b>	<b>Replacement Equipment</b>	<b>Actions Taken</b>	<b>Environmental Spills</b>
Maine/Binghamton	Flooding	3 – 15kV circuit breaker relays; 34.5kV switch motor operator; and substation fence.	3 – 15kV circuit breaker relays; 34.5kV switch motor operator; and substation fence.	Replaced relays in 3 – 15kV circuit breakers; replaced 34.5kV switch motor operator; replaced substation fence; and general clean-up.	No spills
Owego Lower/Binghamton	Flooding	1 – 15kV circuit breaker relays; Controls on 2 – 15kV voltage regulators; battery & battery charger	1 – 15kV circuit breaker relays; Controls on 2 – 15kV voltage regulators; battery & battery charger	Replaced 15kV breaker & relays; replaced voltage regulator controls; replaced battery & battery charger; and general clean-up.	No spills
Railroad Street/Oneonta	Flooding	3 – 15kV circuit breakers; minor damage to controls on 6 – 46kV circuit breakers; controls on 15kV vacuum switch; 115kV circuit switcher operator; controls on 6 – 15kV voltage regulators; transformer LTC controls & fans; control house; relay panels & battery	3 – 15kV circuit breakers; minor damage to controls on 6 – 46kV circuit breakers; controls on 15kV vacuum switch; 115kV circuit switcher operator; controls on 6 – 15kV voltage regulators; transformer LTC controls & fans; control house; relay panels & battery	Replaced 3 – 15kV circuit breakers; repaired controls on 6 – 46kV circuit breakers; replaced controls on 15kV vacuum switch; replaced 115kV circuit switcher operator; replaced controls on 6 – 15kV voltage regulators; repaired transformer LTC controls & fans; repaired control house; replaced relay panels; replaced battery; and general clean-up.	No spills

**Response to Question 2:**

See Table DPS-5-2 for distribution feeder lockouts associated with substation flooding as a result of Tropical Storm Lee. There were no distribution feeder lockouts associated with substation flooding as a result of Hurricane Irene.

**TABLE DPS-5-2: Tropical Storm Lee – Major Flooding****Distribution Feeder Lockouts**

<b>Substation</b>	<b>Division</b>	<b>Circuit Number</b>	<b>Cause</b>
AES Westover (Goudey)	Binghamton	723	Substation flooding
Apalachin	Binghamton	176	Loss of 34.5kV supply from South Owego.
Bodle Hill	Binghamton	645, 646	Loss of 34.5kV supply from South Owego.
Castle Gardens	Binghamton	621, 622	Substation flooding
Lounsberry	Binghamton	178, 179	Substation flooding
Lourdes Hospital	Binghamton	665	Substation flooding
Maine	Binghamton	266, 267, 268	Substation flooding
Owego Lower	Binghamton	144	Substation flooding
South Owego	Binghamton	540	Loss of 115kV supply (Line 961) from AES Westover (Goudey)
Railroad Street	Oneonta	12, 22, 32	Substation flooding

**Response to Question 3, 4, 6, and 7:**

The statistics requested in questions 3, 4, 6, and 7 are provided in the following table:

<b>Damage</b>	<b>Binghamton Division</b>	<b>Brewster Division</b>	<b>Liberty Division</b>	<b>Mechanicville Division</b>	<b>Oneonta Division</b>	<b>Plattsburgh Division</b>
Circuits impacted	75	85	60	41	105	46

Broken poles	24	144	49	11	150	60
Distribution transformers Damaged/ Replaced	11	100	32	13	89	58
Primary Conductor Replaced	84 Spans	462 Spans	24 Spans	3 Spans	212 Spans	24 Spans
Secondary Conductor Replaced	5 Spans	64 Spans	9 Spans	60 Spans	25 Spans	245 Spans

#### Response to Question 5:

The following table provides a listing of all sub-transmission and transmission lines damages as a result of the storm along with the requested date and time information. The typical type of damage encountered included: washed out poles, broken poles, broken cross arms, and broken or downed conductor. The actions taken to rectify this damage included: the replacement or repair of poles, cross arms, and conductor, and the removal of trees from the system right-of-way.

Division	Line #	Line Name	Voltage	Town	Cross Roads	Date Time Out	Date Time On
Binghamton	952	Goudey to Tiffany	115 kV	Binghamton		8/28/11 08:54	08/28/11 17:04
Binghamton	943	Kattelville to Jennison	115kV	Binghamton		08/28/11 09:10	08/28/11 19:11
Brewster	991	Croton Falls	115 kV	North Salem		8/28/11 10:35	8/28/11 19:51
Liberty	350	Cohecton Center	34.5 kV	Black Lake	State Rt 55	8/28/11 09:00	8/29/11 14:00
Liberty	348	Ferndale to Liberty	34.5 kV	Liberty	Upper Ferndale	8/28/11 09:00	8/29/11 11:00
Liberty	955	Hazel	115 kV	Roscoe	Horse Brook/Russell Brook	8/28/11 14:00	9/1/11 18 :00
Mechanicville	620	W Lebanon to Brainard	34.5 kV	New Lebanon	Rt 22 near Winslow Rd	8/28/11 10:37	8/29/11 14:10
Mechanicville	616	Brainard to Rutland	34.5 kV	Chatham	Riders Mills Rd near CR 13	8/28/11 11:05	8/29/11 20:32
Oneonta	916	Windham Tap	115 kV	Windham	near Schoharie Creek	8/28 11 08:58	\8/30/11 16:30
Oneonta	916	Shandaken	115 kV	Shandaken	Vinegar Hill	8/28 11 08:58	9/3/11 14:00
Oneonta	917	Bellayre to Shandaken	115 kV	Delhi	multiple locations	8/31/11 11:42	9/1/11 15:00

Oneonta	501	Shandaken	34.5 kV	Shandaken	multiple locations	8/29/11 13:07	9/1/11 19:25
Oneonta	942	Richfield Springs	115 kV	Town of Springfield	CR 31	9/5/11 09:30	9/5/11 15:25
Plattsburgh	880	Cabot (Essex)	46 kV	Essex		8/28/11 12:28	9/2/11 7:13
Plattsburgh	879	Peru	46 kV	Peru		8/28/11 16:09	8/29/11 21:51
Plattsburgh	871	Saranac	46 kV	Saranac		8/29/11 01:35	8/30/11 02:05
Plattsburgh	872	Saranac	46 kV	Saranac		8/29/11 07:50	9/1/11 17:11
Plattsburgh	890	Blue Mtn	46 kV	Long Lake		8/28/11 17:36	8/29/11 13:03
Plattsburgh	911	Lyon Mtn	115 kV	Lyon Mtn		8/28/11 06:11	8/30/11 16:05
Plattsburgh	914	Republic	115 kV	Mineville		8/28/11 20:54	8/30/11 08:37

#### Response to Question 6:

Please refer to the response for Question 3 above.

#### Response to Question 7:

Please refer to the response for Question 3 above.

#### Response to Question 8:

The requested tree damage information is provided in the following tables:.

**There were 286 tree-related incidents in the Binghamton Division. The following circuits were impacted:**

Binghamton Circuit Description	Outage Cause	Binghamton Circuit Description	Outage Cause
NYS-AFTON 429	205	NYS-LANGDON 610	205
NYS-APALACHIN 176	205	NYS-LOUNSBERRY 178	204, 205
NYS-BERKSHIRE 746	205	NYS-LOUNSBERRY 179	205
NYS-BEVIER ST 664	205	NYS-MAINE 267	205
NYS-BODLE HILL 645	205	NYS-MAINE 268	205
NYS-BODLE HILL TAP 515	204, 205	NYS-MARATHON 434	205
NYS-BURR AVE 612	205	NYS-MARTIN HILL 430	205
NYS-BURR AVE 711	205	NYS-MORNINGSIDE HEIGHTS 675	205
NYS-CANAL ST TAP 513	204, 205	NYS-MORRIS ST 657	205
NYS-CANDOR 529	205	NYS-MORRIS ST 658	205

NYS-CASTLE GARDEN 622	205	NYS-NORTH ENDICOTT 361	205
NYS-CENTER VILLAGE 248	205	NYS-NOWLAN RD 227	205
NYS-CHENANGO BRIDGE 428	205	NYS-NOYES ISLAND 111	205
NYS-CHENANGO BRIDGE 741	205	NYS-OAKDALE 626	205
NYS-CHENANGO BRIDGE 742	205	NYS-OAKDALE 627	205
NYS-CHENANGO FORKS 206	205	NYS-OUAQUAGA EAST 430	204, 205
NYS-CONKLIN 229	205	NYS-OUAQUAGA WEST 430	205
NYS-CONKLIN 263	205	NYS-SANATARIA SPRINGS 211	204, 205
NYS-GLENWOOD 682	205	NYS-SANATARIA SPRINGS 212	204, 205
NYS-GREENE 425	205	NYS-SOUTH OTSELIC 427	205
NYS-GREENE 607	205	NYS-SOUTH OWEGO 540	205
NYS-HALSEY VALLEY 530	205	NYS-TARBELL 602	205
NYS-HARPUR 671	205	NYS-VESTAL 623	205
NYS-HOADLEY HILL 430	205	NYS-WEST CREEK RD 513	205
NYS-HOOPER RD 701	205	NYS-WHIG ST 783	205
NYS-INGRAHAM HILL 433	205	NYS-WILLET 418	205
NYS-JARVIS ST 692	205	NYS-WILLET 423	205
NYS-KATTLEVILLE 422	205	NYS-WILLET 423	205
NYS-LANGDON 427	205	NYS-WINDSOR 757	204, 205
NYS-LANGDON 609	205	NYS-WINDSOR 758	204, 205

204 – Conductor Down – Tree Related

205 – Tree/Limb on Conductor

There were 2,980 tree-related damage reports for the Brewster Division. The following circuits were affected:

<b>Brewster Circuit</b>	<b>Outage Cause</b>	<b>Brewster Circuit</b>	<b>Outage Cause</b>
Adams Corners 411	204, 205	Haviland Hollow 426	204, 205
Adams Corners 412	204, 205	Haviland Hollow 427	204, 205
Adams Corners 413	204, 205	Kent 175	204, 205
Amawalk 449	205	Kent 176	205
Amawalk 451	204, 205	Kent Cliffs 291	204, 205
Amawalk 453	204, 205	Kent Cliffs 292	204, 205
Amenia 153	205	Mohansic 403	204, 205
Amenia 154	204, 205	Mohansic 404	205
Bedford Hills 225	205	Mohansic 405	204, 205
Bedford Hills 227	205	Mohansic 406	204, 205
Bedford Hills 462	204, 205	Pawling 508	204, 205
Bedford Hills 463	204, 205	Pawling 509	204, 205
Cantitoe 282	204, 205	Peach Lake 249	204, 205
Cantitoe 283	204, 205	Peach Lake 250	204, 205
Cantitoe 497	204, 205	Pound Ridge 455	205
Carmel 501	204, 205	Pound Ridge 456	204, 205
Carmel 502	204, 205	Pound Ridge 457	204, 205
Carmel 503	204, 205	Putnam Lake 484	205
CHU - Chapman Rd	205	Putnam Lake 485	204, 205
CHU - Long Hill Rd	204, 205	Sylvan Lake 478	204, 205
Crafts 422	204, 205	Sylvan Lake 480	205
Crafts 423	204, 205	Sylvan Lake 481	204, 205
Crafts 424	204, 205	Teakettle Spout 489	204, 205
Cross River 468	204, 205	Teakettle Spout 491	204, 205
Cross River 469	204, 205	Ten Mile River 443	204, 205
Cross River 470	204, 205	Ten Mile River 444	204, 205
Croton Falls 515	205	Tilly Foster 437	205
Croton Falls 516	204	Tilly Foster 438	205
Dingle Ridge 277	204, 205	Tilly Foster 441	204, 205
Dingle Ridge 278	204, 205	Tilly Foster 442	205
Dover Plains 494	205	Union Valley 431	205
Golden Bridge 414	204, 205	Union Valley 432	204, 205
Golden Bridge 417	204, 205	Union Valley 433	204, 205
Golden Bridge 418	204, 205	West Patterson 474	205
Golden Bridge 420	204, 205	West Patterson 475	204, 205
Golden Bridge 421	205		

204 - Conductor Down Tree Related

205 – Tree/Branch on Conductor

There were 145 tree-related incidents reported in the Liberty Division. The following circuits were affected:

<b>Liberty Circuit Description</b>	<b>Outage Cause</b>
NYS-BEAVER BROOK 011	205
NYS-COCHECTON CENTER 350	204, 205
NYS-CONCORD 196	205
NYS-FOSTERDALE 107	205
NYS-FREMONT-ACIDALIA TAP 352	204, 205
NYS-GROSSINGER 210	204, 205
NYS-LIBERTY 144	204, 205
NYS-LIVINGSTON MANOR 070	204, 205
NYS-LIVINGSTON MANOR 071	205
NYS-MAPLEWOOD 229	204, 205
NYS-MONTICELLO 136	205
NYS-MONTICELLO 137	204, 205
NYS-OLD FALLS 283	204, 205
NYS-ROCK HILL 125	204, 205
NYS-ROSCOE 287	204, 205
NYS-SACKETT LAKE 020	204, 205
NYS-SHIELDS RD 002	205
NYS-WHITE LAKE 151	204, 205
NYS-WHITE LAKE 290	204, 205
NYS-WHITE SULPHUR SPRING 001	205

204 - Conductor Down Tree Related

205 – Tree/Branch on Conductor

There were 769 tree-related incident reports. The following circuits were affected:

Oneonta Circuit Description	Outage Cause	Oneonta Circuit Description	Outage Cause
NYS-AFTON 245	204, 205	NYS-MILFORD 227	204, 205
NYS-ANDES 235	204, 205	NYS-MILFORD 258	204, 205
NYS-ARKVILLE 230	205	NYS-MORRIS 012	204, 205
NYS-BAINBRIDGE 012	204, 205	NYS-MORRIS 214	204, 205
NYS-BAINBRIDGE 022	204, 205	NYS-NEW BERLIN 022	204, 205
NYS-COOPERSTOWN 121	205	NYS-OTEGO 012	204, 205
NYS-COOPERSTOWN 123	204, 205	NYS-OXFORD 012	205
NYS-DELHI 211	205	NYS-PIERCE AVE 203	205
NYS-DEPOSIT 110	205	NYS-PIERCE AVE 204	205
NYS-DOWNSVILLE 012	204, 205	NYS-SANDS CREEK 217	204, 205
NYS-EARLVILLE 226	205	NYS-SHANDAKEN 012	204, 205
NYS-EARLVILLE 227	204, 205	NYS-SHANDAKEN 501	204, 205
NYS-EDMESTON 220	204, 205	NYS-SIDNEY-RAILROAD 032	204, 205
NYS-EMMONS 012	205	NYS-SOUTH COOPERSTOWN 275	205
NYS-EMMONS 022	205	NYS-SOUTH EDMESTON 012	204, 205
NYS-FINCH HOLLOW 012	205	NYS-SPRINGFIELD CENTER 270	204, 205
NYS-GILBERTSVILLE 012	205	NYS-WEST DAVENPORT 012	205
NYS-GRAND GORGE 245	204, 205	NYS-WEST WINFIELD 260	205
NYS-GRAND GORGE 246	204, 205	NYS-WEST WINFIELD 261	205
NYS-GRAND GORGE 247	204, 205	NYS-WILLET-ONEONTA 423	205
NYS-HANCOCK 012	204, 205	NYS-WINDHAM 239	204, 205
NYS-HENRY ST 150	205	NYS-WINDHAM 240	205

204 - Conductor Down Tree Related

205 – Tree/Branch on Conductor

There were 147 tree-related incident reports in the Mechanicville Division. The following circuits were impacted:

Mechanicville Circuit Description	Outage Cause
NYS-COONS CROSSING 601	205
NYS-COONS CROSSING 607	205
NYS-CRARYVILLE 611	205
NYS-KLINE KILL 631	205, 204
NYS-RAYLINSKI TAP 606	205
NYS-SALEM 175	205
NYS-STEPHENTOWN 622	204, 205

204 - Conductor Down Tree Related

205 – Tree/Branch on Conductor

There were 478 reports of tree-related incidents in Plattsburgh. The following circuits were affected.

<b>Plattsburgh Circuit Description</b>	<b>Outage Cause</b>
Banker Rd. 437	205
Banker Rd. 438	204, 205
Cabot Mine 413	204, 205
Chateaugay 513	205
Hammond Lane 431	205
Hammond Lane 432	205
Hyde 417	205
Jay 411	205
Jay 502	205
Keeseville 153	205
Keeseville 447	204, 205
Limestone 471	205
Mason Corners 451	204, 205
Peru 426	204, 205
Peru 427	205
Sciota-Flatrock 517	205
South Junction 466	205
South Junction 467	204, 205
Stickney Bridge 210	204, 205
Woodruff Pond 460	205
Woodruff Pond 461	205

204 - Conductor down Tree Related

205 – Tree/Branch on Conductor

#### **Response to Question 9:**

A summary of environmental issues follows:

- Styles Brook Rd., Keene: Line was washed away (5 transformers, poles, hardware). Two of the transformers were recovered (no oil). The two units were tested by Clean Harbors at its Twinsburg, Ohio facility and the results for both was <2 ppm. NYSEG was unable to locate the other three units. There were 65 gallons of oil, maximum, released with no possible recovery.
- Rainbow Falls: Five-to-seven yards of bulk silt/sand from flood clean-up.
- The following spills were cleaned up by EPS; none were PCB-related: Akey Road, Banker Road, Military Turnpike Road, Missile Base Road, Sand Road, Keeseville, and Cadyville.

**Case 11-E-0481**  
**Hurricane Irene and Tropical Storm Lee**  
**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-6

**Directed To:** Jim O'Brien

**Requested By:** Christian Bonvin

**Date of Request:** 10/4/2011

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**SUBJECT: ESTIMATED TIME OF RESTORATION (ETR)**  
**GLOBAL, COUNTY, AND LOCAL - ELECTRIC**

1. Provide and explain the methods, procedures, inputs, factors, and formulas used to develop global, county, and local ETRs during storm events.
2. Explain the effect this storm event or other factors had on the process and procedures that go into determining the ETRs.
3. What information such as damage, crews, and conditions were known by the Company at the time the initial ETR was reported?
4. Provide a timetable of when ETRs were provided by region, municipality, and/or area, and how often the information was updated/refined.

**Response:**

**Response to Question 1:**

ETRs are developed in accordance with the requirements specified in Appendix H of the 2011 NYSEG and RG&E Electric Utility Emergency Plan (filed on March 31, 2011). These requirements were provided by PSC Staff and are specific in that they need to be applicable to 90% of the targeted customer base.

Global ETRs are developed once damage from the event has ceased. Factors that are considered when developing ETRs include: current knowledge as to the extent of damage,

categorization as to the type of damage, resources available, forecast of weather conditions during the restoration, knowledge as to whether foreign supply is involved, etc.

Circuit or job specific ETRs are developed by considering the same categories of information as above but specific to each individual job.

County and local ETR estimates are developed from the global and job-specific estimates.

#### Response to Question 2:

No, the type of storm event does not affect the processes and procedures that are followed to determine ETRs. However, the resulting ETR estimate will be different due to different storm events, past recent storm activity for that area, and a variety of operational factors (e.g., the type of damage incurred, duration, travel conditions, etc.).

#### Response to Question 3:

At the time that initial ETRs were reported a number of specific storm parameters were known including: initial damage information, crew resources (arrived or scheduled), resulting storm damage, future weather forecast, road and travel conditions, etc.

#### Response to Question 4:

ETRs were updated as new information became available which impacted restoration efforts. A summary of communicated ETRs following:

#### Hurricane Irene

#### Global/Regional ETRS as Reported to PSC

Date and Time	Binghamton	Brewster	Ithaca	Liberty	Mech.	Oneonta	Platts.
08/28 7:00 AM	Not Yet Reporting	Weather Continues	Weather Continues	Weather Continues	Weather Continues	Weather Continues	Not Yet Reporting
08/28 11:00 AM	Weather Continues	Weather Continues	Weather Continues	Weather Continues	Weather Continues	Weather Continues	Weather Continues
08/28 3:00 PM	Weather Continues	Weather Continues	Weather Continues	Weather Continues	Weather Continues	Weather Continues	Weather Continues
08/28 7:00 PM	Weather Continues	Weather Continues	Assessing	Weather Continues	Weather Continues	Weather Continues	Weather Continues
08/29 7:00 AM	Assessing	Assessing	Assessing	Assessing	Assessing	Assessing	Assessing

08/29 11:00 AM	Assessing	Assessing	Assessing	Assessing	Assessing	Assessing	Assessing
08/29 3:00 PM	Assessing	Assessing	Restored	Assessing	Assessing	Assessing	Assessing
08/29 7:00 PM	Assessing	Assessing	Restored	Assessing	Assessing	Assessing	Assessing
08/30 7:00 AM	Assessing	Assessing	Restored	Assessing	Assessing	Assessing	Assessing
08/30 11:00 AM	90% 9/2/11	90% 9/2/11	Restored	90% 9/2/11	Assessing	Assessing	90% 9/2/11
08/30 3:00 PM	90% 9/2/11	90% 9/2/11	Restored	90% 9/2/11	Assessing	Assessing	90% 9/2/11
08/30 7:00 PM	90% 9/2/11	90% 9/2/11	Restored	90% 9/2/11	Assessing	Assessing	90% 9/2/11
08/31 7:00 AM	9/2 12:00 AM	90% 9/2/11	Restored	by 9/5	Restored	week of 9/4	by 9/5
08/31 11:00 AM	9/2 12:00 AM	90% 9/2/11	Restored	9/3 late	Restored	75% 9/2	90% by 9/2
08/31 3:00 PM	9/2 12:00 AM	75% 9/2; remainder by 9/7	Restored	90% 9/2, remainder by 9/3	Restored	75% 9/2, remainder by 9/7	9/3 12:00 AM

Date and Time	Binghamton	Brewster	Ithaca	Liberty	Mechanicville	Oneonta	Plattsburgh
08/31 7:00 PM	9/2 12 AM	75% by 9/2; remainder by 9/7	Restored	90% 9/2, remainder by 9/3	Restored	75% 9/2, remainder by 9/7	9/3 12:AM
09/01 7:00 AM	9/2 12 AM	75% by 9/2; remainder by 9/7	Restored	90% 9/2, remainder by 9/3	Restored	75% 9/2, remainder by 9/7	9/3 12 AM
0'9/01 11:00 AM	9/2 12 AM	75% by 9/2; remainder by 9/7	Restored	90% 9/2, remainder by 9/3	Restored	75% 9/2, remainder by 9/7	9/3 12 AM
0'9/01 3:00 PM	Restored	75% by 9/2; remainder by 9/7	Restored	90% 9/2, remainder by 9/3	Restored	75% 9/2, remainder by 9/7	9/3 12 AM
09/01 7:00 PM	Restored	75% by 9/2; remainder by 9/7	Restored	90% 9/2, remainder by 9/3	Restored	75% 9/2, remainder by 9/7	9/3 12 AM
09/02 7:00 AM	Restored	9/4 late	Restored	9/2 late	Restored	9/6 late	9/3 12 AM
09/02 11:00 AM	Restored	9/5 late	Restored	9/2 late	Restored	9/6 late	9/3 12 AM
09/02 3:00 PM	Restored	9/3 late	Restored	9/2 late	Restored	9/6 late	9/3 12 AM
09/02 7:00 PM	Restored	9/3 late	Restored	9/2 late	Restored	9/5 late	9/3 12 AM

09/03 7:00 AM	Restored	9/3 late	Restored	Restored	Restored	9/5 late	Restored
09/03 3:00 PM	Restored	9/3 late	Restored	Restored	Restored	9/5 late	Restored
09/03 8:00 PM	Restored	9/3 late	Restored	Restored	Restored	9/5 late	Restored
09/04 7:00 AM	Restored	9/4 mid day	Restored	Restored	Restored	9/5 late	Restored
09/04 3:00 PM	Restored	Restored	Restored	Restored	Restored	9/5 late	Restored
09/05 3:00 PM	Restored	Restored	Restored	Restored	Restored	Restored	Restored
09/07 7:00 AM	Restored	Restored	Restored	Restored	Restored	All Restored	Restored

**TS Lee****Global/Regional ETRS as Reported to PSC**

<b>Date and Time</b>	<b>Binghamton</b>	<b>Oneonta</b>
09/08 3:00 PM	Flooding	Flooding
09/09 7:00 AM	Flooding Continues	Estimate all but 430 customers by 9/9/11 6:00 PM
09/09 3:00 PM	Flooding Continues	New Damage, No ETR possible
09/10 7:00 AM	Flooding Continues	Flooding Continues
09/10 3:00 PM	Assessing	Assessing
09/11 7:00 AM	Assessing	All but 119 Outages Restored
09/11 3:00 PM	Assessing	All but 60 Outages Restored
09/12 7:00 AM	Assessing	All but 37 Outages Restored
09/12 3:00 PM	Assessing	All but 26 Outages Restored
09/13 7:00 AM	90% by 9/17	All but 26 Outages Restored
09/13 3:00 PM	90% by 9/17	All but 26 Outages Restored
09/14 7:00 AM	90% by 9/17	All Outages Restored
09/15 10:00 AM	90% by 9/17	All Outages Restored
09/16 10:00 AM	90% by 9/17	All Outages Restored

**Case 11-E-0481**  
**Hurricane Irene and Tropical Storm Lee**  
**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-7

**Directed To:** Jim O'Brien

**Requested By:** Christian Bonvin

**Date of Request:** 10/4/2011

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**SUBJECT: ELECTRIC OUTAGES AND  
OUTAGE MANAGEMENT SYSTEM (OMS)**

1. Provide the following information regarding interruptions resulting from the storm on an hourly basis for each day of the restoration in an Excel table:

- Number of electric interruptions (events);
- Number of electric customers affected;
- Number of electric customers served in area;
- Percent of electric customers affected;
- Percent of electric customers restored from storm peak.

The information should be provided for the entire Company and separately for each operating division affected by the storm.

2. Briefly describe how the Company's existing OMS operates and how it is used during typical storm events.
3. Describe how the OMS was used during this storm event?
4. Does the Company have any reason to question the accuracy of its OMS data and associated outage numbers reported to customers and to the PSC during this storm event? If so, please describe in detail. Identify the impact of any inaccuracy on customers and the steps taken to correct the situation and assist customers.
5. How often was the OMS updated with reports from the field?

6. Does the OMS allow customers in inaccessible areas to be classified specially in any way?
7. Describe any incidents during the restoration where field staff could not access the OMS due to communication issues or other network connections problems.

**Response:**

NYSEG is requesting an extension until 11/4/2011 to provide responses to this question.

1. Outage statistics for the impacts from Hurricane Irene (8/28 – 9/7/2011) are presented in Excel File “Case 11-E-0481 DPs-7 NYSEG Outage History Irene.xls”. Outage statistics for the impacts from Tropical Storm Lee (9/7 – 9/16/2011) are presented in the Excel File “Case 11-E-0481 DPs-7 NYSEG Outage History Lee.xls”

2. For NYSEG, outage management is performed utilizing a combination of software systems, including SAP and SmartMap. Utilizing SAP and SmartMap, the Outage Management System (OMS) assists in the identification and remediation of electric service interruptions and trouble. Analysis engine software uses notification data from SAP and distribution model data from SmartMap to predict the location to dispatch crews to respond to outages. An incident notification is a method used to group single or multiple customers together that are without power due to the same specific cause.

The following briefly outlines the life cycle of a customer outage call:

The customer contacts NYSEG either by: (1) calling the NYSEG electric emergency number and speaking to a customer representative in the NYSEG Customer Relations Center; (2) calling the NYSEG electric emergency number and entering their information through the interactive voice response (IVR) system; or (3) through accessing the Outage Central web page on the NYSEG web site. The customer reports a “no power” situation and depending on how the customer contacted NYSEG, either the NYSEG customer representative creates the outage notification manually, or the outage notification is created automatically in the OMS through the IVR. A file exchange takes place from SAP to SmartMap, and an electric incident notification is created. A crew is assigned to the outage and an estimated restoration time (ERT) is entered to the incident notification

in SAP. Upon notification by the crew that the restoration work is completed and the customer(s) is restored, the incident notification is then completed in SAP by entering the actual restoration time and applicable cause codes.

Information on specific outage estimated restoration time is transferred periodically from the OMS to the NYSEG website, where it may be viewed by customers. Outage information is listed for customers by County, Town and Road name. Estimated restoration time information is provided for outages where a value for ERT has been entered into the system.

During storm events when damage assessment is being conducted on heavily damaged circuits, the estimated restoration time may be recorded as “assessing”. This information is provided to customers by County, Town and Road Name.

3. OMS was operated in the same manner as used in previous storm events with a few minor exceptions. During the flooding associated with Tropical Storm Lee, extensive flooding in Broome County lead to municipality-ordered shut off of power to flooded neighborhoods. Working with municipal authorities, NYSEG crews de-energized distribution facilities to ensure that power could not be supplied to homes and businesses that had been flooded. In many locations this was achieved by isolating or “booting” the electric meter, but in some locations this was achieved by de-energizing the distribution circuit, disconnecting transformers, and opening fuses. These efforts impacted thousands of customers across the region.

As the response moved into restoration following the subsiding of the flood waters, a process for municipal authorization for restoring electric service to affected locations was begun.

Because of the large number of impacted customer locations the period for repair, inspection and restoration of customers was expected to be weeks. The management of OMS in these flooded areas was modified as a result.

Customers disconnected by municipal order were identified and records of this action were created and maintained by the Meter Department at NYSEG.

Initially, many customers in the areas affected by a shut off order would call to report No Power. The automation in OMS resulted in the creation of an outage event in the system. Once records of the shut off actions by NYSEG crews had been compiled, manual actions were taken to create outage records for the portions of circuits shut off by municipal order (if no outage record had been created already by OMS automation). Maps were prepared to identify those areas where shut-off orders had been put into effect. Circuit portions under shut off order were identified. Restoration response was planned to avoid the deployment of line crew resources to areas affected by shut-off orders.

It became desirable to be able to report on the number customers without power that were not covered by these municipal shut off orders. NYSEG captured records of disconnect actions in the municipal shut off zones, and used these records to adjust the OMS customer interruption numbers to provide approximate Customer shut-off (flooding) and customer interruption (response needed) totals for internal planning purposes.

The OMS system automation is designed to automatically create outage event records when customers call in to report No Power. This design did not anticipate municipal shut off orders as occurred in this event. Manual processes to manage outage response had to be designed during the event to properly manage response and to report on the cause for customer No Power conditions. Numbers were approximate because of lag times between shut off actions and creation of electronic records of those actions.

4. No. OMS outage numbers are reviewed and adjusted as necessary for accuracy before reporting. Unique factors caused by Municipality shut-off orders during Tropical Storm Lee response are discussed in the response to question 3.

5. During non-storm periods, reports of customer restoration are provided in near real time by radio or cell phone from crews in the field. During major storm periods the volume of outage events to be reported and the need to keep line crews focused on restoration activities results in a different process, and less frequent updates. Use of contractor and foreign utility crews also demands a different process. During storm periods, groups of restoration crews are organized with a company employee responsible for reporting close outs of outage events for the group. Often, these are organized on a circuit basis. The individual responsible for reporting close outs, due to the need to coordinate among different crews, is unable to report all restorations in near real time. During the Hurricane Irene and Tropical Storm Floyd (as well as in prior storm events) plans to maintain estimated restoration time and close out records were implemented. Resource allocation to the response effort is organized by the incident command structure in each operating area. As assignments are made at the beginning of the day, the need to regularly report customer restorations is reinforced. Groups of line crews have a designated employee to report restoration. In the office, OMS operators are assigned to receive reports from the field on restoration progress in that area, and to make the completion records as soon as they are reported. Additional staff from outside the division office is assigned to handle the increased volume of OMS updates.

6. OMS does not contain special data fields to enable the Company to mark outage event records, customer locations, or circuit portions “inaccessible” due to tree damage, road conditions, or other causes. This information can be listed in text fields within outage records, or has to be listed outside the OMS system. It is not possible to rapidly summarize the proportion of customers without power who are inaccessible using data from the OMS system.

7. Hurricane Damage resulted in disruptions to phone and data communication services during Irene. The following tables list the affected NYSEG office locations, and the time periods of these disruptions.

Communications and Network Problems during Hurricane Irene Storm Event - NYSEG  
**Brewster Division disruptions in Communications Services**

Communications Problem	Event Date	Event Time
Brewster Division Broadband backup link lost. Comcast experiencing area wide outage.	8/28/2011	12:42
Brewster Division MPLS T1 Primary link lost. No communication on either primary or backup link - therefore all communications to Brewster unavailable. Verizon Business had higher level T3 outage affecting the primary link.	8/28/2011	20:25
Brewster MLPS T1 Primary Link to Brewster restored. Monitoring communications - link dropped a few times until 10:07.	8/29/2011	9:43
Brewster MLPS T1 Primary Link to Brewster reported to be running cleanly. Verizon completed repairs on OC-48 Node that had been affecting this link.	8/29/2011	10:07
Brewster Broadband backup link restored	8/29/2011	17:43
Brewster MPLS T1 primary link lost	8/29/2011	20:32
Brewster MPLS T1 primary link restored.	8/29/2011	20:35

These disruptions were linked to Hurricane damage/and repairs.

Storm Communication/ Network Problems associated with smaller Local offices during the event

Operating Area	Local Office Experiencing Problem	Event Start Date	Event Start time	Event End Date	Event End Time
Brewster	Pawling	8/28/2011	6:20	9/3/2011	10:35
Oneonta	Cooperstown	8/28/2011	8:25	8/29/2011	4:43
Brewster	Bedford	8/28/2011	11:37	8/28/2011	17:01
Brewster	Walden	8/28/2011	3:24	8/28/2011	5:55
Oneonta	Fleischmanns	8/28/2011	19:00	8/28/2011	22:01
Brewster	Mahopac	8/28/2011	19:18	8/31/2011	16:58
Plattsburgh	Lewis	8/28/2011	19:28	8/29/2011	8:18
Oneonta	Stamford	8/28/2011	19:28	8/28/2011	21:43

The se disruptions were linked to Hurricane damage and repairs

**Case 11-E-0481**  
**Hurricane Irene and Tropical Storm Lee**  
**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-8

**Directed To:** Jim O'Brien

**Requested By:** Christian Bonvin

**Date of Request:** 10/4/2011

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**SUBJECT: FORESTRY**

**Historical Tree Trimming**

1. Describe the Company's tree trimming practices. Include the annual budget, primary standards, secondary standards, and cycle time.
2. For all distribution circuits and feeders that experienced outages during the storm, provide a historical list (2006 – present) of tree trimming work performed in an Excel spreadsheet. At minimum include the following:
  - Circuit name and description;
  - Circuit voltage - if the circuit operates on more than one voltage class, provide the information on multiple lines by class;
  - Operating division;
  - Number of customers served;
  - Number of downed primary line segments identified during the storm;
  - Description of trimming work;
  - Date of trimming work.

**Forestry Activities**

3. Describe the directions provided to tree crews during the restoration, trimming specifications used, and the extent of adherence to pruning guidelines (ANSI A300), communications with tree crews, and oversight provided.

4. Describe the directions provided to tree crews after the restoration, trimming specifications used, and the extent of adherence to pruning guidelines (ANSI A300), communications with tree crews, and oversight provided.
5. Outline the Company's plans to complete post-storm trimming and identify areas requiring additional trimming as a result of the storm. Include a schedule for post-storm trimming activities and status for individual activities.

**Response:**

**Response to Question 1:**

The Company's distribution line clearance program aims to allow for the safe and reliable delivery of electricity in a cost effective manner. Work is competitively bid and performed by qualified contractors, who work to a clearing specification provided by the Company. The specification requires work to be done in accordance with ANSI A-300 (Part 1), 2008.

The annual budget for distribution line clearance at NYSEG in 2011 is \$16,667,000.

Work done under the annual maintenance plan is focused on primary facilities. NYSEG clears secondary on an as-needed basis, if vegetation is abrading or deflecting the wire. In the case of secondary services where customers wish to have vegetation removed that is not threatening to impact delivery, NYSEG will temporarily disconnect the secondary so that the customer may arrange to remove the vegetation.

While NYSEG is not on a formal cycle, the Company has maintained clearing guidelines for primary voltage facilities as follows:

34.5 kV class	3 years
15 kV class, 3-phase	5 years
5 kV class, 3-phase	7 years

Additional work on single-phase primary is scheduled based on circuit performance with respect to reliability indices, and customer input.

**Response to Question 2:**

See 2 attachments.

- o Q8 NYSEG all circuits affected Hurricane Irene for veg mgmt input.xls
- o Q8 NYSEG all circuits affected 2011 Flood for veg mgmt input 2011.xls

**Response to Question 3:**

During restoration work, tree crews are integrated with line crews per NYSEG's Incident Command System (ICS). The tree crews are directed to remove or prune vegetation as necessary to allow lines to be reenergized. At this stage of storm response, arboriculturally-correct practices are secondary to safety and efficiency of service restoration. This is in accordance with ANSI A-300 (Part 1), 2008, Section 9.4, "Emergency service restoration".

Communication with tree crews during restoration work follows the ICS model, with a Tree Crew Branch Coordinator in each division working closely with an Operations Section Chief to ensure that tree crew resources are effectively deployed. Oversight is provided by the Tree Crew Branch Coordinator and by Operations field supervisors.

**Response to Question 4:**

After service is restored, tree crews are retained in order to provide ongoing support to Operations as they repair or reconstruct lines. Tree crews are also directed to "sweep" circuits in affected areas, looking for hazards posed by vegetation near the Company's facilities. Safety remains the priority. Communication continues to be managed through the ICS, and as tree crews are no longer needed in an area, they may be shifted to work in areas where storm response is still on-going, or they may be released.

**Response to Question 5:**

After storms Irene and Lee, the need for follow up line clearance work was evaluated based on several inputs. "Sweeps", as described above, provided information as to where additional work was needed on the distribution system in the short-term (approximately one to two weeks). Tree crews were retained to complete this work. Aerial surveys provided similar input for the transmission system. Information from operations crews and from customer calls also helped direct tree crew resources to areas where follow-up work was necessary. In some cases, follow-up required only that the customers be made aware of the Company's responsibility with respect to post-storm debris removal.

Now that storm tree crews have been released, Operations and customer input will continue to direct "hot spot" line clearance work in support of the Company's safety, reliability and customer service objectives.

**Case 11-E-0481**  
**Hurricane Irene and Tropical Storm Lee**  
**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-9

**Directed To:** Jim O'Brien

**Requested By:** Jeffrey Kline

**Date of Request:** 10/4/2011

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**SUBJECT: STORM PREPARATIONS - GAS**

1. Identify what actions the Company took prior to each storm event, to prepare for potential storm related outages across its service territory, and actions taken by each operating headquarters. Base your description on each step defined in your emergency plan.
2. How many Company, contractor, and mutual aid crews did the Company have available for deployment on restoration efforts prior to the storm event, across its service territory, and by operating headquarters.
3. Identify all staging areas used by the Company during the storm event and the type of equipment placed in each area.
4. Did the Company fail to complete any preparations activities prior to the storm event?
5. Provide a description of what actions or requests the Company made or responded to with regard to mutual aid.
6. Describe the process for determining preemptive shut-offs.
7. Identify all preemptive shut-offs performed.

**Response:**

**[Response to Question 1](#)**

Prior to the Irene and Lee events the company took all actions as defined in the 2010 NYSEG and RG&E Gas Emergency Plan (Section 3 and 4); this included:

- Monitoring weather reports and reports of severe pending weather
- Conducting conference calls with operations staff, executive management, and division personnel
- Conducting early emergency assessment and classification
- Making the proper notifications to Gas Control, Executive management and media relations
- Discussing and planning for coverage of key personnel roles
- Contacting support services (lodging, food, fuel, etc.) to insure supply
- Discussing and planning for the staffing of offices (Binghamton, Owego for Irene and Walton for Irene)
- Discussing and planning for the packing, deployment, and staging of resources
- Actively participating in NOAA weather service webinars
- Gas operations conducted several emergency drills to review the ICS structure and operational contingency plans

**Response to Question 2:**

Prior to Irene, NYSEG and RGE had approximately 217 internal employees available for deployment plus an additional 82 contractor crews. For Lee, the companies had the same number of internal employees, contractor crews plus an additional 80 mutual aid employees from neighboring gas utility companies.

**Response to Question 3:**

Resources were staged for Irene in the Walton and Brewster area. For Lee, Binghamton and Owego was the main staging area. For Irene, executive management, regional management, operations supervisors and gas fitters were staged for shut-off, turn on activities, and emergency response. For Lee, executive management, regional management, operations supervision, gas employees from across NYSEG and RGE, additional local gas contractors, mutual aid gas personnel, and leak surveyors, were also mobilized to the Binghamton area. All personnel were staged for shut-offs, emergency response, leak survey, infrastructure repair, and turn-on activities. All equipment and supplies were staged at the NYSEG Operations Center in Binghamton.

**Response to Question 4:**

For Irene, NYSEG completed all preparation activities prior to this event. NYSEG did not experience a problem securing internal resources. For Lee, all preparations were also completed. NYSEG did not experience a problem securing internal or external resources.

**Response to Question 5:**

For Irene, regional gas operations secured the correct amount of resources through local resource planning and personnel requests. The Lee gas event was much larger in scale necessitating working closely with Incident Command, Planning, Logistics and Corporate EOC to request specific skill set needs from mutual aid companies in order to maximize operational efficiency during the restoration efforts.

**Response to Question 6:**

For Irene, Gas operations staff worked closely with local emergency management officials in Walton to determine mandatory evacuation areas which determined the pre-emptive shut-offs. For Lee, gas and electric operations staff worked closely with Broome and Tioga County emergency management teams and local emergency management officials to determine the locations of mandatory evacuation areas. Once the areas were determined, NYSEG staged personnel and started pre-emptive shut-offs under the direction of emergency management. NYSEG also began pre-emptive shut-offs from customer requests and making on-the-spot decisions based on rising flood waters, public safety and employee safety considerations.

**Response to Question 7:**

For Irene, 220 customer pre-emptive gas shut-offs were complete once the mandatory evacuation was invoked. The flood waters never reached the anticipated levels so the evacuation was lifted and NYSEG completed an attempt to reconnect all 220 gas customers in less than 8 hours. For tropical storm Lee, approximately 2,000 pre-emptive gas shut-offs were complete prior to the flood waters making it unsafe to proceed. After flood waters receded, the NYSEG Incident Command (ICS) staff worked closely with Broome and Tioga County

Emergency Management and New York State CEDAR (Code Enforcement Disaster Assistance Response) teams to determine additional flood affected areas that needed to be shut-off. As a result, another 9,000 gas customers were shut-off. The re-connect process is still ongoing as customers clean up and replace their gas appliances.

**Case 11-E-0481**  
**Hurricane Irene and Tropical Storm Lee**  
**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-10

**Directed To:** Jim O'Brien

**Requested By:** Jeffrey Kline

**Date of Request:** 10/4/2011

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**SUBJECT: DAMAGE ASSESSMENT - GAS**

1. Describe the role, responsibilities and function of a qualified damage assessor in the Company.
2. Describe the Company's normal approach to damage assessment including staffing levels, priorities, and data collection process.
3. Describe in detail how the Company performed its damage assessment during this storm event, including information on how it selected and prioritized which areas to survey.
4. Did the Company do any aerial patrols of the affected areas during the storm event? If so, when and where were the patrols done? What was the outcome/determination after the patrols? If not, why?
5. Do damage assessors use GPS units? How many hand-held GPS units are available to damage assessors Companywide and by operating headquarters?
6. Given the circumstances, what additional steps were taken to ensure surveys were performed efficiently?
7. Were any additional damage assessors brought in during this storm event? If so, how many, where, and how did the Company obtain these resources?
8. Explain any difficulties or delays encountered when performing damage assessment. What did the Company do to work around these issues?

9. Provide the base working hours or shifts worked during the restoration. Include a breakdown of staffing levels during daytime and overnight shifts.
10. Provide in table form the number of damage assessors working each day by shifts throughout the duration of the restoration period. Break the information down by operating headquarters and indicate why, where, and when additional damage assessors were required.

Response:

**Response to Question 1:**

Damage assessors in gas are usually gas fitters who are Operator Qualified (OQ) to inspect gas facilities for damage. The damage assessor (gas fitter) responsibility includes but is not limited to the following:

- Material integrity inspection for safety and serviceability.
- Leakage check for public safety assurance
- Surrounding assessment to determine potential risk for further damage. The damage assessor reports their findings to the Incident Commander.

**Response to Question 2:**

Damage assessment is employed anytime there is a reasonable chance that the gas distribution system integrity may be compromised. During hurricane Irene and tropical storm Lee, gas personnel monitored areas where there may be potential gas main exposures caused by flash flooding of creeks and streams or Major River flooding. Gas mains attached to bridges are also regularly monitored. If a compromised area is discovered, the gas fitter immediately conducts a damage assessment which includes but is not limited to a material integrity inspection, leakage check, and an area assessment for potential risk of further damage. Based on that assessment, a decision is made to continue monitoring the exposure, especially if the gas main is inaccessible; mitigate the potential risk by supporting the facility or removing the obstruction that's causing the risk; or repair the exposure. Simultaneously, the operations and or planning group begins developing a contingency plan for emergency response, and replacement of the effected facilities if warranted.

**Response to Question 3:**

For Irene, NYSEG was impacted in several divisions and conducted damage assessment surveys for all gas areas east of Elmira. Priority for assessment was made based upon customer prioritization (see NYSEG and RGE Utilities Emergency Plan), accessibility, and field reports. It should be noted that all impacted areas were assessed. Supplemental assessments

were also conducted using paper forms in order to expedite collection of data. All assessment was conducted during the daylight hours, generally by teams of two individuals.

For Lee, assessments were conducted in all areas east of Elmira especially in the Binghamton and Oneonta Divisions. Being a flooding event, significant portions of the service area were not accessible until flood waters receded. Therefore assessment was planned and conducted in multiple phases as receding flood waters allowed access to specific areas. Aerial patrols were also conducted repeatedly during this event.

#### **Response to Question 4:**

For Irene, aerial patrols were conducted in Brewster, Mechanicville, Liberty, Oneonta, Plattsburgh, and Binghamton Divisions to identify both Transmission structure and vegetation-related issues as a result of hurricane damage. During Lee, aerial patrols performed the same function and were also used to gather photographic imagery in order to delineate the flood damage areas in Binghamton and Oneonta at various times during the event. This information was plotted on our system maps to aid us in our recovery planning.

Aerial patrols were conducted on the following dates:

8/29/11	Plattsburgh/Brewster/Oneonta
8/30/11	Plattsburgh/Mechanicville/Binghamton/Brewster
8/31/11	Liberty
9/2/11	Oneonta
9/3/11	Oneonta
9/4/11	Oneonta
9/8/11	Binghamton
9/9/11	Binghamton
9/10/11	Binghamton/Oneonta
9/11/11	Binghamton/Oneonta
9/12/11	Binghamton

9/13/11	Binghamton/Brewster
9/14/11	Brewster/Oneonta
9/15/11	Binghamton
9/16/11	Binghamton
9/17/11	Binghamton
9/19/11	Oneonta
9/21/11	Plattsburgh
9/22/11	Plattsburgh
9/23/11	Plattsburgh

**Response to Question 5:**

Hand held damage assessment units are not used in the gas department. Field patrol notes are used to monitor and report conditions.

**Response to Question 6:**

All normal procedures and practices were followed to support survey activities. In addition: additional helicopter resources were secured to allow for more parallel activity, additional Incident Command staffing was assigned, supporting back-office operations were placed on extended hours, and additional materials and resources were secured to insure operations could be sustained for extended periods of time.

**Response to Question 7:**

For Irene, no additional damage assessors were brought in for this function. No additional external damage assessors were required to support this specific function during Lee. The gas fitters are qualified for damage assessment as well as many other relevant functions associated with flood recovery.

**Response to Question 8:**

During Irene, flooding, road closures, mudslides, NYS pre-emptive closures of bridges across the Hudson, tree damage, and other impediments to travel all negatively impacted damage

assessment efforts. NYSEG countered these obstacles through cooperation with local and state DOT organizations, collaboration with officials, planning of effective and efficient assessment routes, and other measures.

**Response to Question 9:**

In general a base rotation for all damage assessors and recovery personnel was 17 hours on, 7 hours off for both events. The daily start times for individuals varied somewhat due to their specific assignments. Overnight, support personnel would continue processing of assessment information and observations. Staffing levels flexed based upon the event and the requirements for each stage of each event.

**Response to Question 10:**

Damage assessor assignments are provided below. Once the initial damage assessment is complete, the focus turns to repair, reconnection or shut-off customers.

Hurricane Irene:

Division	Damage Assessors	Date
Binghamton	10 10 0	8/27/11 8/28/11 8/29/11
Brewster	6 6 0	8/27/11 8/28/11 8/29/11
Liberty	4 4 0	8/27/11 8/28/11 8/29/11
Mechanicville	3 3 0	8/27/11 8/28/11 8/29/11
Oneonta	10 36 0	8/27/11 8/28/11 8/29/11


Tropical Storm Lee:

Division	Damage Assessors	Date
Binghamton / Owego	85 104 104 25 10 10 10 10 0	9/7/11 9/8/11 9/9/11 9/10/11 9/11/11 9/12/11 9/13/11 9/14/11 9/15/11
Oneonta	10 10 0	9/7/11 9/8/11 9/9/11
Ithaca	10 10 0	9/7/11 9/8/11 9/9/11

**Case 11-E-0481**  
**Hurricane Irene and Tropical Storm Lee**  
**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-11

**Directed To:** Jim O'Brien

**Requested By:** Jeffrey Kline

**Date of Request:** 10/4/2011

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**SUBJECT: CREWING - GAS**

1. Provide a detailed description of the roles and responsibilities for each crew type used during the restoration.
2. What were the shift lengths for Company and for mutual aid personnel for each day of the restoration?
3. Provide the total individuals and crews available by operating headquarters for each shift of each day of the restoration as identified in question 1.

**Response:**

**Response to Question 1:**

The gas restoration effort centered around five priorities. All five of these priorities were being accomplished simultaneously using a combination of Gas Fitters, Field Service Representatives and Meter Reader Collectors.

1. Turn off gas customers affected by the flood
2. Respond to all gas emergencies to preserve public safety
3. Leak survey gas mains and services in the affected areas to ensure that our system was sound
4. Repair all critical leaks found from emergency response and/or from the leak surveys
5. Turn on customers who are ready for gas service

**Response to Question 2:**

The shift length for each day was established for all restoration groups with 17 hours on duty and 7 hours of rest. This arrangement continued for the duration of the event.

**Response to Question 3:**

For the gas restoration effort, there were approximately 355 gas employees available for the priorities listed in the reply to question number 1.

**Case 11-E-0481**  
**Hurricane Irene and Tropical Storm Lee**  
**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-12

**Directed To:** Jim O'Brien

**Requested By:** Jeffrey Kline

**Date of Request:** 10/4/2011

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**SUBJECT: ESTIMATED TIME OF RESTORATION (ETR)**  
**GLOBAL, COUNTY, AND LOCAL - GAS**

1. Provide and explain the methods, procedures, inputs, factors, and formulas used to develop global, county, and local ETRs during storm events.
2. Explain the effect this storm event or other factors had on the process and procedures that go into determining the ETR's.
3. What information such as damage, crews, and conditions were known by the Company at the time the initial ETR was reported?
4. Provide a timetable of when ETRs were provided by region, municipality, and/or area, and how often the information was updated/refined.

**Response:**

A joint electric-gas Area Command structure was utilized to manage restoration for this event. This unified command structure took into account both the electric and gas aspects for: restoration plan development, ETR calculations, communication to municipalities, etc. Please refer to the response for DPS-6 as the details of this process are provided in that response.

**Case 11-E-0481**  
**Hurricane Irene and Tropical Storm Lee**  
**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-13

**Directed To:** Jim O'Brien

**Requested By:** Jeffrey Kline

**Date of Request:** 10/4/2011

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**SUBJECT: GAS OUTAGES**

1. Provide the following information regarding interruptions resulting from the storm on an hourly basis for each day of the restoration in an Excel table:

- Number of gas interruptions (events);
- Number of gas customers affected;
- Number of gas customers served in area;
- Percent of gas customers affected;
- Percent of gas customers restored from storm peak.

The information should be provided for the entire Company and separately for each operating headquarters affected by the storm.

2. Briefly describe how the Company tracks outages during typical storm events.
3. Describe how the Company tracked outages during this event?
4. Does the Company have any reason to question the accuracy of its tracking system and associated outage numbers reported to customers and to the PSC during this storm? If so, please describe in detail. Identify the impact of any inaccuracy on customers and the steps taken to correct the situation and assist customers.
5. How often was the outage information updated with reports from the field?
6. Name each regulator station shut down for safety reasons and flooding concerns.
  - Description of all equipment that was damaged, including the sizes of the equipment.

- Description of the equipment that was used to replace the damaged equipment.
- Description of what actions the Company took to rectify the situation.

7. Identify all mains and transmission lines that were damaged as a result of the storms.

Response:

**Response to question 1**

The following numbers are approximations of outages from both Hurricane Irene and Tropical Storm Lee.

Hurricane Irene

Division	# Gas Interruptions	# of Gas Customers affected	# of Gas Customers Served in Area	% of Gas Customers Affected	% of Gas Customers Restored From Peak
Binghamton	40	40	66,725	> 1%	100%
Oneonta	220	220	15,634	1.4%	100%

Tropical Storm Lee

Division	# Gas Interruptions	# of Gas Customers affected	# of Gas Customers Served in Area	% of Gas Customers Affected	% of Gas Customers Restored From Peak
Binghamton	11,000	11,000	66,725	16%	75%

**Response to question 2**

The company uses paper outage sheets and Electronic units (MAU) to capture shut-offs. That information is then loaded into the Company SAP system where a notification is created. Once the notifications are in the system, the company is able to track information until the turn-on is complete and notification is closed.

### **Response to Question 3**

Once the outages were entered into the company SAP system, we were able to track all activity for that outage through customer account comments and change status's.

### **Response to Question 4**

The accuracy of the outage numbers were challenging at times because of the following listed below. At no time did the accuracy of the outages numbers have a negative impact on customers. The company had a significant amount of resources on-the-ground going door-to-door making sure the customers were safe and their anticipated restoration needs were met.

- Paper outage sheets were difficult to record and maintain during heavy rain
- Emergency response personnel and customers were also shutting off services making it difficult to gain an accurate number.
- Outage information was entered into the system using different notification codes. This caused confusion early on in the event. This was corrected as soon as it was identified.

### **Response to Question 5**

Customer outage information was collected at the end of each day and entered into the system nightly.

### **Response to Question 6**

The following regulator stations were shutdown for safety reasons during Tropical Storm Lee. This did not affect service to customers Binghamton. Alternative feeds were utilized. Shutting down the three Owego stations effectively shutdown the low pressure system in the village affecting all the customers on that system. All stations have been cleaned, internally inspected and placed back into service.

Binghamton Division—

- Court Street

- New Street
- West Wendall
- Gere Street - Owego
- Erie Street - Owego
- Apalachin
- Academy Street - Owego

#### Response to question 7

The following gas distribution mains were damaged as a result of Tropical Storm Lee.

#### Binghamton Division

- Main street – 6" steel
- Shady Drive – 2" plastic
- Hinman Corners – 8" steel
- Meeker Rd – 4" plastic
- Chenango Bridge – 8" steel

#### Plattsburgh Division

- Bucks Corners – 8" plastic

**Case 11-E-0481**

**Hurricane Irene and Tropical Storm Lee**

**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-14

**Directed To:** Jim O'Brien

**Requested By:** Sonny Moze and Jason Smitkin

**Date of Request:** 10/4/2011

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**SUBJECT: COMMUNICATIONS WITH THE PUBLIC, MEDIA, AND  
GOVERNMENT OFFICIALS**

**Public**

1. Provide copies of all written statements, flyers/handouts, press releases, recorded messages on telephone lines, media speaking point summaries, customer call backs, email, web site postings, etc. used to keep customers informed of the restoration times and progress, and related outage and customer safety information provided throughout the event.
2. How often was each type of communication and information provided? Include updates to the Company website.
3. How were specific messages to customers in different regions and impact areas updated and coordinated?
4. Were mobile units or walk-in centers used during the restoration efforts? If so, how many and where were the centers located? How did customers know of the locations? What were the qualifications of the Company personnel that staffed the centers and for how long were the centers open? Provide copies of information that was available at the centers.

5. Provide the internal procedure used to address the specific issues and problems identified through comments heard from customer call centers and walk-in centers and officials via municipal conference calls. Provide the process used to develop action items/plans for resolution issues and problems.
6. Describe the process for notifying customers of preemptive and reactive disconnects.

#### **Contact with Municipal and Other Public Officials**

7. When was the last time your public officials list was verified and updated and how often is this done?
8. List how the Company contacted these officials during the event.
9. How many Municipal Conference calls, if any, were conducted during this event? Provide dates, times and copies of the minutes from the calls.
10. Provide copies of any written information given either to the public officials or the speaking points used in communications with them.
11. Identify the questions or concerns that were raised by the officials. Explain the internal process used to answer and/or address.

#### **Website Activity**

12. Provide an overview of website changes and additional outage and restoration information provided during the event.
13. Did the Company's website display the following outage information?
  - Storm preparation tips and how to report outage problem and check outage status;
  - Outage location maps of affected areas by county, towns and villages;
  - The number of customers affected and the estimated time of restoration;
  - How often information was updated on the site and safety tips for carbon monoxide.

## **Media**

14. Provide copies of all press releases, statements, and newspaper ads prepared for the media. Include to whom the press release, statements and newspaper ads were directed, dates, and times.
15. Provide a list of interviews given by the Company to the media, including the dates, times, and issues discussed.

### **Responses:**

#### **Response to Question 1:**

##### ***Hurricane Irene:***

Copies of all 22 news releases and the dry ice fact sheet that is provided to customers who obtain dry ice from any NYSEG distribution location are attached. Instead of recorded phone messages, our Customer Relations Center uses a text-to-speech application to load updated messages targeted to customers in particular divisions into our interactive voice response (IVR) system. Copies of these IVR messages are not retained. In addition, customers may hear that we are aware of an outage in their area, how many customers are affected and an estimated restoration time (if available). This information is retrieved directly from the SAP Outage Management System and is specific to individual accounts. (See responses to questions #12 and #13 for website information.)

##### ***Tropical Storm Lee:***

Copies of all 11 news releases, the dry ice fact sheet that is provided to customers who obtain dry ice from any NYSEG distribution center, a flood brochure, restoration/reconnection cards and a package of information on restoration of service following flooding are attached. Instead of recorded phone messages, our Customer Relations Center uses a text-to-speech application to load updated messages targeted to customers in particular divisions into our interactive voice response (IVR) system. Copies of these IVR messages are not retained. In addition, customers may hear that we are aware of an outage in their area, how many customers are affected and an estimated restoration time (if available). This information is retrieved directly from the SAP Outage Management System and is specific to individual accounts. (See responses to questions #12 and #13 for website information.)

#### **Response to Question 2:**

##### ***Hurricane Irene:***

The dates, times and distribution of news releases are noted below. Dry ice fact sheets were provided to customers who obtained dry ice at any NYSEG distribution location. Text-to-speech phone messages were updated 24/7 as new information was available. Our website was regularly updated with news releases, new dry ice distribution information and other pertinent information. (For more detailed information on how our website was used, see the responses to questions #12 and #13 below.)

#### **Thursday, August 25, 2011**

1 p.m.: Storm preparation news release distributed to Brewster, Liberty, Mechanicville and Oneonta media, local elected officials, local emergency management offices, state elected officials who represent

the areas, Tom Congdon (Governor's office) and Jim Denn (Public Service Commission public relations office).

**Sunday, August 28, 2011**

9 a.m.: News release regarding the potential for flooding distributed to Binghamton, Brewster, Liberty, Mechanicville and Oneonta media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

11:30 a.m.: News release regarding storm damage distributed to Binghamton, Brewster, Liberty and Oneonta media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

4 and 9 p.m.: News releases regarding storm damage distributed to Binghamton, Brewster, Liberty, Mechanicville, Oneonta and Plattsburgh media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

**Monday, August 29, 2011**

6 a.m. and 1 p.m.: News releases regarding storm damage distributed to Binghamton, Brewster, Liberty, Mechanicville, Oneonta and Plattsburgh media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

9 p.m.: News release regarding storm damage distributed to Binghamton, Brewster, Liberty, Oneonta and Plattsburgh media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

**Tuesday, August 30, 2011**

6 and 11 a.m., 4 and 10 p.m.: News releases regarding storm damage distributed to Binghamton, Brewster, Liberty, Oneonta and Plattsburgh media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

**Wednesday, August 31, 2011**

7 a.m., 3 and 7 p.m.: News releases regarding storm damage distributed to Binghamton, Brewster, Liberty, Oneonta and Plattsburgh media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

**Thursday, September 1, 2011**

7 a.m., 3 and 7 p.m.: News releases regarding storm damage distributed to Binghamton, Brewster, Liberty, Oneonta and Plattsburgh media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

**Friday, September 2, 2011**

7 a.m., 3 and 7 p.m.: News releases regarding storm damage distributed to Brewster, Liberty, Oneonta and Plattsburgh media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

**Saturday, September 3, 2011**

8 a.m. and 8 p.m.: News releases regarding storm damage distributed to Brewster, Liberty, Oneonta and Plattsburgh media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

***Tropical Storm Lee:***

The dates, times and distribution of news releases are noted below. Dry ice fact sheets were provided to customers who obtained dry ice at any NYSEG distribution location. Text-to-speech phone messages were updated 24/7 as new information was available. Our website was regularly updated with news releases, new dry ice distribution information and other pertinent information. (For more detailed information on how our website was used, see the responses to questions #12 and #13 below.)

**Tuesday, September 6, 2011**

1 p.m.: Flooding preparation news release distributed to Binghamton and Oneonta media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon (Governor's office) and Jim Denn (Public Service Commission public relations).

**Wednesday, September 7, 2011**

9 a.m.: Flooding preparation news release distributed to Auburn, Elmira, Geneva, Hornell and Ithaca media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

**Thursday, September 8, 2011**

3 p.m.: News release distributed to Binghamton, Elmira and Oneonta media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

**Friday, September 9, 2011**

3 p.m.: News release distributed to Binghamton, Elmira and Oneonta media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

**Saturday, September 10, 2011**

6 p.m.: News release distributed to Binghamton, Elmira and Oneonta media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

**Sunday, September 11, 2011**

5:30 p.m.: News release distributed to Binghamton, Elmira and Oneonta media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

**Monday, September 12, 2011**

8:30 p.m.: News release distributed to Binghamton media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

**Tuesday, September 13, 2011**

4 p.m.: News releases (one on the service restoration process; another updating the situation) distributed to Binghamton media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

**Wednesday, September 14, 2011**

6 p.m.: News release distributed to Binghamton media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

**Thursday, September 15, 2011**

8 p.m.: News release distributed to Binghamton media, local elected officials, local emergency management offices, state elected officials who represent the areas, Tom Congdon and Jim Denn.

**Response to Question 3:*****Hurricane Irene and Tropical Storm Lee:***

Because Hurricane Irene in particular affected a 30-county swath of the NYSEG service area, messages were targeted by NYSEG division, for example, Brewster (portions of Westchester, Putnam and Dutchess counties), Binghamton (all or parts of Broome, Tioga, Chenango and Cortland counties) and Oneonta (parts of Broome, Chenango, Delaware, Greene, Herkimer, Madison, Oneida, Otsego, Schoharie and Ulster counties). Public Affairs (corporate communications and outreach), Customer Relations Center and division personnel worked together to ensure accurate and consistent communications. Information was updated as often as warranted based on developments.

**Response to Question 4:*****Hurricane Irene:***

Mobile units were not used for this event, however all of NYSEG's walk-in customer service centers were open during regular business hours. NYSEG personnel also responded to customer questions at dry ice distribution locations and NYSEG liaisons were on site at the Westchester, Putnam and Schoharie county emergency management offices to help ensure prompt resolution of operations and customer service issues as well as to provide emergency services personnel with detailed information regarding power restoration efforts. NYSEG liaisons were also on site in Shandaken (Ulster County) and Prattsville (Greene County). Liaisons must understand NYSEG operations and customer service, have excellent communications skills, and have knowledge of the service area where they are deployed.

***Tropical Storm Lee:***

Mobile units were not used for this event, however all of NYSEG's walk-in customer service centers were open during regular business hours. NYSEG personnel also responded to customer questions at dry ice distribution locations and NYSEG liaisons were on-site at the Broome and Tioga county emergency management office and the Town of Vestal command center to help ensure prompt resolution of operations and customer service issues as well as to provide emergency services personnel with detailed information regarding electricity and natural gas service restoration efforts. Liaisons must understand

NYSEG operations and customer service, have excellent communications skills, and have knowledge of the service area where they are deployed.

**Response to Question 5:**  
***Hurricane Irene and Tropical Storm Lee:***

Single points of contact were established for the media (Public Affairs/ Public Information Officer); municipal, county and state officials (Public Affairs/Public Liaison Officer) and customers with special needs (Consumer Advocates). These single points of contact were responsible for working with the appropriate NYSEG personnel in order to be able to respond to questions and resolve issues.

**Response to Question 6:**  
***Hurricane Irene and Tropical Storm Lee:***

*(Please note that the magnitude of shutoffs for safety reasons was much greater during and in the aftermath of Tropical Storm Lee than during and in the aftermath of Hurricane Irene.)*

Conditions were deteriorating so rapidly, particularly in the case of the severe and widespread flooding associated with Tropical Storm Lee, there was no time to implement formal communications with customers about service disconnections, although we did keep municipal officials and county emergency management directors informed of this work. In addition to proactively shutting off individual services in targeted areas before and as floodwaters rose, particularly during Tropical Storm Lee, we worked closely with municipalities to respond to their directives to de-energize and then re-energize portions our electricity and/or natural gas delivery systems for safety reasons. Our damage assessment, sweep and re-entry/reconnection teams went street by street and door to door in flood-impacted areas to either disconnect additional electricity and/or natural gas services for safety reasons or reconnect services where conditions permitted. During that process, employees handed out thousands of flood brochures and restoration/reconnection cards to customers. Information packets regarding the reconnection process were also handed out at all of the community public information meetings and at the dry ice/bottled water distribution sites. We communicated the reconnection process in news releases and the public liaison officers shared this information on conference calls with municipal officials and individual communications with municipal officials and county emergency management directors.

**Response to Question 7:**  
Our lists of public officials are updated on an ongoing basis. Even during storm emergency events such as Hurricane Irene and Tropical Storm Lee we update contact information as necessary.

**Response to Question 8:**  
***Hurricane Irene:***

Proactive contacts were made with county emergency management offices to provide information and liaison contact numbers for emergency or public official concerns. Phone calls were made and e-mails were sent to county and municipal officials to provide liaison contact information, as well as call-in information for the daily public official conference calls. In addition, all news releases were e-mailed or sent by fax to state, county and municipal officials as well as emergency management officials.

### ***Tropical Storm Lee:***

Proactive contacts were made with county emergency management offices to provide information and liaison contact numbers for emergency or public official concerns. Phone calls were made and e-mails were sent to county and municipal officials to provide liaison contact information. In addition, all news releases were e-mailed or sent by fax to state, county and municipal officials as well as emergency management officials.

On Thursday, September 8, Mark Lynch (president of NYSEG and RG&E) toured the area by helicopter and visited the Tioga County emergency management office.

On Thursday, September 15, Bob Kump (CEO of Iberdrola USA) and Mark Lynch (president of NYSEG and RG&E) toured the area by car; met with Ed Arrington (Village of Owego mayor), Pete Andreasen (Town of Vestal supervisor) and Matt Ryan (City of Binghamton mayor). Mark Lynch also met with Debbie Preston (Town of Conklin supervisor).

As Public Liaison Officer(s) (PLO) under Incident Command (ICS) during both Hurricane Irene in the Liberty and Oneonta Divisions and Tropical Storm Lee in the Binghamton Division, we regularly made pro-active contacts with local and county elected and municipal officials and county emergency management directors in order to address any questions or issues they may have in their respective municipalities and to also provide timely and accurate information regarding restoration and recovery progress. The PLOs provided their direct contact information to public officials in order that they could contact us more easily. Public officials participated on all the Municipal Officials Conference Calls as we provided them with appropriate call-in numbers and participant code numbers. Officials also received by email all of the Irene and Lee news releases and were made aware of NYSEG's Outage Central website. PIOs and PLOs were invited to participate and serve on panels at various city, town and village public information meetings. At those meetings NYSEG representatives were able to provide municipal officials, customers and the general public about NYSEG's restoration progress and recovery/reconnection activity and protocol. During the Lee event, we provided up to date electric and gas meter reconnection data on a regular basis to those officials who requested that level of information. We also helped to coordinate meetings between NYSEG executives and municipal officials and county emergency management directors and sheriffs. The PLOs even visited municipal officials in the field to lend our support wherever needed. As the PLO coordinated all of the NYSEG representation and participation in both the Broome and Tioga County command centers and EOCs. We embedded a NYSEG employee in both EOCs as long as there was a need. Both EOCs were staffed around the clock with a NYSEG representative. By doing so, we were able to share real time restoration and recovery activities and data. Our EOC reps were in constant communication with us and vice versa. If the county or local municipalities had specific requests of NYSEG, we would receive those inquiries promptly. This two-way communications created a very positive working relationship between NYSEG and officials.

### **Response to Question 9:**

#### ***Hurricane Irene:***

A total of 31 municipal officials conference calls were conducted in NYSEG's East Region: Brewster Division (August 28 through September 2, 3 p.m.; September 3, 3 and 9:30 p.m.); Liberty Division (August 28 through September 1, 2 p.m.); Mechanicville Division (August 29 through 31, 11 a.m.); Oneonta Division (August 29 through September 4, 10 a.m.) and Plattsburgh Division (August 29 through September 4, 5 p.m.). We do not keep minutes of these calls. (See response to question #11 below for examples of the issues raised during these calls.)

### ***Tropical Storm Lee:***

Beginning on Thursday, September 8, we participated in the municipal officials conference calls conducted by the Broome County emergency management director. The call was held Monday through Sunday at 9:30 a.m. until the week of September 26 when the calls were scaled back to Monday, Wednesday and Friday. The calls will continue until there is no longer a need. To date we have participated in 25 of these conference calls. We also received regular updates from the Tioga County EOC. We do not keep minutes of these calls. In addition, we participated in 10 town meetings in the towns of Vestal, Union, Conklin, Nichols and Owego; the City of Binghamton; and the Village of Owego. (See response to question #11 below for examples of the issues raised during these calls.)

In the cases of both **Hurricane Irene** and **Tropical Storm Lee**, NYSEG was in regular contact with municipal officials in affected areas by phone, in person and at town meetings. These contacts number in the hundreds.

**Response to Question 10:**  
***Hurricane Irene and Tropical Storm Lee:***

News releases (attached) were provided to state, county and municipal officials as well as emergency management officials. The news releases, along with community-specific outage information, were used for talking points with public officials.

**Response to Question 11:**  
***Hurricane Irene:***

Questions from public officials included:

- Requests for estimated restoration times for specific locations.
- Restoration priorities.
- Requests regarding individual constituent situations.
- Information about NYSEG's online outage information.
- Requests for specific dry ice/bottled water distribution sites, information on deliveries and coordination of shelter sites.
- Requests to work with highway departments to clear blocked roads.

***Tropical Storm Lee:***

- Number of remaining disconnected electricity and natural gas meters.
- Requests for estimated restoration times.
- Restoration priorities.
- Requests regarding individual constituents' situations.
- Directives from municipalities to either de-energize or re-energize electricity service.
- Location of dry ice/bottled water and clean-up recovery product distribution sites.
- Requests for additional dry ice/bottled water distribution sites in areas with a critical need.
- Number of mutual aid crews and service restoration support personnel.
- Location and availability of mobile substations where NYSEG's regular substations were under water.
- Status of flooded substations and other NYSEG electric facilities as well as water in the low-pressure natural gas system in the Village of Owego.
- Locations of road closures.
- Requests for pumping crews or emergency generators.

- Request to energize traffic signal lights in certain high traffic areas.
- Invitations to represent NYSEG and participate in the town, village and city information meetings.

The Public Liaison Officer is the single point of contact for inquiries from public officials. This individual is responsible for working with the appropriate NYSEG personnel in order to be able to respond to questions and resolve issues.

**Response to Question 12:**  
***Hurricane Irene and Tropical Storm Lee:***

See attached explanations and screen shots.

**Response to Question 13:**  
***Hurricane Irene and Tropical Storm Lee:***

Our website includes all of the information referenced above except for the outage location maps.

**Response to Question 14:**  
***Hurricane Irene:***

Copies of all news releases are attached. Information regarding timing and distribution of the news releases is included in the response to question #2 above. A paid "thank you" advertisement is also attached. The ad ran in the following daily newspapers in early September: *The Press & Sun-Bulletin* (Binghamton), *The Daily Star* (Oneonta), *The Times-Herald Record* (Middletown), *The Times-Union* (Albany), *The Press Republican* (Plattsburgh) and *The Journal News* (White Plains). It also ran in the following weekly newspapers in early September: *The Windsor Journal*, *The Country Courier* (Conklin/Kirkwood), *The Town Crier* (Vestal), *The Windham Journal*, *The Catskill Mountain News* (Margaretville), *The Mountain Eagle* (Stamford), *The Deposit Courier*, *The Sullivan County Democrat*, *The Putnam Courier*, *The Putnam Examiner*, *The Mechanicville Express*, *The Valley News* (Elizabethtown), *The North Countryman* (Champlain) and *The Burgh* (Plattsburgh).

***Tropical Storm Lee:***

Copies of all news releases are attached. Information regarding timing and distribution of the news releases is included in the response to question #2 above. A paid "thank you" advertisement is also attached. The ad ran in the following daily newspapers in late September: *The Press & Sun-Bulletin* (Binghamton), *The Daily Star* (Oneonta) and *The Evening Sun* (Norwich). It also ran in the following weekly newspapers in late September: *The Owego Pennysaver*, *The Windsor Journal*, *The Country Courier* (Conklin/Kirkwood), *The Town Crier* (Vestal), *The Tri-Town News* (Sidney), *The Sidney Record*, *The Bainbridge Times*, *The Unadilla Times* and *The Walton Reporter*.

**Response to Question 15:**  
***Hurricane Irene:***

NYSEG representatives made dozens of proactive and reactive media contacts during and in the aftermath of Hurricane Irene. As is often the case during an emergency of this magnitude, topics of discussion were generally confined to the nature of the damage to our system, the number of customers without power, hardest-hit areas, restoration protocol, restoration times and safety. Media contacts included:

- *The Ithaca Journal*
- WBNG-TV (Binghamton)
- *The Northern Westchester Examiner*
- *The Freeman's Journal* (Cooperstown)
- *The Journal News* (White Plains)
- *The Times-Herald Record* (Middletown)
- *The Bedford News*
- Fox 40-TV (Binghamton)
- WDST Radio (Woodstock)
- *The Press & Sun-Bulletin* (Binghamton)
- WCBS Radio (New York)
- *The Times-Union* (Albany)
- *The Bedford Patch*
- *The Mail on Sunday* (London)
- News Channel 12 Westchester
- *The Poughkeepsie Journal*
- Bold Gold Media (Radio - Liberty area)
- WHUD Radio (Beacon)
- *The Sullivan County Democrat*
- WGY Radio (Albany)
- WROW Radio (Albany)
- WRGB-TV (Albany)
- WTEN-TV (Albany)
- WNYT-TV (Albany)
- WYNN News 9 (Albany)
- WSRK Radio (Oneonta)
- WCDO (Sidney)
- *The Daily Star* (Oneonta)
- Fox 44-TV (Plattsburgh)
- *The Press Republican* (Plattsburgh)

#### ***Tropical Storm Lee:***

NYSEG representatives made dozens of proactive and reactive media contacts during and in the aftermath of Hurricane Irene. As is often the case during an emergency of this magnitude, topics of discussion were generally confined to the nature of the damage to our system, the number of customers without power, hardest-hit areas, restoration protocol, restoration times and safety. Media contacts included:

- An extensive live interview with WCDW Radio (Binghamton) – September 8
- An extensive live interview with WNBF Radio (Binghamton) – September 13
- Made arrangements to meet WBNG-TV reporter at Lounsberry for a story on NYSEG's work to replace a transmission line across the Susquehanna River using a helicopter – September 13
- Participated in WSKG Radio call-in program as part of the area broadcasters' flood relief telethon – September 14
- Bob Kump (CEO of Iberdrola USA) and Mark Lynch (president of NYSEG and RG&E) presented checks to the Broome and Tioga United Way organizations (\$75,000 each) for flood relief.

WBNG-TV (Binghamton), YNN, Fox 40 News (Binghamton) and NewsChannel 34 (Binghamton) attended a news conference where the contributions were announced.

Aside from these specific contacts, the most frequent contacts were with *The Press & Sun-Bulletin* (Binghamton) and WBNG-TV.

**Case 11-E-0481**

**Hurricane Irene and Tropical Storm Lee**

**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-15

**Directed To:** Jim O'Brien

**Requested By:** Sonny Moze and Jason Smitkin

**Date of Request:** 10/4/2011

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**SUBJECT: LIFE SUPPORT EQUIPMENT AND CRITICAL CARE FACILITIES**

1. Provide the total number of Life Support Equipment (LSE) and Elderly/Blind/and Disabled (EBD) customers in the Company's service territory, and the total number of each category impacted during the storm event.
2. What steps were taken if personal contact with a LSE customer during the storm event was not made?
3. How many LSE customers were not reached via a personal contact during the storm event?
4. How often were LSE and EBD customers contacted over the duration of the storm event?
5. Identify the critical care facilities without power during the storm event, and restoration times for each.
6. Describe the Company's actions to keep in touch with these facilities.
7. If the critical care facilities asked for assistance, describe what the Company did to assist them, for example, provide generators.

**Response:**

1. Provide the total number of Life Support Equipment (LSE) and Elderly/Blind/and Disabled (EBD) customers in the Company's service territory, and the total number of each category impacted during the storm event.

NYSEG LSE Count - by division office		NYSEG EBD Count - by division office		Max # of LSE customers impacted - Hurricane Irene 8.29.11		Max # of LSE customers impacted - Tropical Storm Lee 9.8.11	
Count of Acct #		Sum of CountCA		Count of Cont. Acct		Count of Cont. Acct	
division	Total	Division	Total	RegionName	Total	RegionName	Total
Auburn	102	Auburn	2565	Binghamton	33	Binghamton	69
Binghamton	424	Binghamton	9037	Brewster	63	Elmira	7
Brewster	103	Brewster	4363	Ithaca	2	Oneonta	1
Elmira	276	Elmira	5605	Liberty	37	Grand Total	74
Geneva	130	Geneva	4625	Mechanicville	2		
Hornell	129	Hornell	3019	Oneonta	80		
Ithaca	98	Ithaca	3526	Plattsburgh	48		
Lancaster	321	Lancaster	11017	Grand Total	265		
Liberty	106	Liberty	3119				
Lockport	93	Lockport	2162				
Mechanicville	89	Mechanicville	2831				
Oneonta	248	Oneonta	6388				
Plattsburgh	122	Plattsburgh	2514				
Grand Total	2241	Grand Total	60771				

LSE and EBD customer population numbers broken down by division office have been provided above. The maximum number of LSE customers who were impacted by each event is also provided. Data is not available for EBD customers impacted during each event. In advance of Hurricane Irene, approximately 13,000 EBD and 1,000 LSE customers received a dialer call warning of a possible storm event.

2. What steps were taken if personal contact with a LSE customer during the storm event was not made?

If direct phone contact was unsuccessful, we first attempted to reach emergency contacts listed on annual life support surveys, or family members. If still unable to make contact we utilized internal personnel for field visits. If internal field personnel

were not able to access a location due to impassable roads local sheriff's department/emergency services personnel were utilized.

3. How many LSE customers were not reached via a personal contact during the storm event?

Contact was made with all LSE customers for both events using the following methods; traditional phone contact, family member or emergency contact reached, field visit completed using internal personnel or field visit completed by local sheriff's department/emergency services personnel.

4. How often were LSE and EBD customers contacted over the duration of the storm event?

LSE customers were contacted on a daily basis during both events. In preparation of Hurricane Irene, LSE and EBD customers deemed to be in the path of the storm received a recorded dialer message on Friday, August 26, 2011.

5. Identify the critical care facilities without power during the storm event, and restoration times for each:

#### **Hurricane Irene**

<b>Division</b>	<b>Critical Customer</b>	<b>Restoration Time (hours)</b>
Brewster	Arms Acres	45.17
Brewster	Fellowship Hall	38.55
Brewster	Four Winds Hospital	63.08
Brewster	Mount KiscoMedical Group/Moran	8.09
Brewster	Putman Hospital Center	7.64
Brewster	Putman Hospital Center	7.64
Brewster	Putman Hospital Center	7.64
Brewster	Putman Nursing & Rehab	1.73
Brewster	Putman Ridge Nursing & Rehab	20.54
Brewster	Somers Manor	61.89
Brewster	Somers Manor	61.89
Brewster	Waterview Acquistions	45.18

Liberty	Catskill Regional Med.Ctr.- Callicoon Div.	5.41
Liberty	Daptahr Rehabilitation	62.01
Liberty	Letchworth Developmental Center	22.00
Liberty	Montgomery Nursing Home	12.50
Liberty	Roscoe Nursing Home	4.10
Liberty	Sullivan Arc	5.48
Liberty	Sullivan Arc	49.43
Liberty	New Hope Community	91.57
Oneonta	A.O. Fox Hospital	78.60
Oneonta	Chase Memorial Nursing	52.00
Oneonta	Clara Welch	26.25
Oneonta	M.I. Bassett Hospital	22.00
Oneonta	NYS Veterans Home	29.75
Plattsburgh	Adirondack Residential Center	20.50
Plattsburgh	CVPH Medical Center	16.17

### **Tropical Storm Lee**

<b>Division</b>	<b>Critical Customer</b>	<b>Restoration Time (hours)</b>
Binghamton	Our Lady of Lourdes Hospital	1.00

6. Describe the Company's actions to keep in touch with these facilities.

Customers were contacted once the restoration time was estimated to possibly exceed twenty-four (24) hours. Customers were asked to provide additional contact information so updates could be provided. Throughout the event, restoration times were provided to customers as they became available. Determined if customers were utilizing emergency generators and inquired about any issues or concerns.

7. If the critical care facilities asked for assistance, describe what the Company did to assist them, for example, provide generators.

None of the critical care facilities specifically asked for assistance. Any issues they raised regarding power restoration were passed along to the NYSEG representative at the emergency command centers.

**Case 11-E-0481**

**Hurricane Irene and Tropical Storm Lee**

**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-16

**Directed To:** Jim O'Brien

**Requested By:** Sonny Moze and Jason Smitkin

**Date of Request:** 10/4/2011

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**SUBJECT: INTERACTIVE VOICE RESPONSE (IVR) AND MANUAL CALLS**

1. How many affected customers did the Company attempt to contact via its automated IVR during the event? Of these customers, how many were reached by the Company?
2. How many affected customers did the Company attempt to manually contact? Of these customers, how many were reached?
3. Provide a list of the customers the Company attempted to contact during the initial contact and the status of the contact: successful, left a message, not successful, etc.
4. Did the Company contact the customers when a more localized ETR was obtained? If so, how many did the Company attempt to contact? How many were reached?
5. Provide the following data about the Call Center. This information should be provided by the hour or half-hour from the time of the first outage report until service was restored. Also, provide the average for the following data during the entire duration of the event.
  - a. Staffing levels;
  - b. Call load;

- c. Level of calls that the IVR can handle;
- d. Number of calls queued;
- e. Number of calls answered;
- f. Average speed of answer;
- g. The Company's service level objective (Percent of calls that must be answered within 30 seconds)?
- h. The Company's percent of calls that were answered within 30 seconds?
- i. Number of calls abandoned while in queue and the average abandoned time;
- j. Number of calls abandoned within the first 30 seconds within the IVR;
- k. Explain whether the Company tracked the number of general and emergency calls that were received in its Call Center;
- l. Provide all other information that will help the Department understand the steps the Company took to handle customer calls;
- m. Explain the way the calls were routed; i.e. what system a customer's first call went into, where it would have been routed, and why it would have been routed that way;
- n. Provide a copy of the script(s) given to the reps who were fielding calls from the customers;
- o. How calls were handled from customers whose sole complaint was the length of time of the service outage. How were the call center reps coached to handle such calls? Was a script used to handle these calls? Provide a copy of the script.

**Response:**

- 1. Details regarding call attempts which were made by dialer call, are noted in Response #2 (below).

2. On Friday August 26, 2011, in preparation for Hurricane Irene, dialer calls were made to approximately 1,000 LSE customers and 13,000 EBD customers deemed to be in the potential path of the Hurricane.

Based on results provided by the vendor who handled the calls, the following contacts are reported:

14166 calls made

8352 – Messages left on machine

5447 – Calls were answered by a live person

367 – No answer / Busy / Other

Please see Attachment XI for details.

3. Please see Attachment XII for Merchantile EBD Blaster calls and Attachment XIII for Merchantile LSE Blaster files provided to the vendor. Individual account call results are not available from the vendor. An overall summary of calls made are found in Attachment XI and in Response #2 above.

4. The calls made via dialer provided our emergency contact number and encouraged the customer to contact us to learn estimated restoration time information.

5.

a. Please find staffing levels and total average staffing level for Hurricane Irene in Attachment I and Tropical Storm Lee in Attachment II.

b. Please find total and average call load for Irene in Attachment I and Lee in Attachment II.

c. The IVRs can handle approximately 10,200 automated outage calls an hour.

d. Please find total calls queued for Irene in Attachment III and for Lee in Attachment IV. Data is available in 15 minute increments. Average data for the entire event is not readily available.

e. Please find total calls answered for Irene in Attachment III and for Lee in Attachment IV. Data is available in 15 minute increments. Average data for the entire event is not readily available.

f. Please find average speed of answer for Irene in Attachment III and for Lee in Attachment IV. Data is available in 15 minute increments. Average data for the entire event is not readily available.

g. The company has a service level goal of greater than or equal to 63% of the calls answered in 30 seconds.

h. The company answered 58.5% of the calls in 30 seconds for Irene and 38% of the calls in 30 seconds for Lee.

i. Please find the number of calls abandoned while in queue and average abandoned times in Attachment V for Irene and Attachment VI for Lee. Data is available in 15 minute increments.

j. The total number of calls abandoned within the first 30 seconds in the IVR is not readily available.

k. The company tracks calls by skillset which would include General and Emergency calls. Skillset data has been provided within the responses in Attachment III and V for Irene and Attachments IV and VI for Lee.

l. Please refer to the Major Storm Reports, Section 4 for information regarding management of the calls during major storm events. We actively used all means of communication with our customers including upfront IVR messaging, website postings and media releases. Another way we communicated with customers to manage call volume and help inform customers was with our "Blue Card". See Attachment VII. The Blue Card contained information about:

- What to do if one smelled natural gas

- What to do if a customer's house was condemned or they would not need service for an extended period of time.
- How to have service restored (we had turned off many services to "make safe".)

The card was mass produced and given to the "sweep teams" that were sent to the flooded areas to disconnect and then reconnect services. Over 20,000 cards were handed out. In addition, a number of the relief centers were stocked with the blue cards and other helpful flood information. The cards helped answer initial questions customers had about their services. In addition, we set up a "special" 800 number (we called it Customer Direct) that bypassed the IVR and queued directly to a representative. This 800 number was provided in media releases and on the blue card. Customers were encouraged to use the number if they needed a long term disconnect or for reconnect. The number was staffed 24 x 7 for the duration of the outage. The Customer Direct phone number was then staffed from September 17 to October 14 from 7 am to 10 pm weekdays and from 7 am to 11 pm on weekends.

Both of these events were at historic levels for number of customers out and or levels of flood damage. A number of our representatives were personally impacted by the flood (Lee). This will be noted in some of our initial staffing numbers (9/8/11). Some representatives were unable to leave neighborhoods or areas for up to several days due to flood waters, and hence were unable to report to work. Others had lost their homes and took some time to deal with cleanup and paperwork. All available staff was used to handle initial call volume including a strong contingent of staff on Sunday, August 28. We actively used all means of communication with our customers including upfront IVR messaging, website postings and media releases.

m. Please find our IVR routing in Attachment VIII. Generally, for outage events, customers come in on three lines:

- 800.572.1111 (Customer Service Main Phone number)
- 800.572.1131 (Electric Emergency Phone number)
- 800.453.1931 (Customer Direct phone number used only for Flood event)

When a customer calls either the NYSEG Customer Service number (1.800.572.1111) or the Electric Emergency number (1.800.572.1131), the customer is presented with a menu of options to choose from. Customers may select Option One for Life Threatening emergencies, Option 2 for No Power or an

Electric Trouble Incident or Option Three for Streetlight out. Option One customers (Life Threatening emergencies) are transferred at the highest priority to a representative. Option Two customers may report their outage; hear information applicable to their region (dry ice and shelter info, etc), number of customers out and estimated time of restoration via the automated system. If callers still wish to speak with a representative, they may transfer. Option Three (Streetlight out) is answered during normal business hours. At other times of the day, customers are instructed to call back.

When customers called the Customer Direct phone number they bypassed the IVR and were placed in a queue to be answered by the next available representative. This phone number was set up to manage call volume both during and after hours and bypass the automation of the outage application.

n. Representatives receive initial training when hired on how to manage outage calls including gathering required information for reporting electric trouble situations via SAP CCS. During any storm event, information is posted on Centerline (a Lotus Notes electronic bulletin board) which may be used by the representatives when speaking with customers. This includes all press releases and other information about local conditions including dry ice, bottled water and shelter locations. Centerlines posted during this period may be found in Attachment IX for Irene and Attachment X for Lee.

o. Representatives are instructed to be empathetic to the customers' concerns about the outage duration. They are instructed to explain to the customer that all available crews are out and working. Representatives also use phrasing from the press releases found in Attachments IX and X regarding the challenges posed during restoration and other crews that have been brought in to assist with restoration efforts. Customers are offered to call back later to receive updates about restoration efforts, dry ice and shelter locations, etc. Customers with access to the Internet are also advised that information is posted online as available.

**Case 11-E-0481**

**Hurricane Irene and Tropical Storm Lee**

**DPS STAFF INFORMATIONAL INTERROGATORY/DOCUMENT REQUEST**

**Request Number:** DPS-17

**Directed To:** Jim O'Brien

**Requested By:** Sonny Moze and Jason Smitkin

**Date of Request:** 10/4/2011

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**SUBJECT: DRY ICE**

1. How did the Company inform customers of dry ice locations?
2. How were locations chosen?
3. Provide a list of locations where dry ice was available to customers.
4. How many customers took advantage of the dry ice?
5. How many pounds of dry ice were distributed?
6. Was there sufficient dry ice for customers who wanted it?

**Response to Question 1:**

NYSEG informed customers of dry ice locations through a variety of means including:

Irene-

- News releases (TV, radio, newspapers)
- Updated information on NYSEG website
- Updated Emergency Management directors on locations
- Community public information meetings were held
- Employees were used in EOC in the different counties where information was relayed to municipal officials

Lee-

- News releases (TV, radio, newspapers)
- Updated information on NYSEG website
- Bob Pass communicated with municipal officials on a daily basis with locations
- Handouts to customers
- Customer Reps informed customers who called into the Call Center

**Response to Question 2:**

The following factors were taken into consideration when selecting dry ice locations:

- o Discussions with elected officials in affected areas (town supervisors, mayors, fire depts.) to establish locations, These officials would then help to coordinate with distribution
- o Working with emergency management directors to establish locations
- o Internally, based upon the most affected service areas

**Response to Question 3:**

Below is a list of dry ice distribution sites during Hurricane Irene:

Date	Division	Locations
8/29/2011	Binghamton	Windsor Fire Dept., Windsor, NY
8/29/2011	Brewster	Bedford Fire Dept, Bedford, NY Carmel Fire Dept, Carmel, NY N Salem Ambulance, N. Salem, NY
8/29/2011	Liberty	Arkville Fire Dept, Arkville, NY
8/29/2011	Oneonta	Deposit Fire Dept., Deposit, NY Franklin Fire Dept., Franklin, NY U.S. Post Office, Gilboa, NY Margaretville Fire Dept, Margaretville, NY Norwich Fire Dept, Norwich, NY Otego Fire Dept, Otego, NY W. Oneonta Fire Dept, W. Oneonta, NY
8/30/2011	Liberty	Arkville Fire Dept, Arkville, NY Hancock Fire Dept, Hancock, NY Shandaken Fire Dept., Shandaken, NY Fallsburg Police Dept, South. Fallsburg, NY White Lake Fire Dept., White Lake, NY White Sulphur Springs FD, White Sulphr Sprgs, NY
8/30/2011	Oneonta	Hartwick Seminary Fire Dept., Cooperstown, NY

		Deposit Fire Dept., Deposit, NY Franklin Fire Dept., Franklin, NY U.S. Post Office, Gilboa, NY Margaretville Fire Dept, Margaretville, NY New Berlin Fire Dept., New Berlin, NY Norwich Fire Dept, Norwich, NY Otego Fire Dept, Otego, NY Prattsville EMO, Prattsville, NY Sidney Fire Dept., Sidney, NY Unadilla _IRE Dept., Unadilla, NY W. Oneonta Fire Dept, W. Oneonta, NY Windham Ski Center, Windham, NY
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Date	Division	Locations
8/31/2011	Binghamton	Windsor Fire Dept, Windsor, NY
8/31/2011	Liberty	Arkville Fire Dept, Arkville, NY Grand Gorge Fire Dept., Grand Gorge, NY Hancock Fire Dept, Hancock, NY Monticello Fire Dept., Monticello, NY Town of Tusten Town Hall, Narrowsburg, NY Shandaken Fire Dept., Shandaken, NY Walker Valley Fire Dept., Walker Valley, NY White Lake Fire Dept., White Lake, NY White Sulphur Springs Fire Dept., White Sulphur Springs, NY
8/31/2011	Oneonta	Hartwick Seminary Fire Dept., Cooperstown, NY Deposit Fire Dept., Deposit, NY U.S. Post Office, Gilboa, NY Margaretville Fire Dept, Margaretville, NY New Berlin Fire Dept., New Berlin, NY Norwich Fire Dept, Norwich, NY Otego Fire Dept, Otego, NY Prattsville EMO, Prattsville, NY Roxbury Fire Dept., Roxbury, NY Unadilla Fire Dept., Unadilla, NY W. Oneonta Fire Dept, W. Oneonta, NY Windham Ski Center, Windham, NY
8/31/2011	Plattsburgh	Municipal Bldg., Au Sable Forks, NY Morrisonville Fire Dept., Morrisonville, NY S Plattsburgh Fire Dept., Plattsburgh, NY West Chazy Fire Dept., West Chazy, NY
9/1/2011	Binghamton	Windsor Fire Dept, Windsor, NY
9/2/2011		Windsor Fire Dept, Windsor, NY
9/1/2011	Brewster	Town of Beekman Town of Dover Village of Lewisboro Bedford Fire Dept, Bedford, NY Carmel Fire Dept, Carmel, NY N Salem Ambulance, N. Salem, NY

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		Town of Pound Ridge Town of Yorktown
9/1/2011 9/2/2011	Liberty	Arkville Fire Dept, Arkville, NY Grand Gorge Fire Dept., Grand Gorge, NY Hancock Fire Dept, Hancock, NY Monticello Fire Dept., Monticello, NY Town of Tusten Town Hall, Narrowsburg, NY Shandaken Fire Dept., Shandaken, NY Walker Valley Fire Dept., Walker Valley, NY White Lake Fire Dept., White Lake, NY White Sulphur Springs Fire Dept., White Sulphur Springs, NY

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Date	Division	Locations
9/1/2011 9/2/2011	Oneonta	Hartwick Seminary Fire Dept., Cooperstown, NY Deposit Fire Dept., Deposit, NY U.S. Post Office, Gilboa, NY Margaretville Fire Dept, Margaretville, NY New Berlin Fire Dept., New Berlin, NY Norwich Fire Dept, Norwich, NY Otego Fire Dept, Otego, NY Prattsville EMO, Prattsville, NY Roxbury Fire Dept., Roxbury, NY Unadilla Fire Dept., Unadilla, NY Walton Fire Dept., Walton, NY W. Oneonta Fire Dept, W. Oneonta, NY Windham Ski Center, Windham, NY
9/1/2011 9/2/2011	Plattsburgh	Municipal Bldg., Au Sable Forks, NY Keeseville Fire Dept., Keeseville, NY NYSEG Svc Center, Lewis, NY Morrisonville Fire Dept., Morrisonville, NY S Plattsburgh Fire Dept., Plattsburgh, NY West Chazy Fire Dept., West Chazy, NY
9/3/2011	Brewster	Bedford Fire Dept, Bedford, NY N. Salem Ambulance, N. Salem, NY
9/3/2011	Liberty	Grand Gorge Fire Dept., Grand Gorge, NY Shandaken Fire Dept., Shandaken, NY
9/3/2011	Oneonta	Conesville Fire Dept., Conesville, NY U.S. Post Office, Gilboa, NY Margaretville Fire Dept, Margaretville, NY Otego Fire Dept, Otego, NY Roxbury Fire Dept., Roxbury, NY Windham Ski Center, Windham, NY
9/4/2011 9/5/2011	Liberty	Grand Gorge Fire Dept., Grand Gorge, NY Pheonicia Fire Dept., Pheonicia, NY Shandaken Fire Dept., Shandaken, NY
9/4/2011	Oneonta	St. Theresa's Church, Windham, NY

9/5/2011		
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Below is a list of dry ice distribution sites during Tropical Depression Lee:

Date	Division	Locations
9/8/2011 9/9/2011 9/10/2011 9/11/2011 9/12/2011 9/13/2011	Oneonta	Gilbertsville Fire Dept., Gilbertsville, NY Otego Fire Dept., Otego, NY Sidney High School, Sidney, NY
9/8/2011	Binghamton	Apalachin Fire Dept., Apalachin, NY Bainbridge Fire Dept., Bainbridge, NY Vestal High School, Vestal, NY West Windsor Fire Dept., West Windsor, NY Windsor Fire Dept, Windsor, NY
9/9/2011 9/10/2011	Binghamton	Apalachin Fire Dept., Apalachin, NY Bainbridge Fire Dept., Bainbridge, NY Campville Fire Dept., Endicott, NY Five Mile Point Fire Dept., Kirkwood, NY The Hearth at Castle Gardens, Vestal, NY Highland Park, Endwell, NY Lisle Fire Dept., Lisle, NY Maine Fire Dept., Maine, NY Nichols Fire Dept., Nichols, NY Tioga County Sheriffs Dept., Owego, NY Union Center Fire Station 1, Endicott, NY Vestal High School, Vestal, NY West Windsor Fire Dept., West Windsor, NY Windsor Fire Dept, Windsor, NY
9/11/2011	Binghamton	Apalachin Fire Dept., Apalachin, NY Bainbridge Fire Dept., Bainbridge, NY TeamWorld Warehouse, Conklin, NY Lisle Fire Dept., Lisle, NY Maine Fire Dept., Maine, NY Owego Fire Dept., Owego, NY Union Center Fire Station 1, Endicott, NY Vestal High School, Vestal, NY West Windsor Fire Dept., West Windsor, NY

**Tropical Depression Lee and 2011 Flood Dry Ice Distribution Sites (Continued)**

<b>Date</b>	<b>Division</b>	<b>Locations</b>
9/12/2011	Binghamton	Apalachin Fire Dept., Apalachin, NY Bainbridge Fire Dept., Bainbridge, NY Campville Fire Dept., Endicott, NY Five Mile Point Fire Dept., Kirkwood, NY The Hearth at Castle Gardens, Vestal, NY TeamWorld Warehouse, Conklin, NY Highland Park, Endwell, NY Lisle Fire Dept., Lisle, NY Maine Fire Dept., Maine, NY Nichols Fire Dept., Nichols, NY Owego Fire Dept., Owego, NY Tioga County Sheriffs Dept., Owego, NY Vestal United Methodist Church, Vestal, NY West Windsor Fire Dept., West Windsor, NY
9/13/2011	Binghamton	Apalachin Fire Dept., Apalachin, NY Bainbridge Fire Dept., Bainbridge, NY Campville Fire Dept., Endicott, NY Five Mile Point Fire Dept., Kirkwood, NY Lisle Fire Dept., Lisle, NY New Hope Presbyterian Church, Vestal, NY Nichols Fire Dept., Nichols, NY Vestal High School, Vestal, NY Vestal United Methodist Church, Vestal, NY West Windsor Fire Dept., West Windsor, NY
9/14/2011	Oneonta	Gilbertsville Fire Dept., Gilbertsville, NY
9/15/2011		Sidney Town Hall Civic Ctr., Sidney, NY
9/16/2011		
9/17/2011		
9/18/2011		
9/19/2011		
9/20/2011		
9/14/2011	Binghamton	Apalachin Fire Dept., Apalachin, NY Campville Fire Dept., Endicott, NY Conklin Presbyterian Church, Conklin, NY (bottled water only) Five Mile Point Fire Dept., Kirkwood, NY Highland Park, Endwell, NY New Hope Presbyterian Church, Vestal, NY Nichols Fire Dept., Nichols, NY Vestal United Methodist Church, Vestal, NY West Windsor Fire Dept., West Windsor, NY

**Tropical Depression Lee and 2011 Flood Dry Ice Distribution Sites (Continued)**

<b>Date</b>	<b>Division</b>	<b>Locations</b>
9/15/2011	Binghamton	Apalachin Fire Dept., Apalachin, NY Campville Fire Dept., Endicott, NY Five Mile Point Fire Dept., Kirkwood, NY Highland Park, Endwell, NY Nichols Fire Dept., Nichols, NY Vestal United Methodist Church, Vestal, NY
9/16/2011 9/17/2011 9/19/2011	Binghamton	Apalachin Fire Dept., Apalachin, NY Campville Fire Dept., Endicott, NY Five Mile Point Fire Dept., Kirkwood, NY Highland Park, Endwell, NY New Hope Presbyterian Church, Vestal, NY Nichols Fire Dept., Nichols, NY Ross Corners Baptist Church, Vestal, NY Vestal United Methodist Church, Vestal, NY
9/20/2011 9/21/2011 9/22/2011	Binghamton	Highland Park, Endwell, NY HSBC Parking Lot, Johnson City, NY Nichols Elementary School, Nichols, NY New Hope Presbyterian Church, Vestal, NY Open Door Mission, Owego, NY Ross Corners Baptist Church, Vestal, NY Vestal United Methodist Church, Vestal, NY West Corners Fire Dept., West Corners, NY
9/23/2011 9/24/2011 9/25/2011 9/26/2011 9/27/2011 9/28/2011	Oneonta	Gilbertsville Fire Dept., Gilbertsville, NY
9/23/2011 9/24/2011 9/25/2011 9/26/2011 9/27/2011 9/28/2011	Binghamton  Binghamton	Highland Park, Endwell, NY Nichols Elementary School, Nichols, NY New Hope Presbyterian Church, Vestal, NY Open Door Mission, Owego, NY Ross Corners Baptist Church, Vestal, NY Conklin Presbyterian Church, Conklin, NY Highland Park, Endwell, NY Nichols Elementary School, Nichols, NY New Hope Presbyterian Church, Vestal, NY Open Door Mission, Owego, NY

**Response to Question 4:**

The number of customers who took advantage of the dry ice is not known. Municipalities assisted with the distribution of dry ice once it was delivered to them. Also, no one was asked to show proof of being a customer.

**Response to Question 5:**

For Irene, 704,000 lbs of dry ice was distributed. For Lee a total of 50,000 lbs was distributed.

**Response to Question 6:**

There was a sufficient quantity of dry ice for both the Irene and Lee events.



NEWS RELEASE

## **Appendix J. Irene Media Releases**

FOR IMMEDIATE RELEASE

September 6, 2011

## **NYSEG Encourages Customers in Flood-Prone Areas to Consider How Utility Services Could Be Affected**

**Rochester, NY** – With the possibility of heavy rain and flooding as Tropical Storm Lee bears down on the Northeast, NYSEG encourages customers in flood-prone areas – and even customers who experience persistent basement flooding – to consider how their electricity and natural gas services could be affected by high water. By taking appropriate actions, customers affected by flooding can ensure their safety and lessen potential property damage.

### **NYSEG offers customers the following tips:**

**>> If flooding of a home or business has already occurred or is about to occur,** customers should contact their utilities to have electricity and natural gas service turned off. Customers should never attempt to turn off electricity and natural gas service.

**>> Stay out of flooded basements.** Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

**>> To have electricity service restored once flood waters have receded:** Customers should contact their utility to discuss specific circumstances; a safety inspection by a certified electrical inspector may be necessary before service can be restored. Someone must be present for service to be turned on, the basement must be free of water and the electrical panel must be clean and free of debris. Customers and contractors should never attempt to turn on electricity service.

**>> To have natural gas service restored once flood waters have receded:** If the natural gas meter and/or regulator were under water, customers must first contact their natural gas company. If any natural gas equipment (furnace, boiler, water heater, etc.) has been under water, they need to contact a plumbing and heating contractor to have the equipment checked. Customers can then contact their natural gas company to have service restored. Customers and contractors should never attempt to turn on natural gas service.

### **NYSEG also reminds customers:**

- If you smell natural gas, get up, get out and call your natural gas company from another location. Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

- Stay away from downed power lines. Even lines that appear “dead” can be deadly.

**>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.**

###

**About NYSEG and Iberdrola USA:** NYSEG, a subsidiary of Iberdrola USA, serves 878,000 electricity customers and 261,000 natural gas customers across more than 40% of upstate New York. Iberdrola USA, a subsidiary of global energy leader Iberdrola, S.A., is an energy services and delivery company with more than 2.4 million customers in upstate New York and New England. We are a team of dedicated individuals working as one to deliver value to our customers, employees and shareholders. By providing outstanding customer service and exceptional reliability, while holding safety and the environment in high regard, we aspire to be a world-class energy company. For more information, visit [www.nyseg.com](http://www.nyseg.com) and [www.iberdrolausa.com](http://www.iberdrolausa.com).

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FOR IMMEDIATE RELEASE

September 7, 2011

## **NYSEG Encourages Customers in Flood-Prone Areas to Consider How Utility Services Could Be Affected**

**Rochester, NY** – With the possibility of heavy rain and flooding as Tropical Storm Lee bears down on the Northeast, NYSEG encourages customers in flood-prone areas – and even customers who experience persistent basement flooding – to consider how their electricity and natural gas services could be affected by high water. By taking appropriate actions, customers affected by flooding can ensure their safety and lessen potential property damage.

### **NYSEG offers customers the following tips:**

**>> If flooding of a home or business has already occurred or is about to occur,** customers should contact their utilities to have electricity and natural gas service turned off. Customers should never attempt to turn off electricity and natural gas service.

**>> Stay out of flooded basements.** Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

**>> To have electricity service restored once flood waters have receded:** Customers should contact their utility to discuss specific circumstances; a safety inspection by a certified electrical inspector may be necessary before service can be restored. Someone must be present for service to be turned on, the basement must be free of water and the electrical panel must be clean and free of debris. Customers and contractors should never attempt to turn on electricity service.

**>> To have natural gas service restored once flood waters have receded:** If the natural gas meter and/or regulator were under water, customers must first contact their natural gas company. If any natural gas equipment (furnace, boiler, water heater, etc.) has been under water, they need to contact a plumbing and heating contractor to have the equipment checked. Customers can then contact their natural gas company to have service restored. Customers and contractors should never attempt to turn on natural gas service.

### **NYSEG also reminds customers:**

- If you smell natural gas, get up, get out and call your natural gas company from another location. Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the

location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

- Stay away from downed power lines. Even lines that appear “dead” can be deadly.

**>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.**

###

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FOR IMMEDIATE RELEASE

September 8, 2011

## **NYSEG Crews Working to Ensure Public Safety in Flooded Areas**

**>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.**

**Binghamton, NY** – NYSEG crews from across the state have converged on the Southern Tier to ensure customers are safe as flood waters are surpassing record 2006 levels in some locales.

As a result of flooding, NYSEG has already shut down six electric substations in Broome and Tioga counties for safety reasons and turned off electricity and/or natural gas service to hundreds of homes and businesses in communities across the Southern Tier including Binghamton, Vestal, Johnson City, Owego, Walton, Deposit and Wellsburg. Substations in Bainbridge and Sidney may also need to be shut down because of flooding.

The public should be aware that:

- Electricity and natural gas service may still be on in some flooded areas. Before people re-enter these areas, they should check on the status of utility services with public officials or NYSEG to make sure they stay safe.
- In the process of shutting off electricity service to flooded areas, some other services in areas that are not flooded may be affected.

“Conditions are much worse than in 2006 when it took considerable time for us to restore service,” said Mark S. Lynch, president of NYSEG and RG&E. “Once NYSEG can gain access to flooded areas, the company can assess damage to its electricity and natural gas delivery systems and begin repairs.”

### **NYSEG offers customers the following tips:**

**>> If flooding of a home or business has already occurred or is about to occur,** customers should contact their utilities to have electricity and natural gas service turned off. Customers should never attempt to turn off electricity and natural gas service.

**>> Stay out of flooded basements!** Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

**>> To have electricity service restored once flood waters have receded:** Customers should contact their utility to discuss specific circumstances; a safety inspection by a certified electrical inspector may be necessary before service can be restored. Someone must be present for service to be turned on, the basement must be free of water and the electrical panel must be clean and free of debris. Customers and contractors should never attempt to turn on electricity service.

**>> To have natural gas service restored once flood waters have receded:** If the natural gas meter and/or regulator were under water, customers must first contact their natural gas company. If any natural gas equipment (furnace, boiler, water heater, etc.) has been under water, they need to contact a plumbing and heating contractor to have the equipment checked. Customers can then contact their natural gas company to have service restored. Customers and contractors should never attempt to turn on natural gas service.

**NYSEG also reminds customers:**

- If you smell natural gas, get up, get out and call your natural gas company or 911 from another location. Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

- Stay away from downed power lines. Even lines that appear “dead” can be deadly.

###

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FOR IMMEDIATE RELEASE

September 9, 2011

## **NYSEG Assembles Team of 500 to Restore Electricity and Natural Gas Service**

**>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.**

**>> If you smell natural gas, get up, get out and call your natural gas company or 911 from another location.** Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

**>> Stay out of flooded basements!** Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

**>> Stay away from downed power lines.** Even lines that appear “dead” can be deadly.

**Binghamton, NY** – NYSEG has assembled more than 500 damage assessment and service restoration personnel, some from other regions of New York and Maine, in the Binghamton and Oneonta areas to speed the restoration of services to customers once floodwaters recede.

“We have surveyed the damage to our facilities from the air and we have plans in place to deal with a multitude of infrastructure problems,” said Mark S. Lynch, president of NYSEG and RG&E, who got a first-hand look at the devastation today. “We know that the flooding is much worse than in 2006 when it took considerable time to make repairs. What we don’t know is how quickly the floodwaters will recede and whether there will then be access problems.”

“We have a massive restoration project ahead of us, and while we are intensely focused on that job, our thoughts are also with our customers whose homes and businesses have been directly affected by the flooding,” Lynch said.

As of 11 a.m., approximately 15,500 NYSEG electricity customers in the Binghamton Division and 2,000 customers in the Oneonta Division are without service. As a result of turnoffs and the natural gas main break in Vestal (see below), approximately 4,200 customers are without natural gas service, primarily in the Binghamton region. This figure is likely to increase as NYSEG is able to gain access to areas such as Owego where as many as 5,000 to 6,000 natural gas customers may be affected.

Here's a run down of NYSEG's service restoration plans:

**Castle Gardens Substation (Flooded)**

3,600 customers without electricity service

Once floodwaters recede and access to the site is permitted, NYSEG will move in and connect a portable substation to restore service where conditions permit.

**Goudey Substation (Flooded)**

1,200 customers without electricity service

Once floodwaters recede and access to the site is permitted, NYSEG will assess damage to the facility and make any necessary repairs.

**Lounsberry Substation (Flooded)**

2,000 customers without electricity service

Once floodwaters recede and access to the site is permitted, NYSEG will move in and connect a portable substation to restore service where conditions permit.

**Maine Substation (Flooded)**

Repairs have been made, the substation has been re-energized and service has been restored to 1,400 customers.

**South Owego Substation (Affected by flooding at Goudey Substation and transmission line issues)**

5,500 customers without electricity service

NYSEG plans to set up an alternate feed to restore service to customers where conditions permit.

**Sidney (Railroad Street) Substation (Flooded)**

1,700 customers without power

Once floodwaters recede and access to the site is permitted, NYSEG will assess damage to the facility and make any necessary repairs.

While NYSEG's Bainbridge and Jennison substations have also been affected by floodwaters, no customers served directly by those substations are currently without service.

**Natural Gas Main Repairs – Vestal**

A natural gas main break as a result of a wash out in Vestal yesterday has left approximately 1,300 customers without service. NYSEG personnel have gone door to door to shut off individual services in preparation to make repairs and restore service to the main. Once repairs to the main are complete, NYSEG personnel will have to go door to door again to begin restoration to individual services to customers that are ready for service. NYSEG expects to complete restoration of services over the weekend.

**For those customers whose homes or businesses have been flooded ...**

**>> To have electricity service restored once flood waters have receded:** Customers should contact their utility to discuss specific circumstances; a safety inspection by a certified electrical

inspector may be necessary before service can be restored. Someone must be present for service to be turned on, the basement must be free of water and the electrical panel must be clean and free of debris. Customers and contractors should never attempt to turn on electricity service.

**>> To have natural gas service restored once flood waters have receded:** If the natural gas meter and/or regulator were under water, customers must first contact their natural gas company. If any natural gas equipment (furnace, boiler, water heater, etc.) has been under water, they need to contact a plumbing and heating contractor to have the equipment checked. Customers can then contact their natural gas company to have service restored. Customers and contractors should never attempt to turn on natural gas service.

###

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FOR IMMEDIATE RELEASE

September 10, 2011  
6 p.m.

## **NYSEG Team Eager to Begin Repair Work in Earnest** ***While Some Services Have Been Restored, High Water Hampers Efforts***

**>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.**

**>> If you smell natural gas, get up, get out and call your natural gas company or 911 from another location.** Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

**>> Stay out of flooded basements!** Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

**>> Stay away from downed power lines.** Even lines that appear “dead” can be deadly.

**>> Dry ice and bottled water locations:** <http://www.nyseg.com/Outages/default.html>

**Binghamton, NY** – While record river levels have dropped dramatically, in some instances high water is still holding back NYSEG’s team of damage assessment and service restoration personnel that has grown to more than 600 – some from as far away as Maine.

“We continue to survey the damage to our facilities from the air, we have a plan of action in place based on what we know now and our team is ready to spring into action as soon as the water drops and we can access areas that are currently flooded,” said Mark S. Lynch, president of NYSEG and RG&E, who got a first-hand look at the devastation yesterday. “We have a lot of work ahead of us, but we’re ready to restore service safely and as quickly as possible.”

NYSEG is working closely with county and municipal leaders to carefully coordinate joint “re-entry” plans into flooded areas. As waters continue to recede, NYSEG is conducting on-going damage assessment on facilities as they become accessible. Mobile substations that were safely staged just outside of flooded areas are being relocated closer to substations for eventual re-energizing of the substations when waters recede. The company has established joint electric and natural gas task forces to safely coordinate restoration efforts. Due to the uncertainty of the receding water

levels and ensuring coordination with government officials, estimated times of restoration are not available at this time.

Where possible, NYSEG has begun to restore service to customers. As a result of this work, some customers that were not impacted by the flood and did not lose natural gas or electricity service may experience service interruptions as repairs are being made to the system. This is of critical importance to ensure the safety of our customers and service workers.

Approximately 13,000 NYSEG electricity customers in the Binghamton Division and 650 electricity customers in the Oneonta Division are without service. As a result of turnoffs (Conklin, Binghamton, Vestal, Endwell, Johnson City, Candor, Deposit, Walton, Wellsburg) and the natural gas main break in Vestal (see below), approximately 5,200 customers are without natural gas service, primarily in the Binghamton region. This figure is likely to increase as NYSEG is able to gain access to areas such as Owego where as many as 5,000 to 6,000 natural gas customers may be affected.

Here's a run down of NYSEG's service restoration plans:

**Castle Gardens Substation (Flooded)**

3,600 customers without electricity service

Once floodwaters recede and access to the site is permitted, NYSEG will move in and connect a portable substation to restore service where conditions permit.

**Goudey Substation (Flooded)**

750 customers without electricity service

Once floodwaters recede and access to the site is permitted, NYSEG will assess damage to the facility and make any necessary repairs.

**Lounsberry Substation (Flooded)**

2,000 customers without electricity service

Once floodwaters recede and access to the site is permitted, NYSEG will connect a portable substation to restore service where conditions permit.

**Owego (Lower) Substation (Flooded)**

850 customers without electricity service

Once floodwaters recede and access to the site is permitted, NYSEG will assess damage to the facility and make any necessary repairs.

**Sidney (Railroad Street) Substation (Flooded)**

650 customers without power

NYSEG was able to energize portions of the two circuits in this area, restoring service to more than 1,000 customers. NYSEG is working to restore additional services where conditions permit.

**South Owego Substation (Affected by flooding at Goudey Substation and transmission line issues)**

700 customers without electricity service

NYSEG plans to set up an alternate feed to restore service to customers where conditions permit.

**Apalachin Substation (Transmission line issues)**

820 customers without electricity service

**Bodle Hill Substation and Bodle Hill Tap (Transmission line issues)**

2,300 customers without electricity service

**Natural Gas Main Repairs – Vestal and Vestal Center**

A natural gas main break as a result of a wash out in Vestal and Vestal Center (along South Main Street) on Thursday has left approximately 1,300 customers without service. NYSEG personnel have gone door to door to shut off individual services in preparation to make repairs and restore service to the main. Once repairs to the main are complete, NYSEG personnel will have to go door to door again to begin restoration to individual services to customers that are ready for service. NYSEG expects the majority of service restorations to be completed by late Sunday and the remainder on Monday.

NYSEG continues to provide dry ice and bottled water to customers. Thus far, more than 185,000 pounds of dry ice and 47,000 bottles of water have been distributed.

**For those customers whose homes or businesses have been flooded ...**

**>> To have electricity service restored once flood waters have receded:** Customers should contact their utility to discuss specific circumstances; a safety inspection by a certified electrical inspector may be necessary before service can be restored. Someone must be present for service to be turned on, the basement must be free of water and the electrical panel must be clean and free of debris. Customers and contractors should never attempt to turn on electricity service.

**>> To have natural gas service restored once flood waters have receded:** If the natural gas meter and/or regulator were under water, customers must first contact their natural gas company. If any natural gas equipment (furnace, boiler, water heater, etc.) has been under water, they need to contact a plumbing and heating contractor to have the equipment checked. Customers can then contact their natural gas company to have service restored. Customers and contractors should never attempt to turn on natural gas service.

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FOR IMMEDIATE RELEASE

September 11, 2011

## **NYSEG Has Restored Thousands of Services Where Floodwaters Have Receded and Access Is Possible**

**>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.**

**>> If you smell natural gas, get up, get out and call your natural gas company or 911 from another location.** Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

**>> Stay out of flooded basements!** Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

**>> Stay away from downed power lines.** Even lines that appear “dead” can be deadly.

**>> Dry ice and bottled water locations:** <http://www.nyseg.com/Outages/default.html>. Thus far, more than 276,000 pounds of dry ice and 58,000 gallons of bottled water have been distributed.

**Binghamton, NY** – NYSEG’s team of more than 600 employees in the Binghamton Division are making progress restoring electricity and natural gas services interrupted as a result of unprecedented flooding caused by Tropical Storm Lee’s assault on the Northeast. A total of approximately 44,000 NYSEG electricity customers and 8,000 NYSEG natural gas customers were impacted as a result of the flooding. NYSEG has restored service to approximately 29,000 electricity customers and continues to make repairs and inspections of affected natural gas facilities.

“Floodwaters have receded more quickly than expected in some areas and that has enabled us to work with county and municipal officials to begin the labor-intensive process of restoring services,” said Mark S. Lynch, president of NYSEG and RG&E. “Knowing that some locations will remain inaccessible perhaps for days and based on the damage we know about now, both to our systems and our customers’ homes and businesses, the totality of our work will be measured in days and perhaps weeks.”

**Working in Concert With County and Municipal Leaders to Ensure Safety**

NYSEG is working closely with county and municipal leaders to carefully coordinate joint “re-entry” plans into flooded areas. As waters continue to recede, NYSEG is conducting on-going damage assessment on facilities as they become accessible. The company has established joint electricity and natural gas task forces to safely coordinate restoration efforts. Due to the uncertainty of the receding water levels and ensuring coordination with government officials, estimated times of restoration are not available at this time.

Where possible, NYSEG has begun to restore service to customers. As a result of this work, some customers that were not impacted by the flood and did not lose natural gas or electricity service may experience service interruptions as repairs are being made to the system. This is of critical importance to ensure the safety of our customers and service workers.

**For those customers whose homes or businesses have been flooded ...**

**>> To have electricity service restored once flood waters have receded:** Customers should contact their utility to discuss specific circumstances; a safety inspection by a certified electrical inspector may be necessary before service can be restored. Someone must be present for service to be turned on, the basement must be free of water and the electrical panel must be clean and free of debris. Customers and contractors should never attempt to turn on electricity service.

**>> To have natural gas service restored once flood waters have receded:** If the natural gas meter and/or regulator were under water, customers must first contact their natural gas company. If any natural gas equipment (furnace, boiler, water heater, etc.) has been under water, they need to contact a plumbing and heating contractor to have the equipment checked. Customers can then contact their natural gas company to have service restored. Customers and contractors should never attempt to turn on natural gas service.

**Current Numbers of Customers Without Service**

Approximately 13,600 NYSEG electricity customers in the Binghamton Division are without service.

Approximately 8,000 NYSEG natural gas customers are impacted from flooding in Apalachin, Conklin, Binghamton, Vestal, Endicott, Endwell, Johnson City, Candor and Kirkwood.

**NYSEG’s Restoration Plans for Flooded Substations:**

**- Castle Gardens**

NYSEG has gained access to the site and is in the process of connecting a portable substation to re-establish the source supply for the distribution circuits. Once the portable substation has been energized, NYSEG will begin restoring the distribution circuits where conditions permit and in conjunction with natural gas restoration efforts.

**- Goudey**

NYSEG has energized all portions of the distribution circuit originating at this substation and is working to restore additional services where conditions permit.

**- Lounsberry**

NYSEG is in the process of connecting a portable substation to re-establish the source supply for the distribution circuits. Once the portable substation has been energized, NYSEG will begin restoring the distribution circuits where conditions permit.

**- Owego (Lower)**

Once floodwaters recede and access to the site is permitted, NYSEG will assess damage to the facility and make any necessary repairs.

**NYSEG's Restoration Plans for Substations Affected by Transmission Line Issues:**

**- South Owego Substation**

NYSEG has gained access to the site and is in the process of connecting a portable substation to re-establish the source supply for South Owego, Apalachin and Bodle Hill areas.

**Natural Gas Main Repairs – Vestal and Vestal Center**

A natural gas main break as a result of a wash out in Vestal and Vestal Center (along South Main Street) on Thursday has left approximately 1,300 customers without service. NYSEG personnel have gone door to door to shut off individual services in preparation to make repairs and restore service to the main. Repairs to the main are complete and NYSEG personnel have started to go door to door to begin restoring service to customers who are ready for service. NYSEG expects the majority of service restorations to be completed by late Sunday and the remainder on Monday.

**Plans for Restoring Natural Gas Service in the Village of Owego**

The Village of Owego was devastated by floodwaters from the Susquehanna River. Now that floodwaters have receded, NYSEG is shutting off services, assessing damage to the natural gas delivery system and developing plans for restoring service. Part of the village is served by a medium-pressure natural gas system and other parts are served by a low-pressure system. Customers served by the low-pressure system will be without services for considerably longer than those served by the medium-pressure system.

**Note:** Electricity **transmission lines** are high-voltage lines that carry power over long distances. These transmission lines enter **substations** where the voltage of the power is reduced. The lower-voltage power then exits the substations into the **distribution lines** that serve homes and businesses. Together, transmission lines and substations are the backbone of the electricity delivery system.

###

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FOR IMMEDIATE RELEASE

September 12, 2011

## **NYSEG Team, Now 800 Strong, Continuing to Restore Services Where Conditions Permit**

**>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.**

**>> If you smell natural gas, get up, get out and call your natural gas company or 911 from another location.** Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

**>> Stay out of flooded basements!** Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

**>> Stay away from downed power lines.** Even lines that appear “dead” can be deadly.

**>> Dry ice and bottled water locations:** <http://www.nyseg.com/Outages/default.html>. Thus far, more than 348,000 pounds of dry ice and 62,000 gallons of bottled water have been distributed.

**Binghamton, NY** – NYSEG's flood response team that has grown to more than 800 has restored electricity service to approximately 35,000 of the 44,000 customers affected by unprecedented flooding caused by Tropical Storm Lee. Workers are continuing to make repairs and inspect natural gas facilities. Approximately 8,000 natural gas customers are impacted from flooding in Apalachin, Conklin, Binghamton, Vestal, Endicott, Endwell, Johnson City, Candor and Kirkwood.

Where conditions permit, NYSEG is prepared to have 90% of the natural gas and electricity system restored by Saturday. Full restoration is based on local codes, requirements and directives; safe and adequate access to remaining areas; and proper repair of customer-owned equipment.

### **Working in Concert With County and Municipal Leaders to Ensure Safety**

NYSEG is continuing to work closely with county and municipal leaders to carefully coordinate joint “re-entry” plans into flooded areas. Now that floodwaters have receded, NYSEG is conducting on-going damage assessment on facilities as they become accessible. The company has established joint electricity and natural gas task forces to safely coordinate service restoration efforts.

Where possible, NYSEG has begun to restore service to customers. As a result of this work, some customers that were not impacted by the flood and did not lose natural gas or electricity service may experience service interruptions as repairs are being made to the system. This is of critical importance to ensure the safety of our customers and service workers. NYSEG must also follow municipal directives to shut off service if necessary.

### **Status of NYSEG Substations**

**Castle Gardens:** NYSEG has connected and energized a portable substation to re-establish the source supply for the distribution circuits that originate at the substation and serve customers. NYSEG has begun restoring services on these circuits where conditions permit and in conjunction with natural gas restoration efforts.

**Goudey:** NYSEG was able to restore service to all but approximately 200 customers served by this substation where conditions permitted.

**Lounsberry:** NYSEG has connected and energized a portable substation to re-establish the source of supply to one of the two distribution circuits that originate at the substation and serve customers. NYSEG has begun restoring services on these circuits where conditions permit. Further restoration efforts include flying a line across the river by helicopter or using a second mobile substation.

**Owego (Lower):** NYSEG now has access to the site, will assess damage to the facility and make any necessary repairs. Approximately 400 customers have had service restored through an alternate feed.

### **Natural Gas Main Repairs – Vestal**

A natural gas main break as a result of a wash out in Vestal (Main Street) has been repaired. Service was restored yesterday to some of the 1,300 customers who were affected by the main break. Service to the remainder of customers is expected to be restored tonight unless customers were not at home earlier to be reconnected.

### **Plans for Restoring Natural Gas Service in the Village of Owego**

The Village of Owego was devastated by floodwaters from the Susquehanna River. Now that floodwaters have receded, NYSEG is shutting off services, and has made good progress in assessing damage to the natural gas delivery system and developing plans for restoring service. Part of the village is served by a medium-pressure natural gas system and other parts are served by a low-pressure system. Customers served by the low-pressure system will be without services for considerably longer than those served by the medium-pressure system.

**Note:** Electricity **transmission lines** are high-voltage lines that carry power over long distances. These transmission lines enter **substations** where the voltage of the power is reduced. The lower-voltage power then exits the substations into the **distribution lines** that serve homes and businesses. Together, transmission lines and substations are the backbone of the electricity delivery system.

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FOR IMMEDIATE RELEASE

September 13, 2011

## **NYSEG Has Restored Power to 90% of Customers Who Lost Service as a Result of Tropical Storm Lee**

**>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.**

**>> If you smell natural gas, get up, get out and call your natural gas company or 911 from another location.** Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

**>> Stay out of flooded basements!** Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

**>> Stay away from downed power lines.** Even lines that appear “dead” can be deadly.

**>> Dry ice and bottled water locations:** <http://www.nyseg.com/Outages/default.html>. Thus far, NYSEG has distributed more than 392,000 pounds of dry ice and 71,000 gallons of bottled water. NYSEG is also providing masks and gloves at dry ice/bottled water locations to assist customers with clean-up work.

**Binghamton, NY** – NYSEG has restored electricity service to more than 40,000 of the 44,000 customers who lost power as a result of flooding and other damage from Tropical Storm Lee. Approximately 8,000 natural gas customers are without service as a result of flooding in Apalachin, Conklin, Binghamton, Vestal, Endicott, Endwell, Johnson City, Candor and Kirkwood.

### **Where conditions permit:**

- NYSEG's flood response team of 850-plus is continuing to restore electricity service.
- NYSEG is prepared to have 90% of the natural gas system restored by Saturday. Full restoration is dependent on local codes, requirements and directives; safe and adequate access to remaining areas; proper repair of customer-owned equipment.

### **Status of NYSEG Substations**

- **Castle Gardens:** Using a portable substation at the Castle Gardens site, NYSEG has restored electricity service to approximately 2,800 of the 3,600 customers who lost service when the substation was flooded.

- **Goudey:** NYSEG has restored electricity service to nearly 2,800 of the 3,000 customers who lost service when the substation was flooded.
- **Lounsberry:** Using a portable substation at the Lounsberry site, NYSEG has restored electricity service to nearly 1,300 of the 2,000 customers who lost service when the substation was flooded. To continue restoration of service to customers served by this substation, NYSEG is running a new power line from across the river to the substation or bringing in a second mobile substation.
- **Owego (Lower):** NYSEG has restored electricity service to nearly 200 of the 850 customers who lost service when the substation was flooded.
- **South Owego:** Electricity service has been restored to all 700 customers who lost service as a result of transmission line issues.
- **Apalachin:** Electricity service has been restored to all but one of the nearly 820 customers who lost service as a result of transmission line issues.
- **Bodle Hill and Bodle Hill Tap:** Electricity service has been restored to all but 11 of the more than 3,100 customers who lost service as a result of transmission line issues.

### **Natural Gas Main Repairs – Vestal**

A natural gas main break as a result of a wash out on Main Street in Vestal has been repaired. Service has been restored to many of the 1,300 customers who were affected by the main break. Service to the remainder of customers is expected to be restored today unless NYSEG cannot gain access to homes or businesses.

### **Plans for Restoring Natural Gas Service in the Village of Owego**

The Village of Owego was devastated by floodwaters from the Susquehanna River. Now that floodwaters have receded, NYSEG is shutting off natural gas services, has made good progress in assessing damage to the natural gas delivery system and is developing plans for restoring service. Part of the village is served by a medium-pressure natural gas system and other parts are served by a low-pressure system. Customers served by the low-pressure system will be without service for considerably longer than those served by the medium-pressure system.

**Note:** Electricity **transmission lines** are high-voltage lines that carry power over long distances. These transmission lines enter **substations** where the voltage of the power is reduced. The lower-voltage power then exits the substations into the **distribution lines** that serve homes and businesses. Together, transmission lines and substations are the backbone of the electricity delivery system.

###

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delivery company with more than 2.4 million customers in upstate New York and New England. We are a team of dedicated individuals working as one to deliver value to our customers, employees and shareholders. By providing outstanding customer service and exceptional reliability, while holding safety and the environment in high regard, we aspire to be a world-class energy company. For more information, visit [www.nyseg.com](http://www.nyseg.com) and [www.iberdrolausa.com](http://www.iberdrolausa.com).

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FOR IMMEDIATE RELEASE

September 13, 2011

## **NYSEG Outlines Process for Having Services Restored in Areas That Have Been Flooded**

**Binghamton, NY** – NYSEG is working closely with county and municipal officials to restore electricity and natural gas services safely and as quickly as possible in areas that have been flooded. Once NYSEG is permitted to enter areas that have been flooded, the company can assess damage to utility equipment and implement plans to restore individual services where conditions permit.

NYSEG offers the following information to customers who are located in areas that NYSEG is permitted to enter and who are ready to have service restored.

**To have ELECTRICITY SERVICE restored call 1.800.453.1931. (Electricity service must be restored before natural gas service can be restored.) The following conditions must exist:**

- The customer must be present for the crew to reconnect the service.
- The basement must be free of water.
- The electric panel must be clean and free of debris.
- If the electric equipment has been under water, the customer must have the main fuse box/circuit breaker box inspected by a Certified Electrical Inspector. **(Please note that requirements may vary by county and municipality. Contact your local code enforcement department for more information.)**

**To have NATURAL GAS SERVICE restored call 1.800.453.1931. The following conditions must exist:**

- The customer must be present for the crew to reconnect the service.
- The basement must be free of standing water.
- NYSEG crews will check the condition of NYSEG equipment.
- At least one natural gas appliance not affected by the flood must be ready to light. For safety reasons, the customer will need to have a plumbing or heating contractor make sure the gas appliances affected by the flood are in working order before we can reconnect and relight the pilots.
- Under no circumstances should anyone other than a NYSEG employee attempt to turn on natural gas service.

**Important information for customers affected by the flood:**

- If you smell natural gas, get up, get out and call us from a neighbor's phone at 1.800.572.1121 or call 911.
- If your home or business has been condemned or if you are not going to need electricity and/or natural gas service for an extended period, call us at 1.800.453.1931 so we can turn off your service. This will discontinue your bills while you are out of service.

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FOR IMMEDIATE RELEASE

September 14, 2011

## **NYSEG's Flood Response Army Making Good Progress Restoring Electricity Service**

**>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.**

**>> If you smell natural gas, get up, get out and call your natural gas company or 911 from another location.** Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

**>> Stay out of flooded basements!** Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

**>> Stay away from downed power lines.** Even lines that appear “dead” can be deadly.

**>> Dry ice and bottled water locations:** <http://www.nyseg.com/Outages/dryice.html>. Thus far, NYSEG has distributed more than 438,000 pounds of dry ice and 80,000 gallons of bottled water.

**Binghamton, NY** – NYSEG has restored electricity service to more than 43,000 of the 44,000 customers who lost power as a result of flooding and other damage from Tropical Storm Lee. NYSEG's flood response team of 900-plus is continuing to restore electricity service.

NYSEG currently has approximately 900 customers without power and continues to make significant progress toward restoring service to all customers who can have it safely restored. In some cases restoration work may be delayed because:

- Municipal officials must approve service restoration.
- Electric code requirements have not been met.
- Natural gas safety issues prevent it.

### **Status of Natural Gas Service**

Approximately 6,000 natural gas customers are without service as a result of flooding in Apalachin, Conklin, Binghamton, Vestal, Endicott, Endwell, Johnson City, Candor and Kirkwood. NYSEG is prepared to have 90% of the natural gas system restored by Saturday. Restoration is dependent on local codes, requirements and directives; safe and adequate access to remaining areas; proper repair of customer-owned equipment.

### **Natural Gas Main Repairs – Vestal**

A natural gas main break as a result of a wash out on Main Street in Vestal has been repaired. Service has been restored to the 1,300 customers who were affected by the main break, except where NYSEG has been unable to gain access to homes or businesses.

### **Plans for Restoring Natural Gas Service in the Village of Owego**

The Village of Owego was devastated by floodwaters from the Susquehanna River. Now that floodwaters have receded, NYSEG has shut off natural gas services, assessed damage to the natural gas delivery system and is currently making repairs to restore service where conditions permit. Part of the village is served by a medium-pressure natural gas system and other parts are served by a low-pressure system. Customers served by the low-pressure system will be without service for considerably longer than those served by the medium-pressure system.

###

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FOR IMMEDIATE RELEASE

September 15, 2011

## **NYSEG Continues Labor-Intensive Service Restoration Work**

**>> To report electric emergencies and power interruptions, NYSEG customers should call 1.800.572.1131; to report natural gas emergencies, 1.800.572.1121.**

**>> If you smell natural gas, get up, get out and call your natural gas company or 911 from another location.** Do not light matches, use any electrical appliances, turn lights on or off, or use the phone at the location of the suspected leak – any of these actions could provide a source of ignition for any natural gas that is present.

**>> Stay out of flooded basements!** Energized wiring or outlets below the water line may pose a hazard; natural gas service in a flooded basement may also pose a danger.

**>> Stay away from downed power lines.** Even lines that appear “dead” can be deadly.

**>> Dry ice and bottled water locations:** <http://www.nyseg.com/Outages/dryice.html>. NYSEG has distributed 474,000 pounds of dry ice and 90,000 gallons of bottled water.

**>> This will be the final news release for this event.**

**Binghamton, NY** – NYSEG’s flood response team of 900-plus continues to make solid progress restoring electricity and natural gas service where conditions permit.

“Our hats are off to law enforcement, fire and emergency services personnel; elected officials and community leaders; highway department crews; and many others who helped ensure public safety and otherwise continue to assist us,” said Mark S. Lynch, president of NYSEG and RG&E. “We also appreciate our customers’ patience and understanding as we continue to work under extremely challenging conditions.”

### **Status of Electricity Service**

By late tomorrow night, NYSEG expects to have restored all electricity services in Broome and Tioga counties where conditions permit. Approximately 540 NYSEG customers are currently without power of the 44,000 customers who lost power as a result of flooding and other damage from Tropical Storm Lee. The current number of customers without power does not include approximately 4,300 customers where meters have been shut off due to municipal mandates, safety or code issues. These customers will be reconnected as conditions permit to safely re-establish power to their homes or businesses.

**Status of Natural Gas Service**

Approximately 8,000 natural gas customers were impacted as a result of flooding in Apalachin, Conklin, Binghamton, Vestal, Endicott, Endwell, Johnson City, Candor and Kirkwood. Approximately 4,500 customer meters have been shut off due to safety reasons. NYSEG continues to survey and verify system safety and will continue to make any repairs as needed and restore service to the impacted customers as conditions permit.

###

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# **Appendix I.**

## **Lee Storm Reliability Statistics**

## NYSEG Major Storm Validation and Summary

Storm Event #	Event Start	Event Stop	Longest Duration (hrs)	Division	Start Date	Start Time	End Date	End Time	Ints	CstAff	CstHrs	CstConn	Criterion	CAIDI	SAIFI
(Lee)	9/6/2011	9/13/2011	71.5	Binghamton	9/7/2011	7:31 AM	9/13/2011	8:52 PM	133	20,525	117,764	111,059	Both	5.74	0.18
				Brewster	9/7/2011	12:27 AM	9/8/2011	9:44 PM	46	8,421	21,567	84,445	10%	2.56	0.10
				Elmira	9/6/2011	12:58 AM	9/12/2011	3:10 AM	47	12,402	40,270	68,155	10%	3.25	0.18
				Oneonta	9/7/2011	2:14 AM	9/12/2011	12:52 AM	82	7,866	108,405	91,754	Both	13.78	0.09

## **Appendix H. Lee PSC Storm Reports**

Summary reports for Tropical Depression Lee were submitted to the PSC beginning with a 9/8/2011 3pm report and ending with the final report on 9/16/2011 at 10am. Summaries of these reports are included in this section.

## Summary of PSC updates – email reports

Date/Time	PSC update report																																						
09/08/11 3PM	<p><b>Subject:</b> NYSEG Storm Update: September 8, 2011 – 3 p.m.</p> <p><b><u>Current Status</u></b> NYSEG is currently fully engaged to make safe both the electricity and gas systems, prepare for rising flood waters, and minimize customer outages. We have activated our Incident Command structure and have mobilized crews, and will continue to mobilize them, in response to existing and future additional outages.</p> <p><b><u>Outage Counts</u></b> Due to predicted rising flood waters the total NYSEG electricity customer outage count may not have yet peaked. The total customers and current outage count for the NYSEG Divisions with significant outages are provided in the table below.</p> <table><tr><th>Division</th><th>Total Customers</th><th>Current Outages</th></tr><tr><td>Binghamton</td><td>111,324</td><td>15,200</td></tr><tr><td>Oneonta</td><td>91,525</td><td>1,100</td></tr><tr><td><b>Total:</b></td><td></td><td><b>16,300</b></td></tr></table> <p>The majority of the outages are due to flood waters that have caused outages and required that we take offline certain substations to minimize system damage and protect our gas and electric systems and customers. The division and substation names that were taken offline due to flooding are:</p> <table><tr><th>Division</th><th>Station</th></tr><tr><td>Binghamton</td><td>Maine</td></tr><tr><td>Binghamton</td><td>Lounsberry</td></tr><tr><td>Binghamton</td><td>Castle Gardens</td></tr><tr><td>Binghamton</td><td>Goudey (115kV section only)</td></tr></table> <p><b><u>Resource Information</u></b></p> <p>Crew resource information for this reporting period for the key areas is included in the following table:</p> <table><tr><th>Division</th><th>NYSEG/RGE Line</th><th>Contractor Line</th><th>Contractor Tree</th></tr><tr><td>Binghamton</td><td>17</td><td>0</td><td>2</td></tr><tr><td>Oneonta</td><td>20</td><td>0</td><td>28</td></tr><tr><td><b>Total:</b></td><td><b>37</b></td><td><b>0</b></td><td><b>30</b></td></tr></table> <p>Note that the above numbers only represent fully qualified crews that are capable of all line work. Significantly more individuals are fully engaged in the response effort, including NYSEG and RG&amp;E gas crews and numerous Incident Command Structure (ICS) support staff.-</p>	Division	Total Customers	Current Outages	Binghamton	111,324	15,200	Oneonta	91,525	1,100	<b>Total:</b>		<b>16,300</b>	Division	Station	Binghamton	Maine	Binghamton	Lounsberry	Binghamton	Castle Gardens	Binghamton	Goudey (115kV section only)	Division	NYSEG/RGE Line	Contractor Line	Contractor Tree	Binghamton	17	0	2	Oneonta	20	0	28	<b>Total:</b>	<b>37</b>	<b>0</b>	<b>30</b>
Division	Total Customers	Current Outages																																					
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## Summary of PSC updates – email reports

Date/Time	PSC update report
<b>09/08/11 3 PM</b> <b>Continued</b>	<p data-bbox="492 380 630 407"><b><u>Global ETR</u></b></p> <p data-bbox="492 415 1380 483">Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:</p> <ul data-bbox="540 527 1370 667" style="list-style-type: none"><li data-bbox="540 527 1370 594">• <b>Binghamton Division:</b> Due to rising flood waters, we are not prepared to provide an ETR at this time.</li><li data-bbox="540 600 1370 667">• <b>Oneonta Division:</b> Due to rising flood waters, we are not prepared to provide an ETR at this time.</li></ul> <p data-bbox="492 732 1190 760">The next report will be submitted at 7 a.m. on September 9, 2011.</p>

## Summary of PSC updates – email reports

Date/Time	PSC update report																																								
09/09/11 7 AM	<p><b>Subject:</b> NYSEG Storm Update: September 9, 2011 – 7 a.m.</p> <p><b><u>Current Status</u></b> NYSEG is currently fully engaged to make safe both the electricity and gas systems, and to minimize customer outages. We have completed an aerial damage assessment of all affected areas. We are staging on-the-ground damage assessment and restoration teams for both systems that will enter affected areas as soon as receding flood waters allow safe entry. Our Incident Command structure is in place and we are working closely with county EOCs and local officials. We have mobilized crews, and will continue to mobilize them as needed. There are many areas in and around the Binghamton area that have been affected. Aerial surveys indicate that Village of Owego has been particularly hard hit.</p> <p><b><u>Outage Counts</u></b> Due to uncertainty of the flood waters and potential for additional rain in the next 48-72 hours the total NYSEG electricity customer outage count may have not yet peaked. The total customers and current outage count for the NYSEG Divisions with significant outages are provided in the table below.</p> <table><tr><th>Division</th><th>Total Customers</th><th>Current Outages</th></tr><tr><td>Binghamton</td><td>111,324</td><td>18,670</td></tr><tr><td>Oneonta</td><td>91,525</td><td>1,375</td></tr><tr><td><b>Total:</b></td><td></td><td><b>20,045</b></td></tr></table> <p>The majority of the outages are due to flood waters that have caused NYSEG to take offline certain substations to minimize system damage and protect our gas and electric systems and customers. The division and substation names that were taken offline due to flooding are:</p> <table><tr><th>Division</th><th>Station</th></tr><tr><td>Binghamton</td><td>Maine</td></tr><tr><td>Binghamton</td><td>Lounsberry</td></tr><tr><td>Binghamton</td><td>Castle Gardens</td></tr><tr><td>Binghamton</td><td>Goudey (115kV section only)</td></tr><tr><td>Binghamton</td><td>Owego</td></tr></table> <p><b><u>Resource Information</u></b></p> <p>Crew resource information for this reporting period for the key areas is included in the following table:</p> <table><tr><th>Division</th><th>Gas Resources</th><th>Electric Resources</th><th>Combined Gas and Electric Resources</th></tr><tr><td>Binghamton</td><td>163</td><td>187</td><td>63</td></tr><tr><td>Oneonta</td><td>17</td><td>54</td><td>30</td></tr><tr><td><b>Total:</b></td><td><b>180</b></td><td><b>241</b></td><td><b>93</b></td></tr></table>	Division	Total Customers	Current Outages	Binghamton	111,324	18,670	Oneonta	91,525	1,375	<b>Total:</b>		<b>20,045</b>	Division	Station	Binghamton	Maine	Binghamton	Lounsberry	Binghamton	Castle Gardens	Binghamton	Goudey (115kV section only)	Binghamton	Owego	Division	Gas Resources	Electric Resources	Combined Gas and Electric Resources	Binghamton	163	187	63	Oneonta	17	54	30	<b>Total:</b>	<b>180</b>	<b>241</b>	<b>93</b>
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<b>Total:</b>	<b>187</b>	<b>336</b>	<b>106</b>														

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09/11/2011 7 AM	<p><b>Subject:</b> NYSEG Storm Update: September 11, 2011 – 7 a.m.</p> <p><b><u>Current Status</u></b> NYSEG is currently fully engaged to make safe both the electricity and gas systems, and to minimize customer outages. On-the-ground transmission and distribution damage assessment and restoration has started where receding floodwaters have allowed safe entry. Our Incident Command structure continues to be in place and we are working closely with county EOCs, state, and local officials.</p> <p><b><u>Outage Counts</u></b> Absent unforeseen weather, the Binghamton and Oneonta Division outages have peaked. The maximum outages for this event were 19,751 in Binghamton and 3,056 in Oneonta. The current outage count as of 6:00 a.m. September 11, 2011 for the NYSEG Divisions with significant outages is provided in the table below.</p> <table><tr><th>Division</th><th>Total Customers</th><th>Current Outages</th></tr><tr><td>Binghamton</td><td>111,324</td><td>13,640</td></tr><tr><td>Oneonta</td><td>91,525</td><td>119</td></tr><tr><td><b>Total:</b></td><td></td><td><b>13,759</b></td></tr></table> <p>The following substations continue to be offline/partially offline due to flooding: Mobile substations are being installed at Lounsberry and Castle Gardens.</p> <table><tr><th>Division</th><th>Station</th><th>Customers Served</th><th>Customers Out</th></tr><tr><td>Binghamton</td><td>Lounsberry</td><td>1985</td><td>1985</td></tr><tr><td>Binghamton</td><td>Castle Gardens</td><td>3600</td><td>3600</td></tr><tr><td>Binghamton</td><td>Goudey (115kV)</td><td>0</td><td>0</td></tr><tr><td>Binghamton</td><td>Goudey (34kv)</td><td>3015</td><td>353</td></tr><tr><td>Binghamton</td><td>Owego Lower</td><td>850</td><td>850</td></tr></table> <p>The following substations continue to be offline/partially offline due to transmission/sub-transmission issues.</p> <table><tr><th>Division</th><th>Station</th><th>Customers Served</th><th>Customers Out</th></tr><tr><td>Binghamton</td><td>South Owego</td><td>704</td><td>704</td></tr><tr><td>Binghamton</td><td>Apalachin</td><td>817</td><td>817</td></tr><tr><td>Binghamton</td><td>Bodle Hill Tap</td><td>1838</td><td>992</td></tr><tr><td>Binghamton</td><td>Bodle Hill</td><td>1321</td><td>1321</td></tr></table>	Division	Total Customers	Current Outages	Binghamton	111,324	13,640	Oneonta	91,525	119	<b>Total:</b>		<b>13,759</b>	Division	Station	Customers Served	Customers Out	Binghamton	Lounsberry	1985	1985	Binghamton	Castle Gardens	3600	3600	Binghamton	Goudey (115kV)	0	0	Binghamton	Goudey (34kv)	3015	353	Binghamton	Owego Lower	850	850	Division	Station	Customers Served	Customers Out	Binghamton	South Owego	704	704	Binghamton	Apalachin	817	817	Binghamton	Bodle Hill Tap	1838	992	Binghamton	Bodle Hill	1321	1321
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	<b><u>Outage Counts</u></b> Absent unforeseen weather, the Binghamton and Oneonta Division outages have peaked. The maximum outages for this event were 19,751 in Binghamton and 3,056 in Oneonta. The current outage count as of 2:00 p.m. September 11, 2011 for the NYSEG Divisions with significant outages is provided in the table below.																								
	<table><tr><th>Division</th><th>Total Customers</th><th>Current Outages</th></tr><tr><td>Binghamton</td><td>111,324</td><td>13,857</td></tr><tr><td>Oneonta</td><td>91,525</td><td>60</td></tr><tr><td><b>Total:</b></td><td></td><td><b>13,917</b></td></tr></table>	Division	Total Customers	Current Outages	Binghamton	111,324	13,857	Oneonta	91,525	60	<b>Total:</b>		<b>13,917</b>												
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09/12/2011 7 AM	<p><b>Subject:</b> NYSEG Storm Update: September 12, 2011 – 7 a.m.</p> <p><b><u>Current Status</u></b></p> <p>NYSEG is continuing to make safe both the electricity and gas systems, and to minimize customer outages. Transmission and distribution damage assessment and restoration is ongoing. NYSEG is also re-establishing feeds into or bypassing substations that were previously flooded to allow the distribution system to be energized. Since the last report NYSEG has installed two mobile substations and energized four stations previously offline. As the substations are brought back online, outages will still exist due to line damage, customer-owned equipment damage, flooded areas, and the need to safely restore service in conjunction with the NYSEG gas system. As expected, in the last 24 hours our combined gas and electric restoration teams have encountered significant damage to customer-owned equipment, flooded basements, and difficulty accessing formerly flooded areas. Our Incident Command structure continues to be in place and we are working closely with county EOCs, state, and local officials. We continued to add resources since the last report yesterday at 3 p.m. Over 800 employees and contractors are currently engaged in this event.</p> <p><b><u>Outage Counts</u></b></p> <p>Absent unforeseen weather, the Binghamton and Oneonta Division outages have peaked. The maximum outages for this event were 19,751 in Binghamton and 3,056 in Oneonta. The current outage count as of 5:30 a.m. September 12, 2011 for the NYSEG Divisions with significant outages during this event is provided in the table below.</p> <table><tr><th>Division</th><th>Total Customers</th><th>Current Outages</th></tr><tr><td>Binghamton</td><td>111,324</td><td>12,471</td></tr><tr><td>Oneonta</td><td>91,525</td><td>37</td></tr><tr><td><b>Total:</b></td><td></td><td><b>12,508</b></td></tr></table> <p>The mobile substations have been installed and energized at Lounsberry and Castle Gardens. In addition Apalachin, South Owego, Bodle Hill, and Bodle Hill Tap have been energized. NYSEG is restoring distribution circuits and customer services from these stations as conditions permit.</p> <p>Offline/Formerly Offline Due to Flooding:</p> <table><tr><th>Division</th><th>Station</th><th>Customers Served</th><th>Customers Out</th></tr><tr><td>Binghamton</td><td>Lounsberry</td><td>1985</td><td>1985</td></tr><tr><td>Binghamton</td><td>Castle Gardens</td><td>3600</td><td>3600</td></tr><tr><td>Binghamton</td><td>Goudey (115kV)</td><td>0</td><td>0</td></tr><tr><td>Binghamton</td><td>Goudey (34kv)</td><td>3015</td><td>420</td></tr><tr><td>Binghamton</td><td>Owego Lower</td><td>850</td><td>850</td></tr></table> <p>Offline/Formerly Offline Due to Transmission/Sub-Transmission:</p> <table><tr><th>Division</th><th>Station</th><th>Customers Served</th><th>Customers Out</th></tr><tr><td>Binghamton</td><td>South Owego</td><td>704</td><td>704</td></tr><tr><td>Binghamton</td><td>Apalachin</td><td>817</td><td>108</td></tr><tr><td>Binghamton</td><td>Bodle Hill Tap</td><td>1838</td><td>992</td></tr><tr><td>Binghamton</td><td>Bodle Hill</td><td>1321</td><td>1321</td></tr></table>	Division	Total Customers	Current Outages	Binghamton	111,324	12,471	Oneonta	91,525	37	<b>Total:</b>		<b>12,508</b>	Division	Station	Customers Served	Customers Out	Binghamton	Lounsberry	1985	1985	Binghamton	Castle Gardens	3600	3600	Binghamton	Goudey (115kV)	0	0	Binghamton	Goudey (34kv)	3015	420	Binghamton	Owego Lower	850	850	Division	Station	Customers Served	Customers Out	Binghamton	South Owego	704	704	Binghamton	Apalachin	817	108	Binghamton	Bodle Hill Tap	1838	992	Binghamton	Bodle Hill	1321	1321
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09/12/2011 3 PM	<p><b>Subject:</b> NYSEG Storm Update: September 12, 2011 – 3 p.m.</p> <p><b><u>Current Status</u></b></p> <p>NYSEG is continuing to make safe both the electricity and gas systems, and to minimize customer outages. Transmission and distribution restoration is ongoing and being carefully coordinated with the NYSEG gas leak survey and restoration teams to ensure safety of our customers. NYSEG has re-established feeds into or bypassed substations that were previously flooded. This will allow portions of the distribution system to be energized as conditions safely allow. Significant numbers of customers remain without power due to line damage, customer-owned equipment damage, flooded areas, and the need to safely restore service in conjunction with the NYSEG gas system. As expected, NYSEG’s gas and electric restoration teams are encountering widespread damage to customer-owned panel boxes, gas and electric services and meters, as well as flooded basements. NYSEG is working with customers on a house-by-house basis to resolve these issues prior to restoring service. Our Incident Command structure continues to be in place and we are working closely with county EOCs, state, and local officials. Over 800 employees and contractors are currently engaged in this event.</p> <p><b><u>Outage Counts</u></b></p> <p>Absent unforeseen weather, the Binghamton and Oneonta Division outages have peaked. The maximum outages for this event were 19,751 in Binghamton and 3,056 in Oneonta. The current outage count as of 3 p.m. September 12, 2011 for the NYSEG Divisions with significant outages during this event is provided in the table below.</p> <table><tr><th>Division</th><th>Total Customers</th><th>Current Outages</th></tr><tr><td>Binghamton</td><td>111,324</td><td>9,600</td></tr><tr><td>Oneonta</td><td>91,525</td><td>25</td></tr><tr><td><b>Total:</b></td><td></td><td><b>9,625</b></td></tr></table> <p>All of the substations listed below have been energized or bypassed. However, significant numbers of customers are without power due to line damage, customer-owned equipment damage, flooded areas, and the need to safely restore service in conjunction with the NYSEG gas system. NYSEG is restoring and energizing portions of the distribution circuits and customer services from these stations as conditions safely permit.</p> <p>Offline/Formerly Offline Due to Flooding:</p> <table><tr><th>Division</th><th>Station</th><th>Customers Served</th><th>Customers Out</th></tr><tr><td>Binghamton</td><td>Lounsberry</td><td>1985</td><td>1625</td></tr><tr><td>Binghamton</td><td>Castle Gardens</td><td>3600</td><td>3530</td></tr><tr><td>Binghamton</td><td>Goudey (115kV)</td><td>0</td><td>0</td></tr><tr><td>Binghamton</td><td>Goudey (34kv)</td><td>3015</td><td>175</td></tr><tr><td>Binghamton</td><td>Owego Lower</td><td>850</td><td>475</td></tr></table> <p>Offline/Formerly Offline Due to Transmission/Sub-Transmission:</p> <table><tr><th>Division</th><th>Station</th><th>Customers Served</th><th>Customers Out</th></tr><tr><td>Binghamton</td><td>South Owego</td><td>704</td><td>704</td></tr><tr><td>Binghamton</td><td>Apalachin</td><td>817</td><td>110</td></tr><tr><td>Binghamton</td><td>Bodle Hill Tap</td><td>1838</td><td>110</td></tr><tr><td>Binghamton</td><td>Bodle Hill</td><td>1321</td><td>97</td></tr></table>	Division	Total Customers	Current Outages	Binghamton	111,324	9,600	Oneonta	91,525	25	<b>Total:</b>		<b>9,625</b>	Division	Station	Customers Served	Customers Out	Binghamton	Lounsberry	1985	1625	Binghamton	Castle Gardens	3600	3530	Binghamton	Goudey (115kV)	0	0	Binghamton	Goudey (34kv)	3015	175	Binghamton	Owego Lower	850	475	Division	Station	Customers Served	Customers Out	Binghamton	South Owego	704	704	Binghamton	Apalachin	817	110	Binghamton	Bodle Hill Tap	1838	110	Binghamton	Bodle Hill	1321	97
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09/12/2011 3 PM Continued	<p><b><u>Resource Information</u></b></p> <p>Crew resource information for this reporting period for the key areas is included in the following table:</p> <table><tr><th>Division</th><th>Gas Resources</th><th>Electric Resources</th><th>Combined Gas and Electric Resources</th></tr><tr><td>Binghamton</td><td>211</td><td>367</td><td>122</td></tr><tr><td>Oneonta</td><td>17</td><td>54</td><td>30</td></tr><tr><td><b>Total:</b></td><td><b>228</b></td><td><b>421</b></td><td><b>152</b></td></tr></table> <p><b><u>Note:</u></b></p> <p>Gas Resources include: Gas Fitters, Gas Engineering, Gas Stores personnel, and Gas Management.</p> <p>Electric Resources include: Line, UC&amp;M, and SP&amp;C Mechanics, and Electric Management.</p> <p>Combined Resources include employees working on both fuels: MRC's, Meter Technicians, Damage Assessors, and ICS Support.</p> <p><b><u>Global ETR</u></b></p> <p>Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:</p> <p><b>Binghamton Division:</b> The company has established joint electric and natural gas task forces to safely coordinate restoration efforts. Due to the uncertainty of receding water levels, damage to customer-owned equipment, access to previously flooded areas, ensuring coordination with government officials, and ensuring the safety of our gas as well as electric customers, estimated times of restoration are not available at this time.</p> <p><b>Oneonta Division:</b> The Sidney Street Railroad substation has been temporarily repaired and energized. The remaining 25 outages in the Oneonta Division are due to residences that remain flooded or customer's equipment that is not ready to be energized. NYSEG is re-energizing electric services as soon as they have been inspected and all local electric safety codes have been satisfied.</p> <p>The next report will be submitted at 7 a.m. on September 13, 2011.</p>	Division	Gas Resources	Electric Resources	Combined Gas and Electric Resources	Binghamton	211	367	122	Oneonta	17	54	30	<b>Total:</b>	<b>228</b>	<b>421</b>	<b>152</b>
Division	Gas Resources	Electric Resources	Combined Gas and Electric Resources														
Binghamton	211	367	122														
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<b>Total:</b>	<b>228</b>	<b>421</b>	<b>152</b>														

Date/Time

09/13/2011  
7 AM

PSC update report

Subject: NYSEG Storm Update: September 13, 2011 – 7 a.m.

Current Status

NYSEG is continuing to make safe both the electricity and gas system. Transmission and distribution restoration is ongoing and being carefully coordinated with the NYSEG gas leak survey and restoration teams to ensure safety of our customers. Customers remain without power due to line damage, customer-owned equipment damage, flooded areas, and the need to safely restore service in conjunction with the NYSEG gas system. Restoration teams are encountering widespread damage to customer-owned panel boxes, gas and electric services and meters, as well as flooded basements. NYSEG is working with customers on a house-by-house basis to resolve these issues prior to restoring service. Our Incident Command structure continues to be in place and we are working closely with county EOCs, state, and local officials. Over 850 employees and contractors are currently engaged in this event.

Outage Counts

Absent unforeseen weather, the Binghamton and Oneonta Division outages have peaked. The maximum outages for this event were 19,751 in Binghamton and 3,056 in Oneonta. The current outage count as of 6 a.m. September 13, 2011 for the NYSEG Divisions with significant outages during this event is provided in the table below.

Division	Total Customers	Current Outages
Binghamton	111,324	4,067
Oneonta	91,525	26
Total:		4,093

All of the substations listed below have been energized as noted. Significant numbers of customers are without power due to line damage, customer-owned equipment damage, flooded areas, and the need to safely restore service in conjunction with the NYSEG gas system. NYSEG is restoring and energizing portions of the distribution circuits and customer services from these stations as conditions safely permit.

Offline/Formerly Offline Due to Flooding:

Division	Station	Customers Served	Customers Out
Binghamton	Lounsberry <sup>1</sup>	1985	176
Binghamton	Castle Gardens <sup>1</sup>	3600	759
Binghamton	Goudey (115kV) <sup>2</sup>	0	0
Binghamton	Goudey (34kv)	3015	253
Binghamton	Owego Lower	850	660

Offline/Formerly Offline Due to Transmission/Sub-Transmission:

Division	Station	Customers Served	Customers Out
Binghamton	South Owego	704	0
Binghamton	Apalachin	817	108
Binghamton	Bodle Hill Tap	1838	39
Binghamton	Bodle Hill	1321	4

1 – Mobile substation  
2 – Offline. Repairs being made.

Date/Time	PSC update report																
09/13/2011 7 AM Continued	<p><b><u>Resource Information</u></b></p> <p>Crew resource information for this reporting period for the key areas is included in the following table:</p> <table><tr><th>Division</th><th>Gas Resources</th><th>Electric Resources</th><th>Combined Gas and Electric Resources</th></tr><tr><td>Binghamton</td><td>230</td><td>376</td><td>148</td></tr><tr><td>Oneonta</td><td>17</td><td>54</td><td>30</td></tr><tr><td><b>Total:</b></td><td><b>247</b></td><td><b>430</b></td><td><b>178</b></td></tr></table> <p><b><u>Note:</u></b></p> <p>Gas Resources include: Gas Fitters, Gas Engineering, Gas Stores personnel, and Gas Management.</p> <p>Electric Resources include: Line, UC&amp;M, and SP&amp;C Mechanics, and Electric Management.</p> <p>Combined Resources include employees working on both fuels: MRC's, Meter Technicians, Damage Assessors, and ICS Support.</p> <p><b><u>Global ETR</u></b></p> <p>Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:</p> <p><b>Binghamton Division:</b> Where conditions permit, NYSEG is prepared to have 90% of the electricity system restored by Saturday September 17, 2011. Full restoration is based on local codes, requirements and directives; safe and adequate access to remaining areas; and proper repair of customer-owned equipment.</p> <p><b>Oneonta Division:</b> The Sidney Street Railroad substation has been temporarily repaired and energized. The remaining 26 outages in the Oneonta Division are due to residences that remain flooded or customer's equipment that is not ready to be energized. NYSEG is re-energizing electric services as soon as they have been inspected and all local electric safety codes have been satisfied.</p> <p>The next report will be submitted at 3 p.m. on September 13, 2011.</p>	Division	Gas Resources	Electric Resources	Combined Gas and Electric Resources	Binghamton	230	376	148	Oneonta	17	54	30	<b>Total:</b>	<b>247</b>	<b>430</b>	<b>178</b>
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Date/Time	PSC update report																																													
09/13/2011 3 PM	<p><b>Subject:</b> NYSEG Storm Update: September 13, 2011 – 3 p.m.</p> <p><b><u>Current Status</u></b></p> <p>NYSEG is continuing to make safe both the electricity and gas system. Transmission and distribution restoration is ongoing and being carefully coordinated with the NYSEG gas leak survey and restoration teams to ensure safety of our customers. Customers remain without power due to line damage, customer-owned equipment damage, flooded areas, and the need to safely restore service in conjunction with the NYSEG gas system. NYSEG is working with customers on a house-by-house basis to ensure their safety prior to restoring service. Our Incident Command structure continues to be in place and we are working closely with county EOCs, state, and local officials. Over 850 employees and contractors are currently engaged in this event.</p> <p><b><u>Outage Counts</u></b></p> <p>The maximum outages for this event were 19,751 in Binghamton and 3,056 in Oneonta. The current outage count as of 3 p.m. September 13, 2011 for the NYSEG Divisions with significant outages during this event is provided in the table below. Approximately 44,000 customers in Binghamton and Oneonta were affected by the flood.</p> <table><tr><th>Division</th><th>Total Customers</th><th>Current Outages</th></tr><tr><td>Binghamton</td><td>111,324</td><td>4,500</td></tr><tr><td>Oneonta</td><td>91,525</td><td>26</td></tr><tr><td><b>Total:</b></td><td></td><td><b>4,526</b></td></tr></table> <p>All of the substations listed below have been energized as noted. Currently there are no outages due to substation damage from the event. Customers are however, without power due to line damage, customer-owned equipment damage, flooded areas, and the need to safely restore service in conjunction with the NYSEG gas system. NYSEG is restoring and energizing portions of the distribution circuits and customer services from these stations as conditions safely permit.</p> <p>Offline/Formerly Offline Due to Flooding:</p> <table><tr><th>Division</th><th>Station</th><th>Customers Served</th></tr><tr><td>Binghamton</td><td>Lounsberry<sup>1</sup></td><td>1985</td></tr><tr><td>Binghamton</td><td>Castle Gardens<sup>1</sup></td><td>3600</td></tr><tr><td>Binghamton</td><td>Goudey (115kV)<sup>2</sup></td><td>0</td></tr><tr><td>Binghamton</td><td>Goudey (34kv)</td><td>3015</td></tr><tr><td>Binghamton</td><td>Owego Lower<sup>3</sup></td><td>850</td></tr></table> <p>Offline/Formerly Offline Due to Transmission/Sub-Transmission:</p> <table><tr><th>Division</th><th>Station</th><th>Customers Served</th></tr><tr><td>Binghamton</td><td>South Owego</td><td>704</td></tr><tr><td>Binghamton</td><td>Apalachin</td><td>817</td></tr><tr><td>Binghamton</td><td>Bodle Hill Tap</td><td>1838</td></tr><tr><td>Binghamton</td><td>Bodle Hill</td><td>1321</td></tr></table> <p>1 – Mobile substation 2 – Offline. Repairs being made. 3 – Outages due to line issues or holding for safe gas restoration. All substation repairs have been made.</p>	Division	Total Customers	Current Outages	Binghamton	111,324	4,500	Oneonta	91,525	26	<b>Total:</b>		<b>4,526</b>	Division	Station	Customers Served	Binghamton	Lounsberry <sup>1</sup>	1985	Binghamton	Castle Gardens <sup>1</sup>	3600	Binghamton	Goudey (115kV) <sup>2</sup>	0	Binghamton	Goudey (34kv)	3015	Binghamton	Owego Lower <sup>3</sup>	850	Division	Station	Customers Served	Binghamton	South Owego	704	Binghamton	Apalachin	817	Binghamton	Bodle Hill Tap	1838	Binghamton	Bodle Hill	1321
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Date/Time	PSC update report																																										
09/14/2011 7 AM	<p><b>Subject:</b> NYSEG Storm Update: September 14, 2011 – 7 a.m.</p> <p><b><u>Current Status</u></b></p> <p>NYSEG is continuing to make safe both the electricity and gas system. Repairs are being carefully coordinated with the NYSEG gas leak survey and restoration teams to ensure safety of our customers. There are no customer outages due to damage on the substation or transmission systems. Customers that remain without power are either flooded, in need of gas leak tests, or were ordered shut off by municipal leaders for safety reasons. A spreadsheet with additional detail will be provided with the 3 p.m. report. NYSEG is working with customers on a house-by-house basis to ensure their safety prior to restoring service. Our Incident Command structure continues to be in place and we are working closely with county EOCs, state, and local officials. In the last 24 hours additional resources were added. Over 900 employees, contractors, and mutual aid partners are currently engaged in this event.</p> <p><b><u>Outage Counts</u></b></p> <p>The maximum outages for this event were 19,751 in Binghamton and 3,056 in Oneonta. The current outage count as of 6 a.m. September 14, 2011 is provided in the table below. Approximately 44,000 customers in Binghamton and Oneonta were affected by the flood.</p> <table><tr><th>Division</th><th>Total Customers</th><th>Current Outages</th></tr><tr><td>Binghamton</td><td>111,324</td><td>2,162</td></tr><tr><td><b>Total:</b></td><td></td><td><b>2,162</b></td></tr></table> <p>All of the substations listed below have been energized as noted. Currently there are no outages due to substation damage from the event. NYSEG is restoring and energizing portions of the distribution circuits and customer services from these stations as conditions safely permit.</p> <p>Offline/Formerly Offline Due to Flooding:</p> <table><tr><th>Division</th><th>Station</th><th>Customers Served</th></tr><tr><td>Binghamton</td><td>Lounsberry<sup>1</sup></td><td>1985</td></tr><tr><td>Binghamton</td><td>Castle Gardens<sup>1</sup></td><td>3600</td></tr><tr><td>Binghamton</td><td>Goudey (115kV)<sup>2</sup></td><td>0</td></tr><tr><td>Binghamton</td><td>Goudey (34kv)<sup>3</sup></td><td>3015</td></tr><tr><td>Binghamton</td><td>Owego Lower<sup>3</sup></td><td>850</td></tr></table> <p>Offline/Formerly Offline Due to Transmission/Sub-Transmission:</p> <table><tr><th>Division</th><th>Station</th><th>Customers Served</th></tr><tr><td>Binghamton</td><td>South Owego<sup>3</sup></td><td>704</td></tr><tr><td>Binghamton</td><td>Apalachin<sup>3</sup></td><td>817</td></tr><tr><td>Binghamton</td><td>Bodle Hill Tap<sup>3</sup></td><td>1838</td></tr><tr><td>Binghamton</td><td>Bodle Hill<sup>3</sup></td><td>1321</td></tr></table> <p>1 – Mobile substation installed. Repairs in progress. Outages due to line issues or holding for safe gas restoration 2 – Offline. Repairs in complete 3 – Online. Repairs complete. Outages due to municipal requests or gas leak survey.</p>	Division	Total Customers	Current Outages	Binghamton	111,324	2,162	<b>Total:</b>		<b>2,162</b>	Division	Station	Customers Served	Binghamton	Lounsberry <sup>1</sup>	1985	Binghamton	Castle Gardens <sup>1</sup>	3600	Binghamton	Goudey (115kV) <sup>2</sup>	0	Binghamton	Goudey (34kv) <sup>3</sup>	3015	Binghamton	Owego Lower <sup>3</sup>	850	Division	Station	Customers Served	Binghamton	South Owego <sup>3</sup>	704	Binghamton	Apalachin <sup>3</sup>	817	Binghamton	Bodle Hill Tap <sup>3</sup>	1838	Binghamton	Bodle Hill <sup>3</sup>	1321
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<b>Binghamton Division:</b> Where conditions permit, NYSEG is prepared to have 90% of the electricity and gas system restored by Saturday September 17, 2011. Full restoration is based on local codes, requirements and directives; safe and adequate access to remaining areas; and proper repair of customer-owned equipment.																	
<b>Oneonta Division:</b> There are currently no customer outages																	

Date/Time	PSC update report																																										
09/15/2011 10 AM	<p><b>Subject:</b> NYSEG Storm Update: September 15, 2011 – 10 a.m.</p> <p><b><u>Current Status</u></b></p> <p>NYSEG is continuing to make safe both the electricity and gas system. Repairs are being carefully coordinated with the NYSEG gas leak survey and restoration teams to ensure safety of our customers. There are no customer outages due to damage on the substation or transmission systems. Customers that remain without power are either flooded, in need of gas leak tests, or were ordered shut off by municipal leaders for safety reasons. NYSEG is working with customers on a house-by-house basis to ensure their safety prior to restoring service. Our Incident Command structure continues to be in place and we are working closely with county EOCs, state, and local officials. In the last 24 hours additional resources were added. Over 900 employees, contractors, and mutual aid partners are currently engaged in this event.</p> <p><b><u>Outage Counts</u></b></p> <p>The maximum outages for this event were 19,751 in Binghamton and 3,056 in Oneonta. The current outage count as of 7 a.m. September 15, 2011 is provided in the table below. Approximately 44,000 customers in Binghamton and Oneonta were affected by the flood.</p> <table><tr><th>Division</th><th>Total Customers</th><th>Current Outages</th></tr><tr><td>Binghamton</td><td>111,324</td><td>886</td></tr><tr><td><b>Total:</b></td><td></td><td><b>886</b></td></tr></table> <p>All of the substations listed below have been energized as noted. Currently there are no outages due to substation damage from the event. NYSEG is restoring and energizing portions of the distribution circuits and customer services from these stations as conditions safely permit.</p> <p>Offline/Formerly Offline Due to Flooding:</p> <table><tr><th>Division</th><th>Station</th><th>Customers Served</th></tr><tr><td>Binghamton</td><td>Lounsberry<sup>1</sup></td><td>1985</td></tr><tr><td>Binghamton</td><td>Castle Gardens<sup>1</sup></td><td>3600</td></tr><tr><td>Binghamton</td><td>Goudey (115kV)<sup>2</sup></td><td>0</td></tr><tr><td>Binghamton</td><td>Goudey (34kv)<sup>3</sup></td><td>3015</td></tr><tr><td>Binghamton</td><td>Owego Lower<sup>3</sup></td><td>850</td></tr></table> <p>Offline/Formerly Offline Due to Transmission/Sub-Transmission:</p> <table><tr><th>Division</th><th>Station</th><th>Customers Served</th></tr><tr><td>Binghamton</td><td>South Owego<sup>3</sup></td><td>704</td></tr><tr><td>Binghamton</td><td>Apalachin<sup>3</sup></td><td>817</td></tr><tr><td>Binghamton</td><td>Bodle Hill Tap<sup>3</sup></td><td>1838</td></tr><tr><td>Binghamton</td><td>Bodle Hill<sup>3</sup></td><td>1321</td></tr></table> <p>1 – Mobile substation installed. Repairs in progress. Outages due to municipal requests, access, or gas restoration. 2 – Offline. Repairs in complete 3 – Online. Repairs complete. Outages due to municipal requests, access, or gas restoration.</p>	Division	Total Customers	Current Outages	Binghamton	111,324	886	<b>Total:</b>		<b>886</b>	Division	Station	Customers Served	Binghamton	Lounsberry <sup>1</sup>	1985	Binghamton	Castle Gardens <sup>1</sup>	3600	Binghamton	Goudey (115kV) <sup>2</sup>	0	Binghamton	Goudey (34kv) <sup>3</sup>	3015	Binghamton	Owego Lower <sup>3</sup>	850	Division	Station	Customers Served	Binghamton	South Owego <sup>3</sup>	704	Binghamton	Apalachin <sup>3</sup>	817	Binghamton	Bodle Hill Tap <sup>3</sup>	1838	Binghamton	Bodle Hill <sup>3</sup>	1321
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Date/Time	PSC update report																
09/15/2011 10 AM Continued	<p><b><u>Resource Information</u></b></p> <p>Crew resource information for this reporting period for the key areas is included in the following table:</p> <table><tr><th>Division</th><th>Gas Resources</th><th>Electric Resources</th><th>Combined Gas and Electric Resources</th></tr><tr><td>Binghamton</td><td>275</td><td>391</td><td>150</td></tr><tr><td>Oneonta</td><td>17</td><td>54</td><td>30</td></tr><tr><td><b>Total:</b></td><td><b>292</b></td><td><b>445</b></td><td><b>180</b></td></tr></table> <p><b><u>Note:</u></b></p> <p>Gas Resources include: Gas Fitters, Gas Engineering, Gas Stores personnel, and Gas Management.</p> <p>Electric Resources include: Line, UC&amp;M, and SP&amp;C Mechanics, and Electric Management.</p> <p>Combined Resources include employees working on both fuels: MRC's, Meter Technicians, Damage Assessors, and ICS Support.</p> <p><b><u>Global ETR</u></b></p> <p>Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:</p> <p><b>Binghamton Division:</b> Where conditions permit, NYSEG is prepared to have 90% of the electricity and gas system restored by Saturday September 17, 2011. Full restoration is based on local codes, requirements and directives; safe and adequate access to remaining areas; and proper repair of customer-owned equipment.</p> <p><b>Oneonta Division:</b> There are currently no customer outages</p> <p>The next report will be submitted at 10 a.m. on September 16, 2011.</p>	Division	Gas Resources	Electric Resources	Combined Gas and Electric Resources	Binghamton	275	391	150	Oneonta	17	54	30	<b>Total:</b>	<b>292</b>	<b>445</b>	<b>180</b>
Division	Gas Resources	Electric Resources	Combined Gas and Electric Resources														
Binghamton	275	391	150														
Oneonta	17	54	30														
<b>Total:</b>	<b>292</b>	<b>445</b>	<b>180</b>														

Date/Time	PSC update report																																										
09/16/2011 10 AM	<p><b>Subject:</b> NYSEG Storm Update: September 16, 2011 – 10 a.m.</p> <p><b><u>Current Status</u></b></p> <p>There are no customer outages due to flood damage on the substation, transmission, and distribution systems. Customers that remain without power are either flooded or shut off for safety reasons. NYSEG is using rapid reconnection teams to expedite service restoration to the customers that remain without electricity. NYSEG is beginning to demobilize resources that are no longer needed for substation, transmission, or distribution repairs. Others are being moved to the rapid reconnection teams. Over 850 employees, contractors, and mutual aid partners are currently engaged in this event.</p> <p><b><u>Outage Counts</u></b></p> <p>The maximum outages for this event were 19,751 in Binghamton and 3,056 in Oneonta. The current outage count as of 7 a.m. September 16, 2011 is provided in the table below. Approximately 44,000 customers in Binghamton and Oneonta were affected by the flood.</p> <table><tr><th>Division</th><th>Total Customers</th><th>Current Outages</th></tr><tr><td>Binghamton</td><td>111,324</td><td>363</td></tr><tr><td><b>Total:</b></td><td></td><td><b>363</b></td></tr></table> <p>All of the substations listed below have been energized as noted. There are no outages due to substation damage from the event.</p> <p>Offline/Formerly Offline Due to Flooding:</p> <table><tr><th>Division</th><th>Station</th><th>Customers Served</th></tr><tr><td>Binghamton</td><td>Lounsberry<sup>1</sup></td><td>1985</td></tr><tr><td>Binghamton</td><td>Castle Gardens<sup>1</sup></td><td>3600</td></tr><tr><td>Binghamton</td><td>Goudey (115kV)<sup>2</sup></td><td>0</td></tr><tr><td>Binghamton</td><td>Goudey (34kv)<sup>3</sup></td><td>3015</td></tr><tr><td>Binghamton</td><td>Owego Lower<sup>3</sup></td><td>850</td></tr></table> <p>Offline/Formerly Offline Due to Transmission/Sub-Transmission:</p> <table><tr><th>Division</th><th>Station</th><th>Customers Served</th></tr><tr><td>Binghamton</td><td>South Owego<sup>3</sup></td><td>704</td></tr><tr><td>Binghamton</td><td>Apalachin<sup>3</sup></td><td>817</td></tr><tr><td>Binghamton</td><td>Bodle Hill Tap<sup>3</sup></td><td>1838</td></tr><tr><td>Binghamton</td><td>Bodle Hill<sup>3</sup></td><td>1321</td></tr></table> <p>1 – Mobile substation installed. Repairs in progress. Outages due to municipal requests, access, or gas restoration. 2 – Offline. Repairs in complete 3 – Online. Repairs complete. Outages due to municipal requests, access, or gas restoration.</p>	Division	Total Customers	Current Outages	Binghamton	111,324	363	<b>Total:</b>		<b>363</b>	Division	Station	Customers Served	Binghamton	Lounsberry <sup>1</sup>	1985	Binghamton	Castle Gardens <sup>1</sup>	3600	Binghamton	Goudey (115kV) <sup>2</sup>	0	Binghamton	Goudey (34kv) <sup>3</sup>	3015	Binghamton	Owego Lower <sup>3</sup>	850	Division	Station	Customers Served	Binghamton	South Owego <sup>3</sup>	704	Binghamton	Apalachin <sup>3</sup>	817	Binghamton	Bodle Hill Tap <sup>3</sup>	1838	Binghamton	Bodle Hill <sup>3</sup>	1321
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Date/Time	PSC update report																
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Combined Resources include employees working on both fuels: MRC's, Meter Technicians, Damage Assessors, and ICS Support.																	
<b><u>Global ETR</u></b>																	
Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:																	
<b>Binghamton Division:</b> NYSEG has restored it's electric substation, transmission, and distribution systems as planned and noted in prior reports. Full restoration of all customers is based on local codes, requirements and directives; safe and adequate access to remaining areas; and proper repair of customer-owned equipment.																	
<b>Oneonta Division:</b> There are currently no customer outages from the flood.																	

## **Appendix G.**

### **Lee Storm Photographs**















## **Appendix F.**

### **Lee Weather Details**



A summary of weather forecasts, radar screen shots, cumulative rainfall, and flooding effects are all provided in this appendix. All of the weather data supports the fact that Lee was a slow moving system that stalled over the Southern Tier area of New York and deposited historically significant rainfall through the region.

The resulting flooding was an all time record for the area and exceed the “500-year” flood levels set during the 2006 event.

### **F1. Summary of AtmosForecast reports 9/5/11 – 9/8/11**

NYSEG and RGE subscribe to the AtmosForecast for weather and meteorology information. Summaries of the Atmos forecasts leading up to the Tropical Depression Lee (flooding) event are captured below. This list captures the first forecast for each day leading up to the event.

¶

*AtmosForecast*

Email: [atmos@maine.rr.com](mailto:atmos@maine.rr.com)

Consulting Meteorologists¶

P.O. Box 8285¶

Portland, ME 04101¶

Fx: 425-790-4438¶

vix 207-878-9486

---

## Weather Update¶

9/5/11 re: 8AM Conference Call¶

¶

NYSEG & RGE¶

¶

Today:¶

¶

The front will slowly crab east today and clear northern NY later this afternoon and southern counties by midnight, a tropical connection with the relics of “Lee” having become established. A swath of an additional 1”-2” can be expected from Utica to Plattsburgh through early tomorrow. Lesser amounts will fall to the east and west. ¶

¶

There is only a minimal threat of thunder south and east of Plattsburgh and Binghamton today. ¶

¶

Additional heavy rain is quite possible on a Glens Falls to Elmira axis Wednesday as another envelope of tropical moisture becomes ensnared. The potential for 2”-4” is not out of the question. ¶

¶

Shall update prior to noon. ¶

¶

P.W. Cousins¶

**Please do not reply to this message. Thank you.**¶

¶

¶

*AtmosForecast*

Consulting Meteorologists¶

P.O. Box 8285¶

Portland, ME 04101¶

Fax: 425-790-4438¶

vc: 207-878-9486 ¶

Email: [atmos@maine.ir.com](mailto:atmos@maine.ir.com)

## Weather Update¶

9/6/11 5:30AM¶

¶

NYSEG & RGE¶

¶

The prospect of another major rain event looms large.¶

¶

The deluge will ramp up today, easing midday Thursday. The relics of "Lee" contribute to the morass. The potential for 2"-4" along and south of I-90 during this 48 hour period is quite real. Only Liberty and Brewster service areas as well as the northern Adirondacks, the St. Lawrence and Champlain Valleys would receive less than 2".¶

¶

Shall reassess later today.¶

¶

P.W. Cousins¶

**Please do not reply to this message. Thank you.**¶

¶

*AtmosForecast*

Consulting Meteorologists¶

P.O. Box 8285¶

Portland, ME 04101¶

Fax: 425-790-4438¶

vc: 207-878-9486 ¶

Email: [atmos@maine.ir.com](mailto:atmos@maine.ir.com)

## Weather Update¶

9/7/11 5:40PM¶

¶

NYSEG & RGE¶

¶

The end is near. The heaviest rain, that is.¶

¶

The spigot will slowly close on the tropical conduit of water very tightly aligned north-south over central NY tonight. ¶

¶

Another 2" will accumulate in a 100 mile wide band east of Rochester and Elmira to Utica and Binghamton. Far less rain will fall east and west of this region.¶

Wind will not be a concern. A few scattered non-severe thunderstorms will slowly disappear south of I-90 in this corridor during the next 2-4 hours. ¶

¶

Shall continue to monitor.¶

¶

P.W. Cousins¶

¶

*AtmosForecast*

Consulting Meteorologists¶

P.O. Box 8285¶

Portland, ME 04101¶

Fax: 425-790-4438¶

vo: 207-878-9486 ¶

Email: [atmos@maine.rr.com](mailto:atmos@maine.rr.com)

## Weather Update¶

9/7/11 6AM¶

¶

NYSEG & RGE¶

¶

Additional heavy rain can be expected today. The gradient will be very tight. ¶

¶

Another 3" will accumulate along the southern border from Binghamton to Jamestown through midday tomorrow, with the possibility of an isolated 5" near the southern Finger Lakes. Expect 1"-2" from Albany to Dunkirk, with less than one inch additional north of Schuyler Falls, Watertown, Syracuse and Buffalo. The other dry slot will be south of Kingston to Liberty where additional rainfall will not exceed 1".¶

The focus will be from Elmira east through midday today and west early tomorrow through noon.¶

There will be a few scattered non-severe thunderstorms south of I-90 during the next 12 hours. ¶

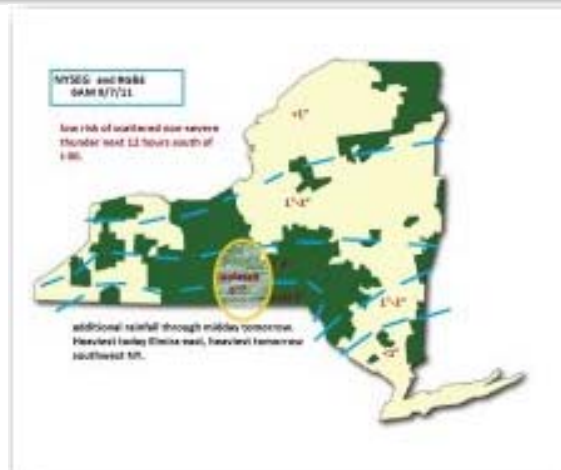
¶

Shall update later today. ¶

¶

P.W. Cousins¶

**Please do not reply to this message. Thank you. ¶**



¶

*AtmosForecast*

Consulting Meteorologists¶

P.O. Box 8285¶

Portland, ME 04101¶

Fx: 425-790-4438¶

vo: 207-878-9486 ¶

Email: [atmos@maine.rr.com](mailto:atmos@maine.rr.com)

## Weather Update¶

9/8/11 2:45AM¶

¶

NYSEG & RGE¶

¶

A very localized final pulse of downpours must be endured through mid afternoon today within 75 miles of all sides of Binghamton. Expect an additional 1.1"-2.2" in this region with attendant flooding issues.¶

¶

Another plume of tropical moisture containing non-severe thunderstorms will affect southeast NY. The areas of concern are the entire Hudson valley south of Albany, the Taconics and the eastern Catskills including the Liberty service areas. 1.0"-1.5" will fall through early afternoon. ¶

¶

Shall continue to monitor.¶

¶

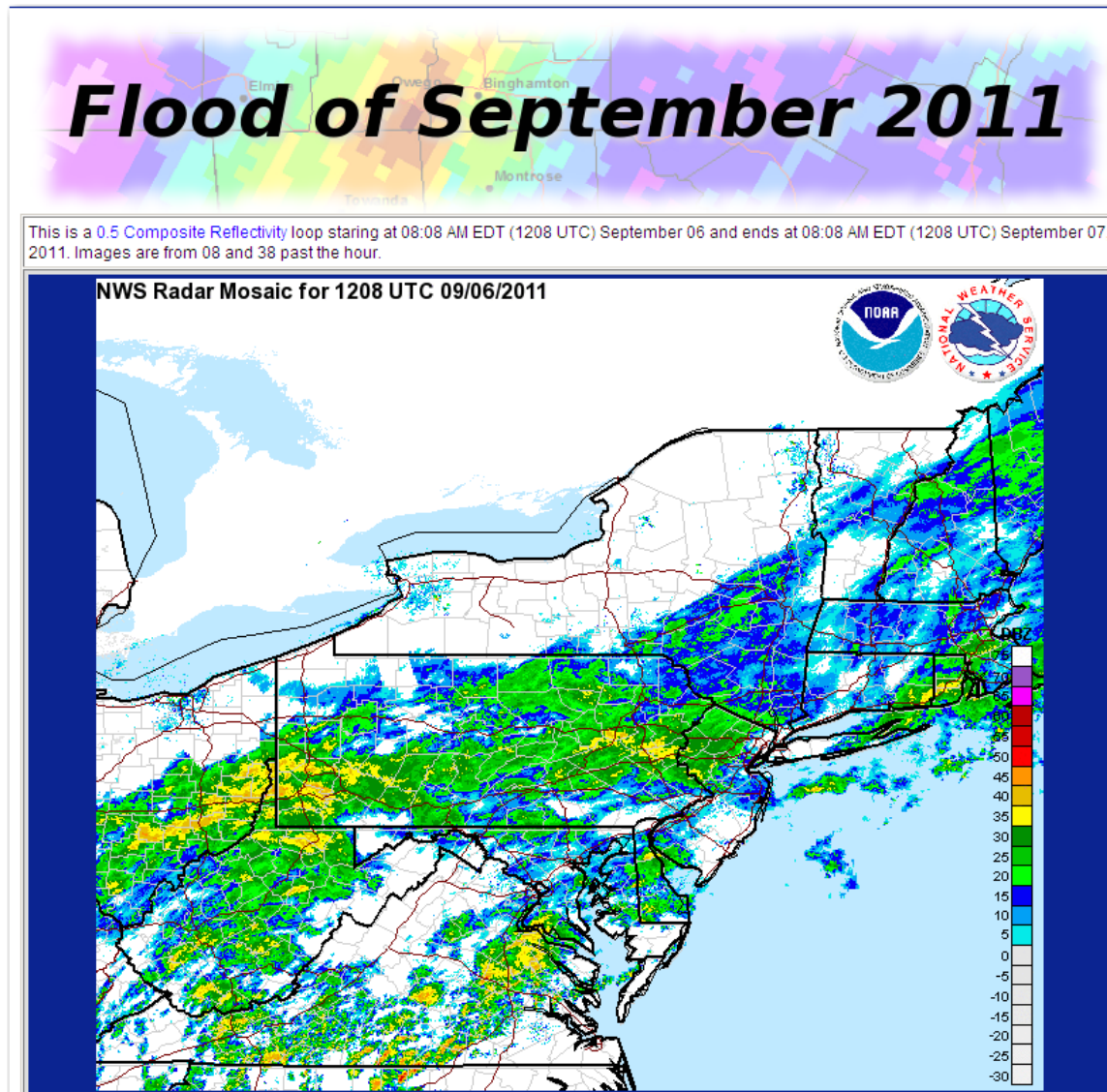
P.W. Cousins¶

## ***F2. NOAA Hurricane Irene Statistics***

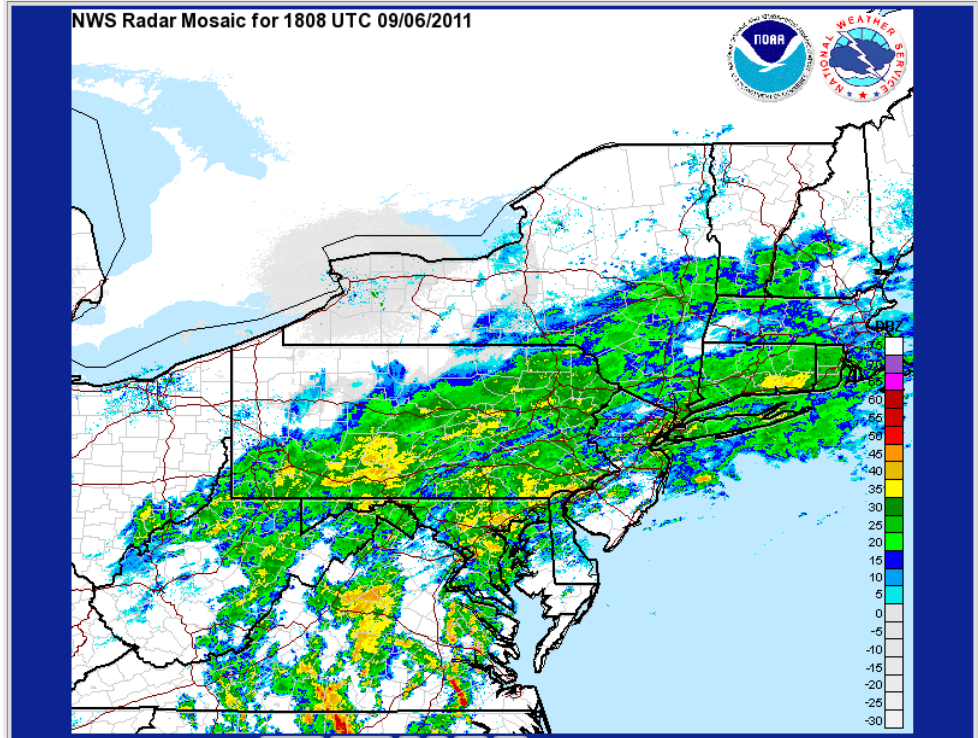
The Binghamton NY NOAA weather office provided detailed information regarding the track, intensity, and resulting flooding due to Lee. This section provides data for:

- F2A. Radar screen shots (time/date stamped)
- F2B Total precipitation amounts
- F2C River levels at various locations

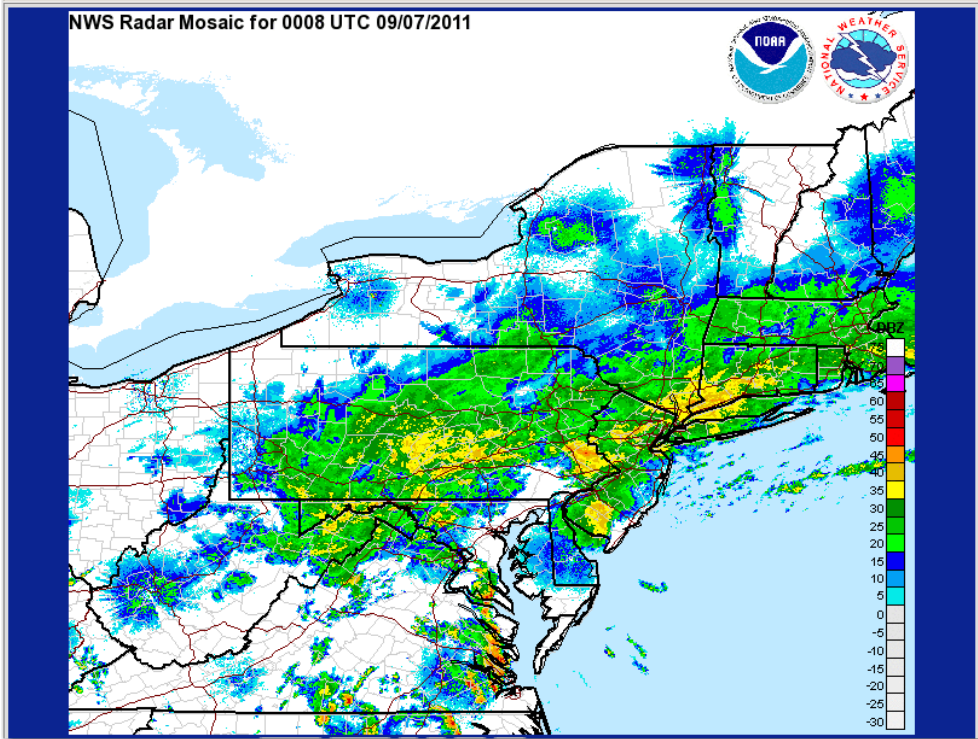
### **F2A. Radar screen shots (time/date stamped)**



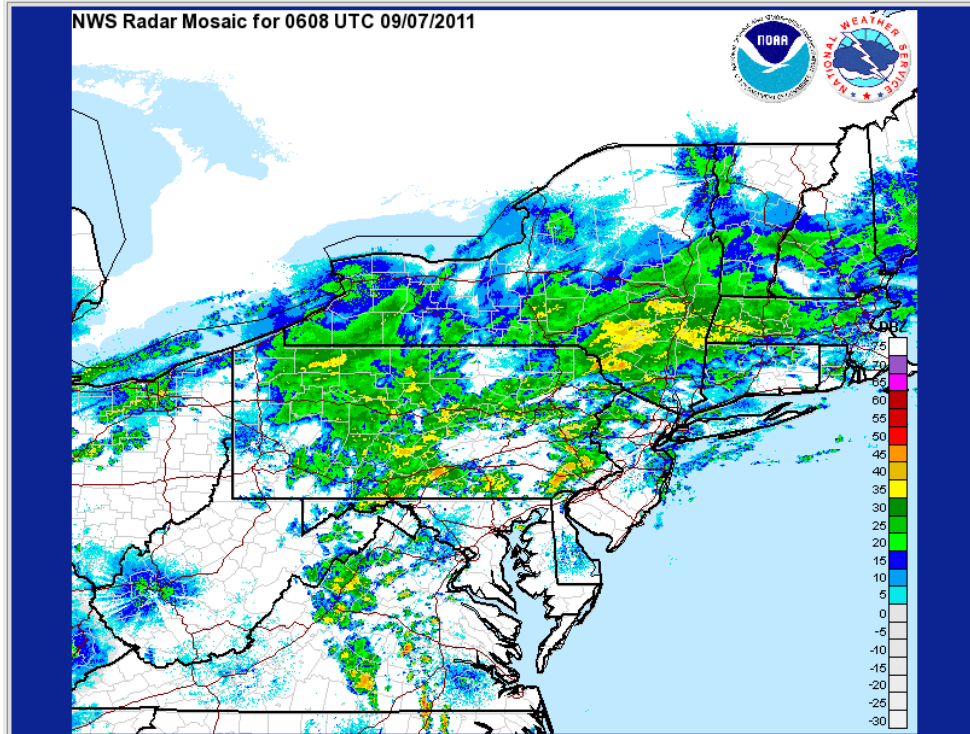
This is a [0.5 Composite Reflectivity](#) loop staring at 08:08 AM EDT (1208 UTC) September 06 and ends at 08:08 AM EDT (1208 UTC) September 07, 2011. Images are from 08 and 38 past the hour.



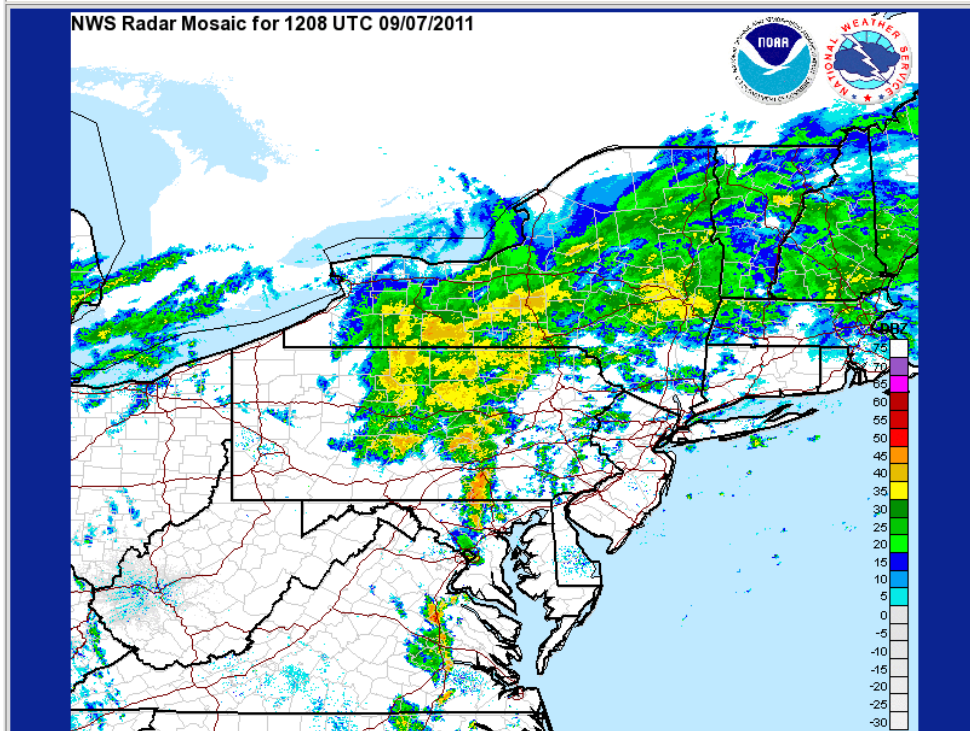
This is a [0.5 Composite Reflectivity](#) loop staring at 08:08 AM EDT (1208 UTC) September 06 and ends at 08:08 AM EDT (1208 UTC) September 07, 2011. Images are from 08 and 38 past the hour.



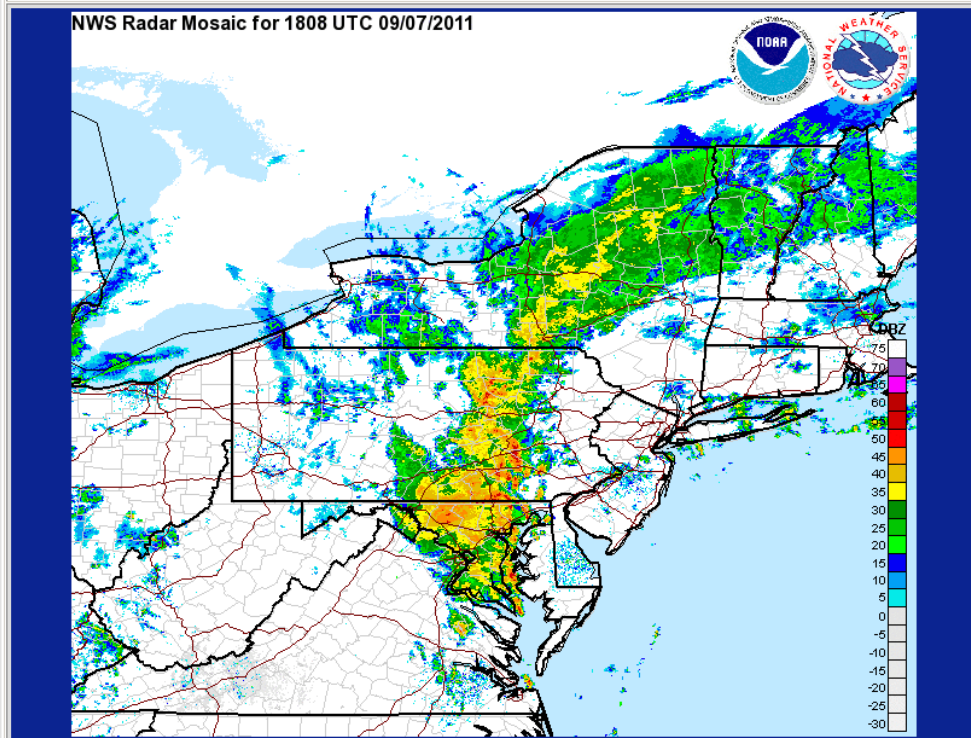
This is a 0.5 Composite Reflectivity loop staring at 08:08 AM EDT (1208 UTC) September 06 and ends at 08:08 AM EDT (1208 UTC) September 07, 2011. Images are from 08 and 38 past the hour.



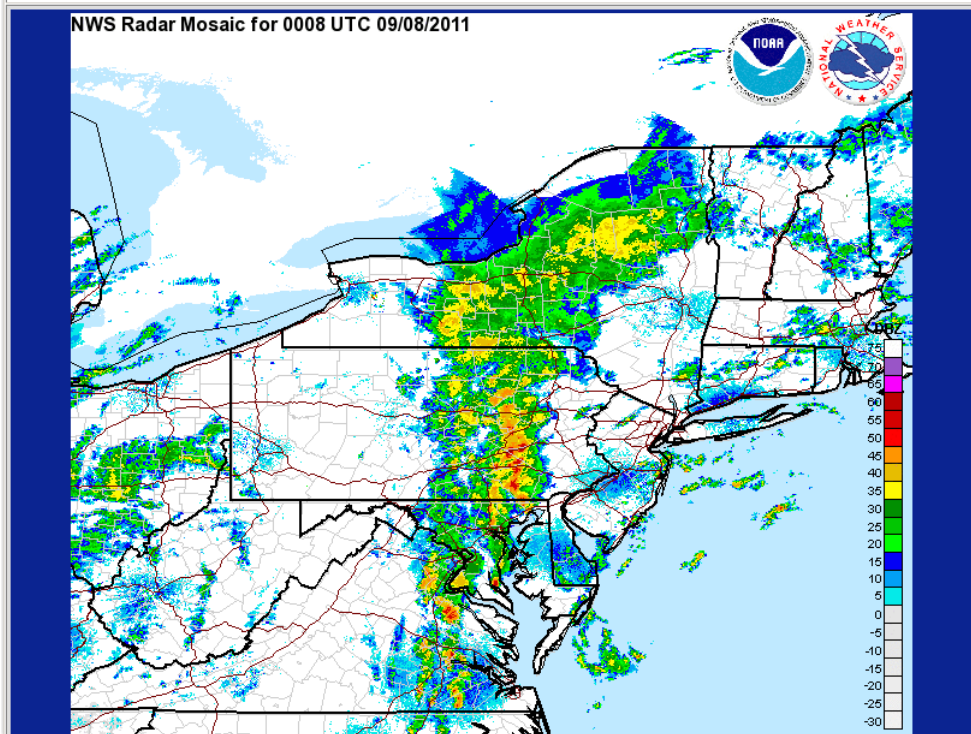
This is a 0.5 Composite Reflectivity loop staring at 08:08 AM EDT (1208 UTC) September 07 and ends at 08:08 AM EDT (1208 UTC) September 08, 2011. Images are from 08 and 38 past the hour.



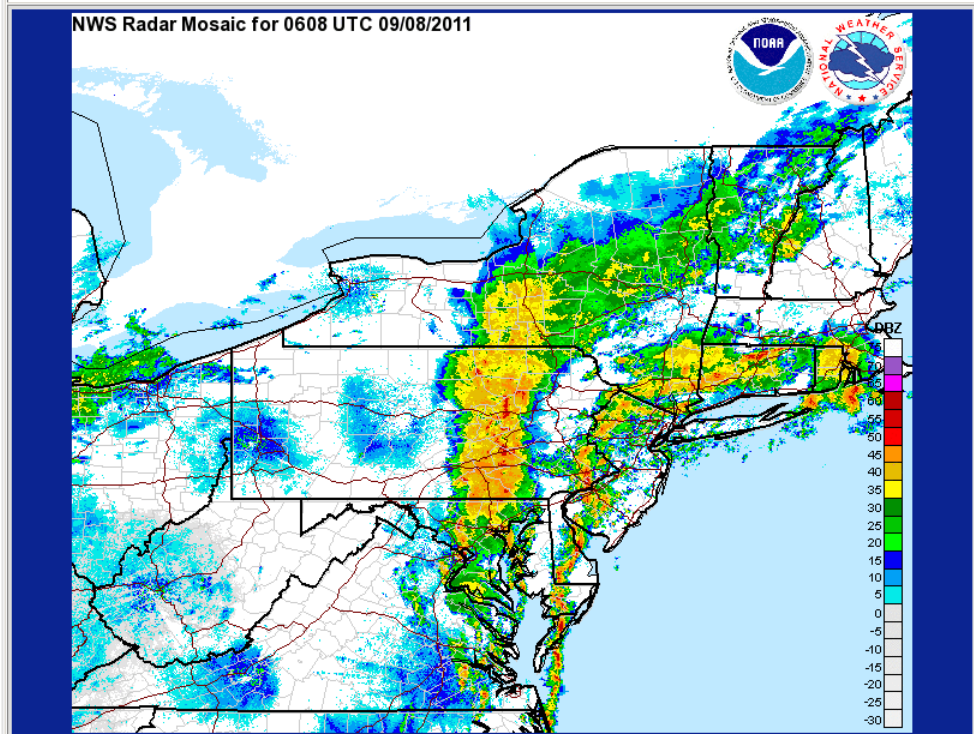
This is a 0.5 Composite Reflectivity loop staring at 08:08 AM EDT (1208 UTC) September 07 and ends at 08:08 AM EDT (1208 UTC) September 08, 2011. Images are from 08 and 38 past the hour.



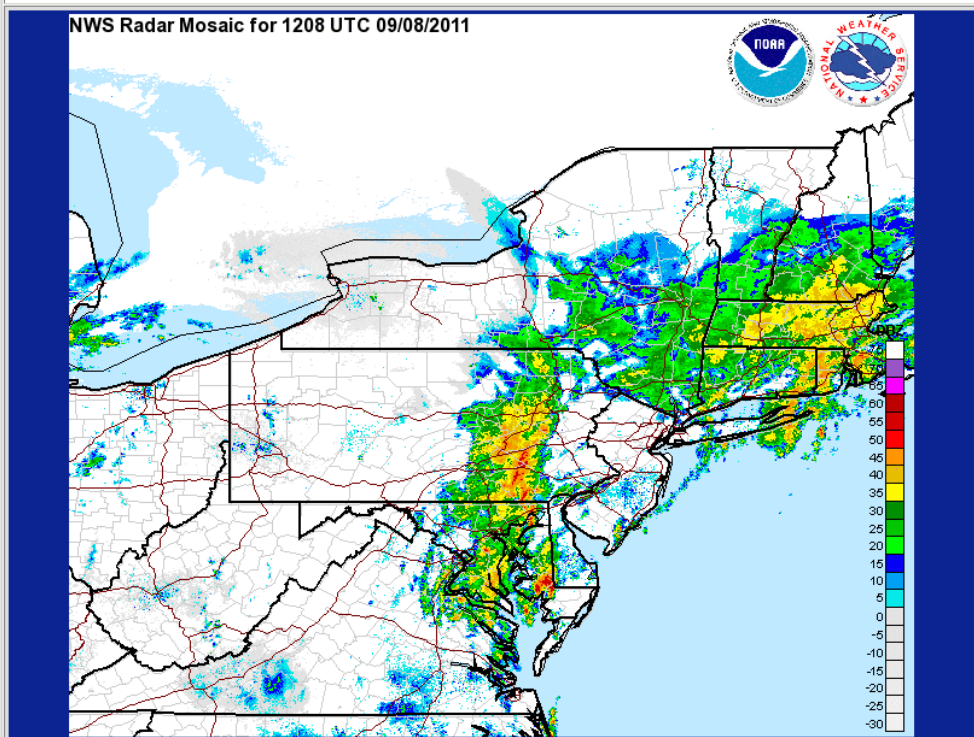
This is a 0.5 Composite Reflectivity loop staring at 08:08 AM EDT (1208 UTC) September 07 and ends at 08:08 AM EDT (1208 UTC) September 08, 2011. Images are from 08 and 38 past the hour.



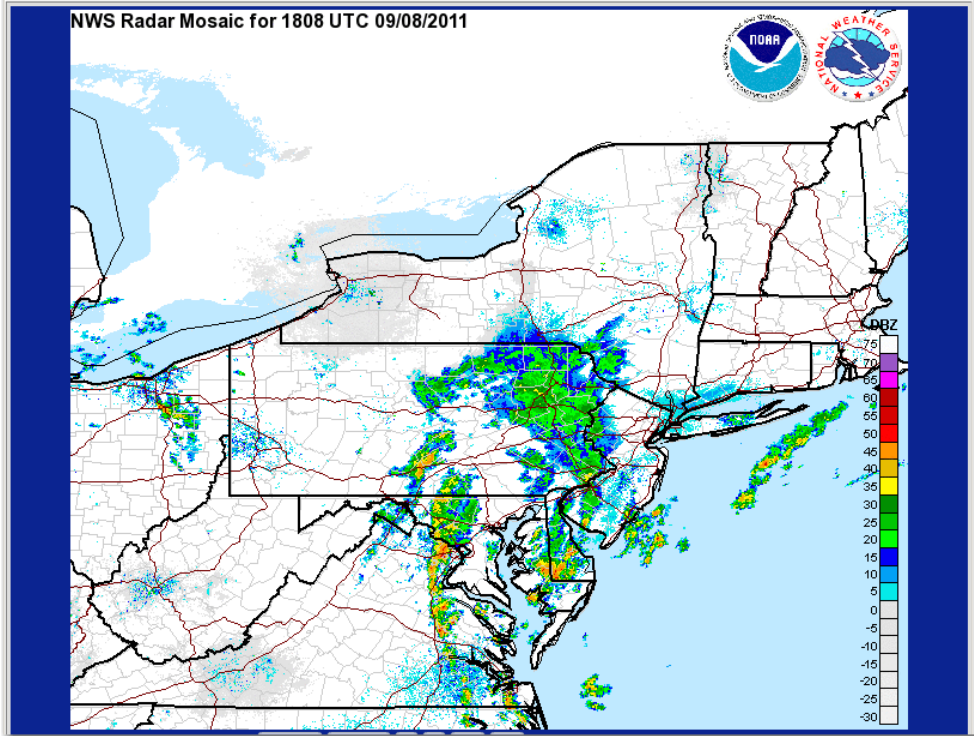
This is a 0.5 Composite Reflectivity loop staring at 08:08 AM EDT (1208 UTC) September 07 and ends at 08:08 AM EDT (1208 UTC) September 08, 2011. Images are from 08 and 38 past the hour.



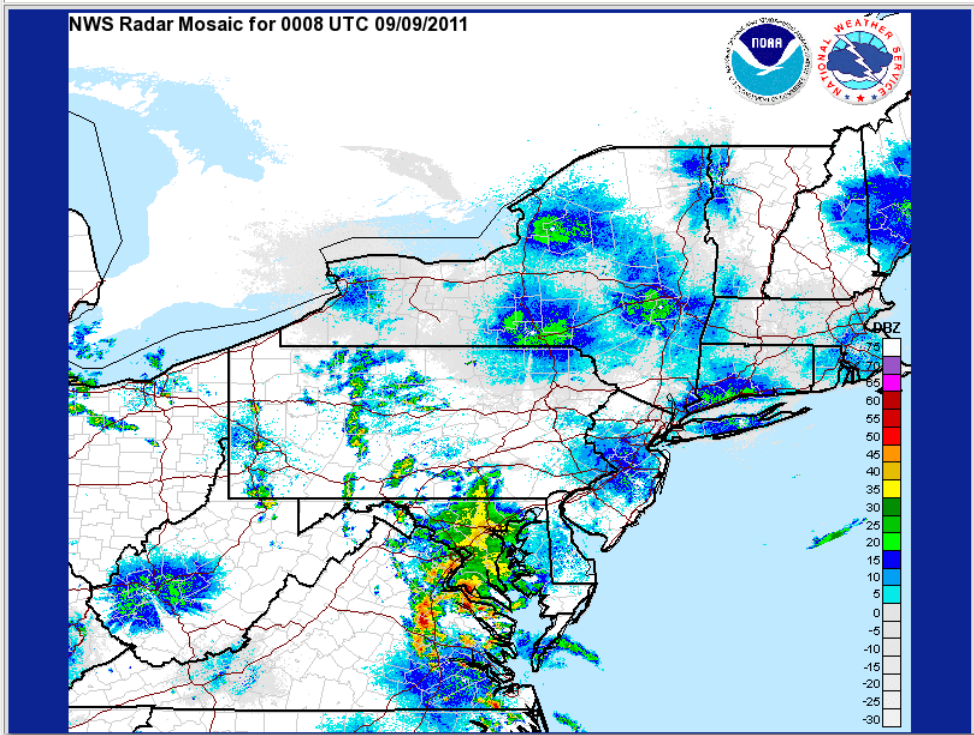
This is a 0.5 Composite Reflectivity loop staring at 08:08 AM EDT (1208 UTC) September 07 and ends at 08:08 AM EDT (1208 UTC) September 08, 2011. Images are from 08 and 38 past the hour.



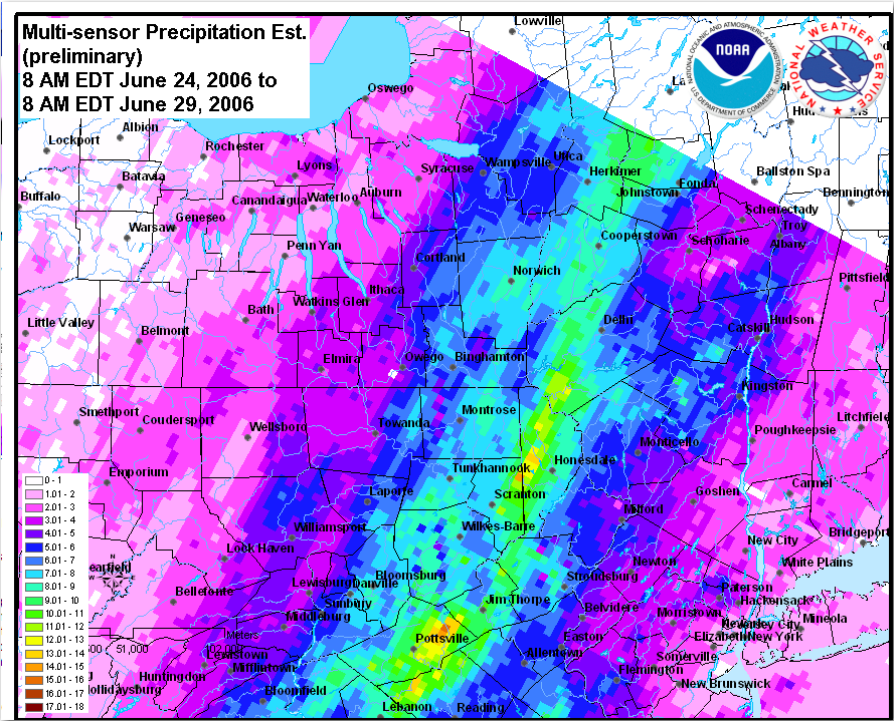
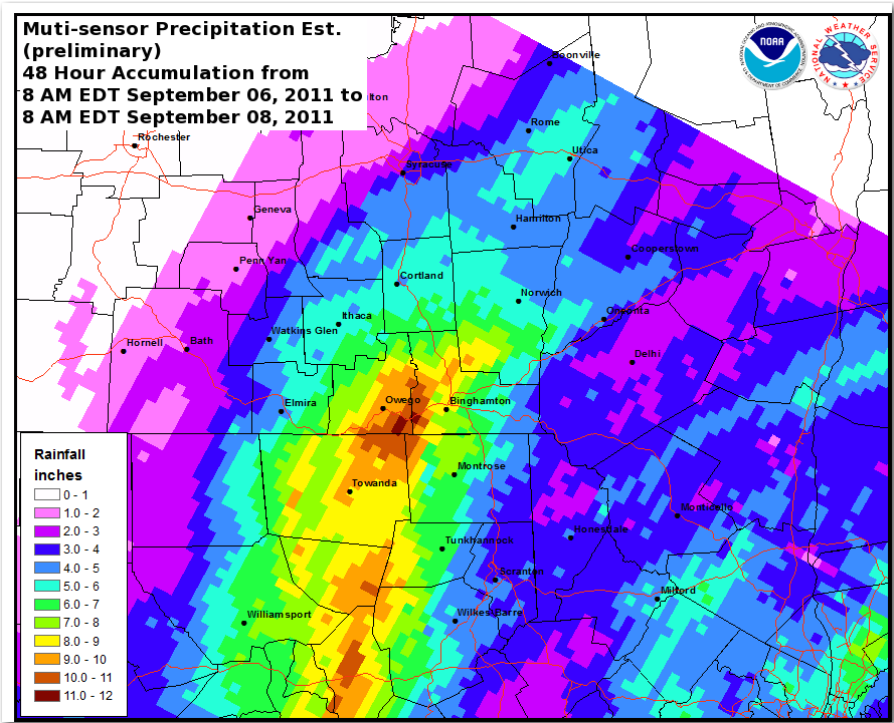
This is a 0.5 Composite Reflectivity loop starting at 08:08 AM EDT (1208 UTC) September 08 and ends at 08:08 AM EDT (1208 UTC) September 09, 2011. Images are from 08 and 38 past the hour.



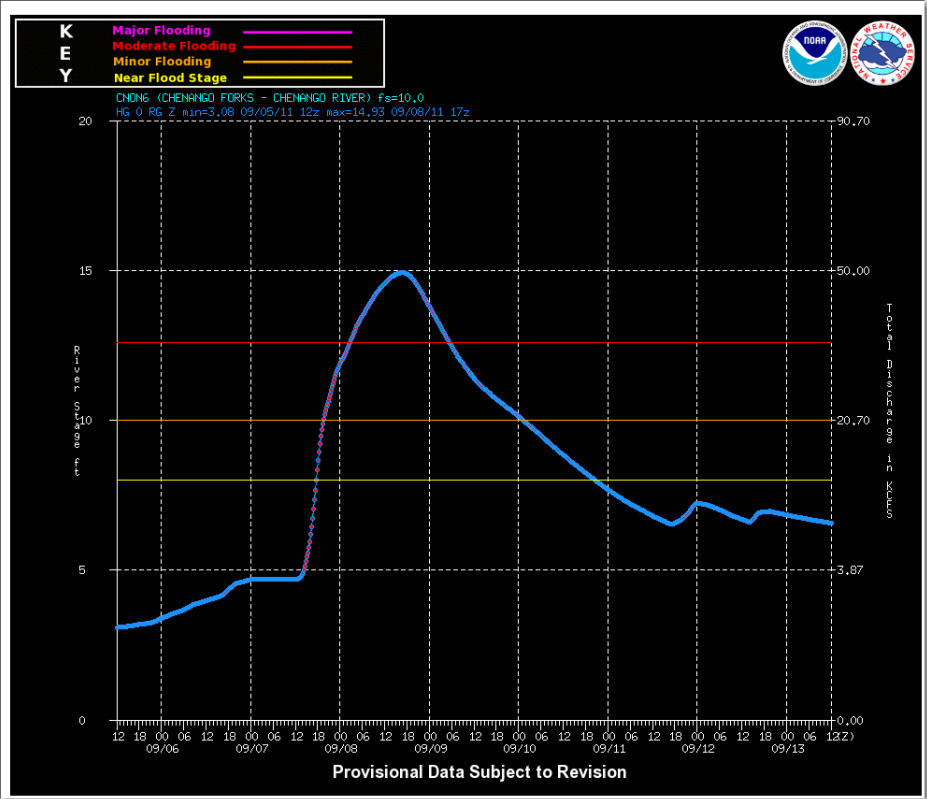
This is a 0.5 Composite Reflectivity loop starting at 08:08 AM EDT (1208 UTC) September 08 and ends at 08:08 AM EDT (1208 UTC) September 09, 2011. Images are from 08 and 38 past the hour.



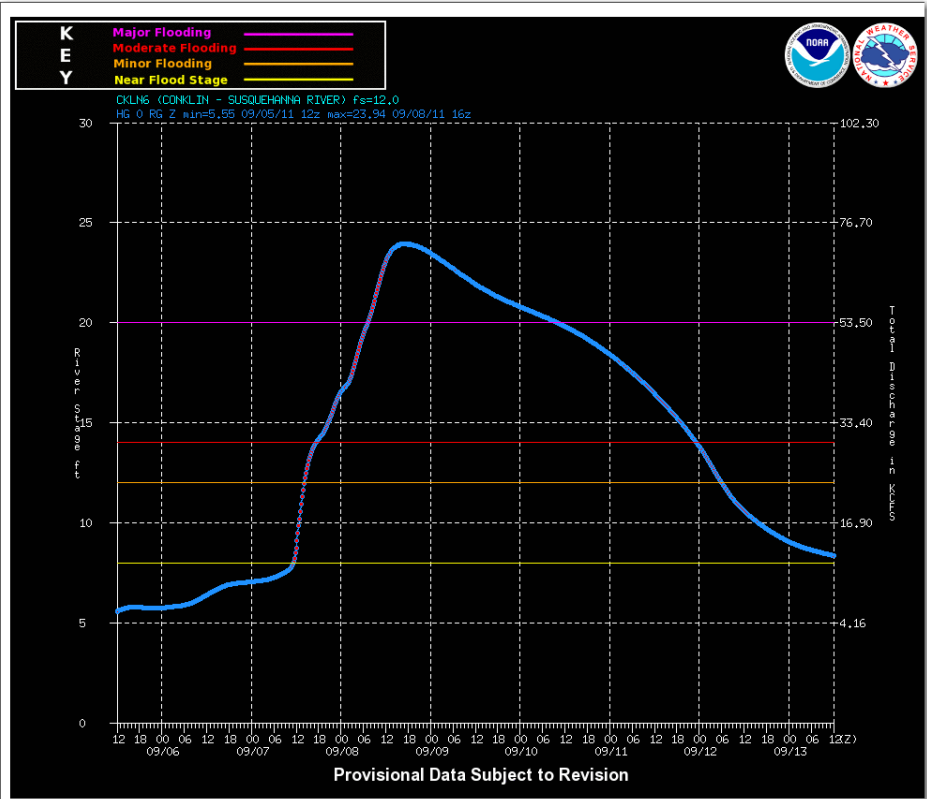
**F2B. Total precipitation amounts**



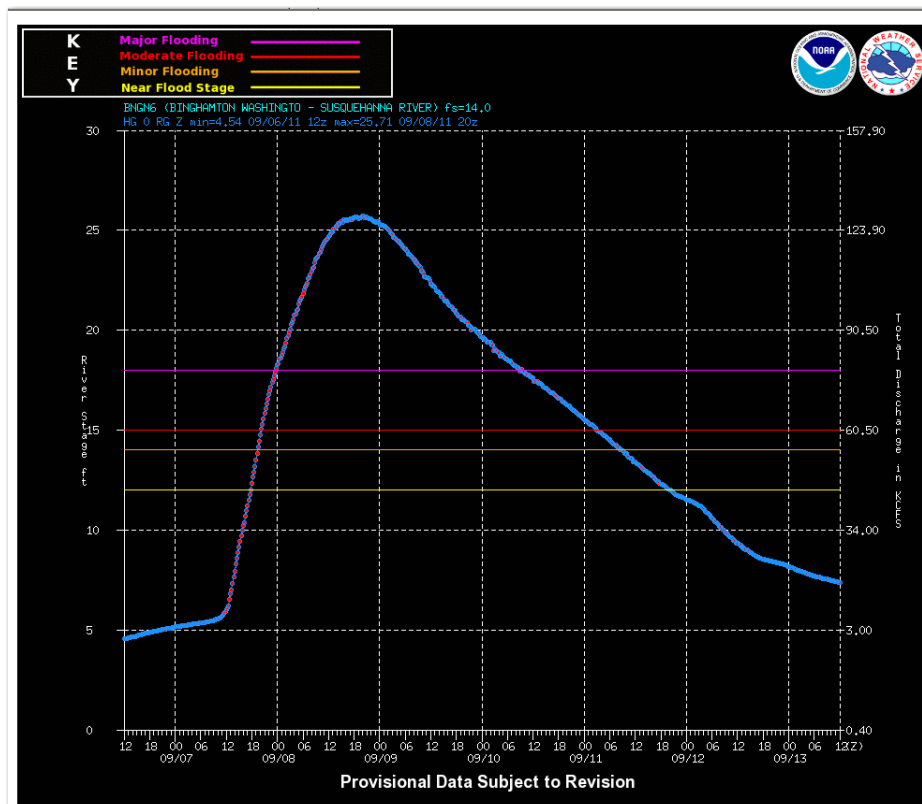
**F2C. River levels at various locations**



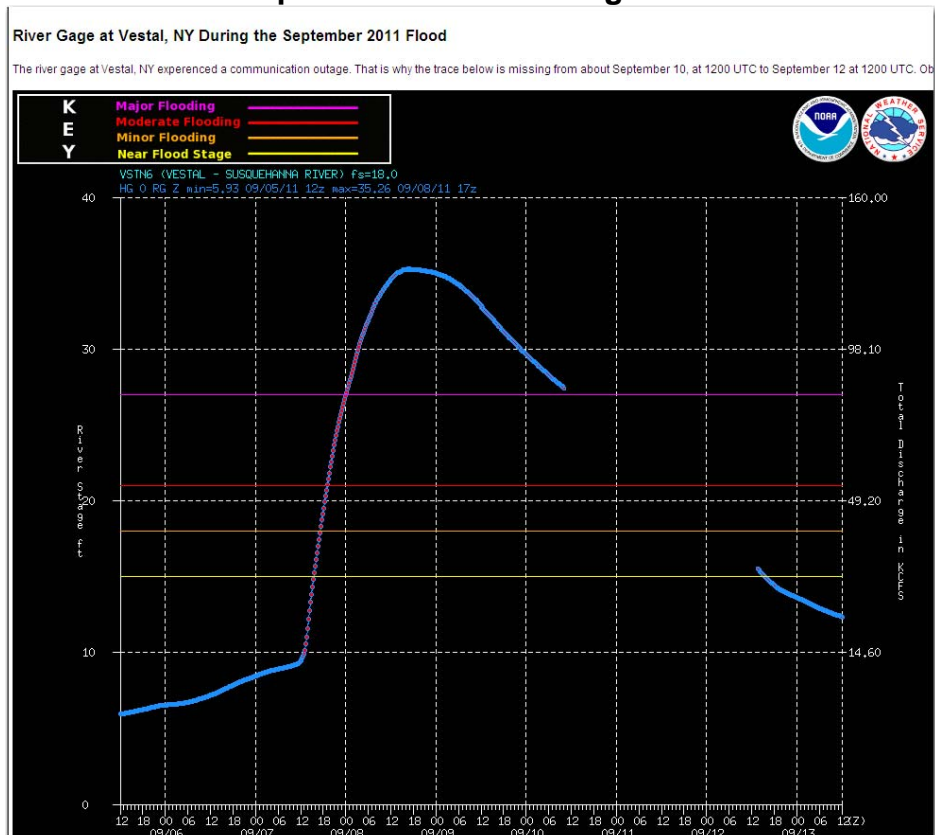
**Chenango River at Chenango Forks**



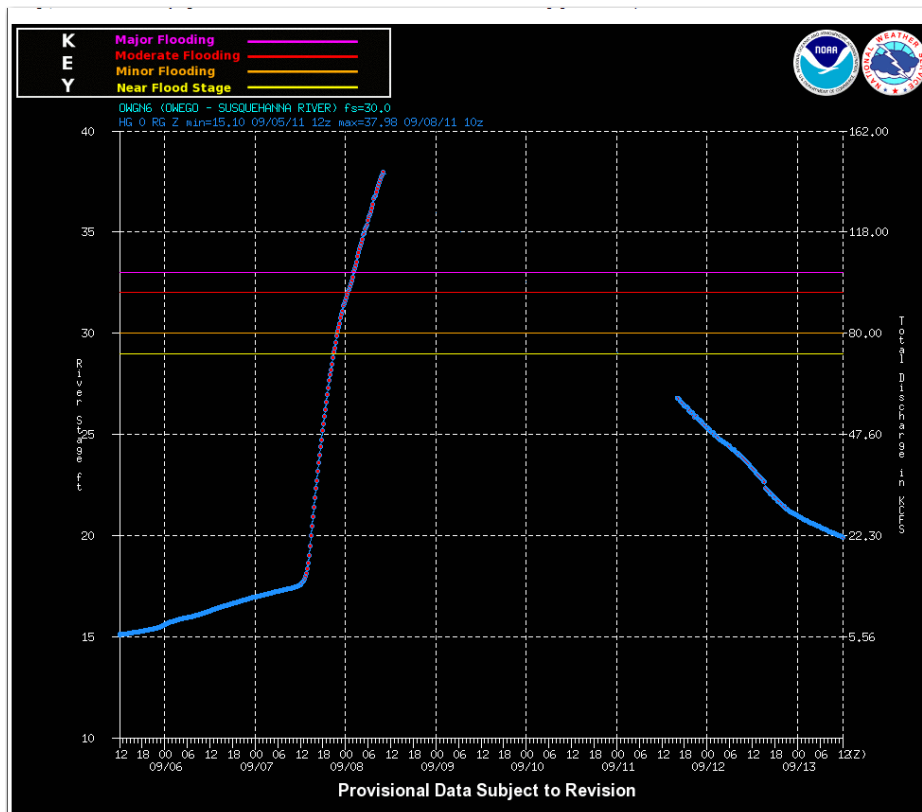
**Susquehanna River at Conklin**



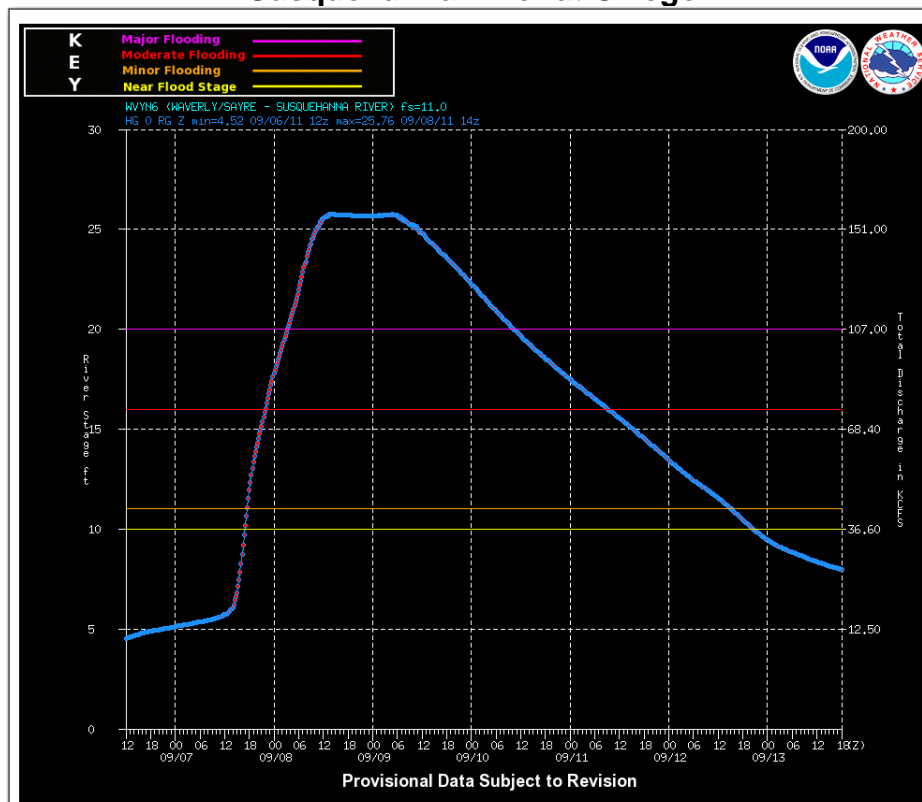
**Susquehanna River at Binghamton**



**Susquehanna River at Vestal**



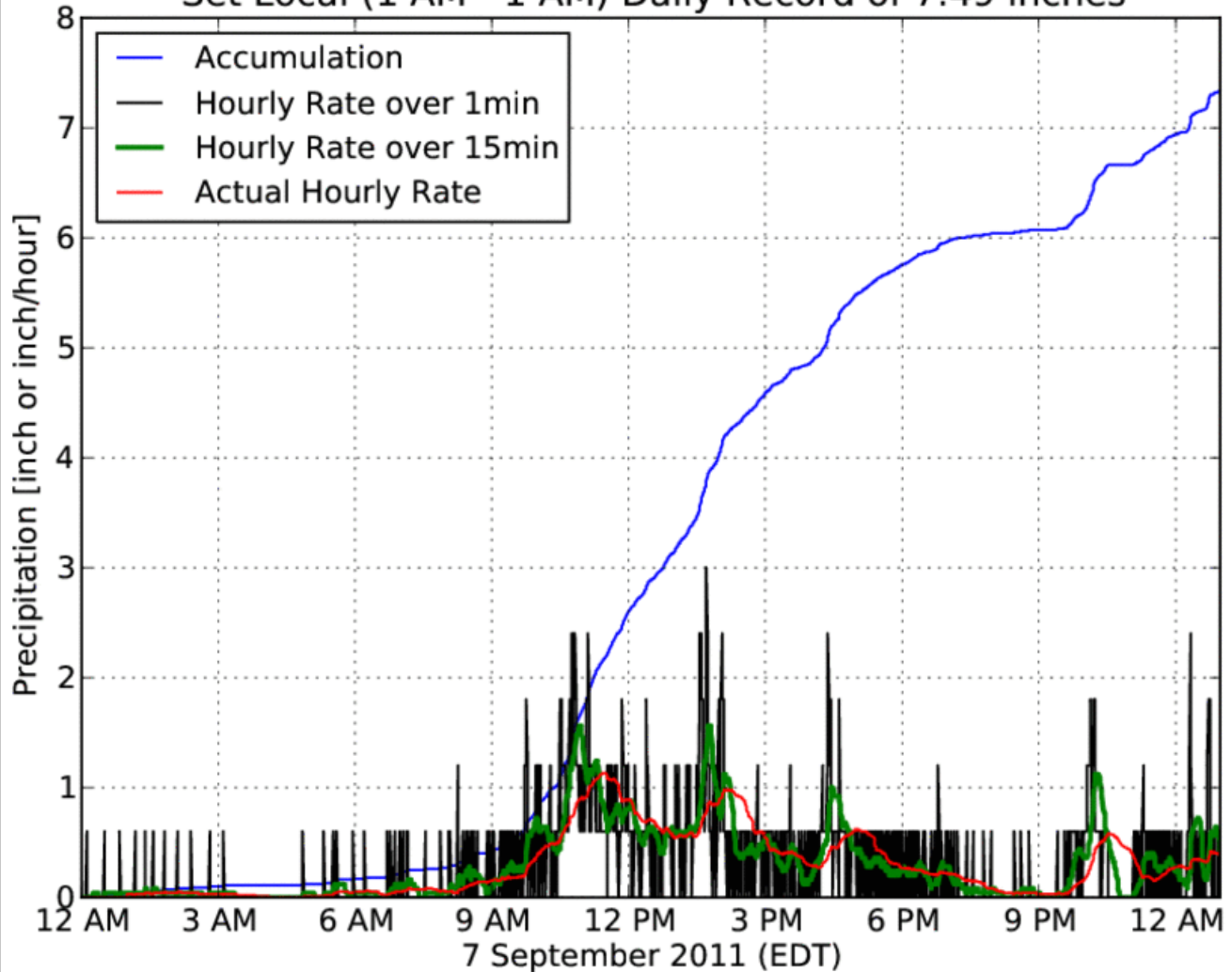
Susquehanna River at Owego



Susquehanna River at Waverly

A graphic that shows various rainfall accumulation rates at the Greater Binghamton Airport.

### 7 Sep 2011 Binghamton (KBGM) One Minute Rainfall Set Local (1 AM - 1 AM) Daily Record of 7.49 inches



**Courtesy Daryl Herzmann**

## Flood of September 07-08, 2011

THE FOLLOWING ARE 2 DAY RAINFALL REPORTS FOR THE PERIOD FROM TUESDAY EVENING THROUGH THURSDAY MORNING 9/6-9/8. THESE TOTALS PRIMARILY ENCOMPASS THE HEAVY RAINFALL EVENTS AND FLASH FLOODING ON WEDNESDAY SEPTEMBER 7TH. THANK YOU TO ALL COOPERATIVE WEATHER OBSERVERS, COCORAHS, AND OTHER RAINFALL SPOTTER NETWORKS.

\*\*\*\*\*STORM TOTAL RAINFALL\*\*\*\*\*

LOCATION	STORM TOTAL RAINFALL /INCHES/	TIME/DATE OF MEASUREMENT	COMMENTS
NEW YORK			
...BROOME COUNTY...			
VESTAL CENTER	9.92	109 PM 9/10	9.92
BINGHAMTON REG ARPT	9.19	1254 PM 9/10	9.19
1 NNW VESTAL CENTER	8.93	110 PM 9/10	8.93
VESTAL CENTER	8.90	1252 PM 9/10	8.90
1 NW PARK TERRACE	8.47	111 PM 9/10	8.47
1 SE KATTELLVILLE	7.74	109 PM 9/10	7.74
1 NW MOUNTAIN VIEW T	7.61	113 PM 9/10	7.61
1 SE MEADOWBROOKE ES	7.36	111 PM 9/10	7.36
DORCHESTER ESTATES	7.06	246 PM 9/10	7.06
DAMASCUS	5.60	108 PM 9/10	5.60
DEPOSIT	4.55	225 PM 9/10	4.55
1 SE GULF SUMMIT	4.42	112 PM 9/10	4.42
...CAYUGA COUNTY...			
PINE HOLLOW	4.39	229 PM 9/10	4.39
2 ESE MONTVILLE	4.03	114 PM 9/10	4.03
1 SE CONKLIN COVE	3.20	114 PM 9/10	3.20
1 NE WILLETS	2.91	219 PM 9/10	2.91
1 E AUBURN	1.68	218 PM 9/10	1.68
1 WNW OAKWOOD	1.38	113 PM 9/10	1.38
1 N SPRING LAKE	0.91	115 PM 9/10	.91
...CHEMUNG COUNTY...			
VAN ETTEN	5.79	117 PM 9/10	5.79
1 SW ROSSTOWN	5.61	116 PM 9/10	5.61
1 ESE ELMIRA	5.49	116 PM 9/10	5.49
1 NNW EAST ELMIRA	5.26	117 PM 9/10	5.26
1 NE WEST ELMIRA	5.03	225 PM 9/10	5.03
1 W BIG FLATS	3.37	118 PM 9/10	3.37
...CHENANGO COUNTY...			
COVENTRY	8.46	1251 PM 9/10	
CHENANGO LAKE	5.77	118 PM 9/10	5.77
2 W PRESTON	5.68	119 PM 9/10	5.68
UPPERVILLE	4.91	120 PM 9/10	4.91
1 W SHERBURNE	4.64	241 PM 9/10	4.65
...CORTLAND COUNTY...			
1 NW HUNTS CORNERS	6.40	105 PM 9/10	6.40
MARATHON	6.04	1252 PM 9/10	
2 SSW WILLET	5.95	125 PM 9/10	5.95
1 NW MARATHON	4.55	126 PM 9/10	4.55

...DELAWARE COUNTY...					
ARKVILLE	4.02	127 PM	9/10	4.02	
1 NW WALTON	3.87	244 PM	9/10	3.87	
3 SE DE LANCEY	3.46	128 PM	9/10	3.46	
SOUTH KORTRIGHT	3.16	128 PM	9/10	3.16	
...MADISON COUNTY...					
2 NNW EARLVILLE	4.33	131 PM	9/10	4.33	
1 SSE ERIEVILLE	4.05	236 PM	9/10	4.05	
2 SW MUNNSVILLE	3.74	132 PM	9/10	3.74	
1 E ABELL CORNERS	3.67	131 PM	9/10	3.67	
1 S CANASTOTA	3.64	130 PM	9/10	3.64	
1 SSE ATWELL CORNERS	3.59	133 PM	9/10	3.59	
1 NNE ONEIDA	3.14	129 PM	9/10	3.14	
...ONEIDA COUNTY...					
1 S NEW HARTFORD	3.71	135 PM	9/10	3.71	
VERNON	3.60	135 PM	9/10	3.60	
DIX	3.54	246 PM	9/10	3.54	
2 E MARCY	3.46	135 PM	9/10	3.46	
1 NNE TRENTON FALLS	3.36	244 PM	9/10	3.36	
1 WNW DUMBARTON	2.92	136 PM	9/10	2.92	
1 NW CANTERBURY HILL	2.78	224 PM	9/10	2.78	
2 NW STACY BASIN	2.73	239 PM	9/10	2.73	
3 SSW WOODGATE	2.08	133 PM	9/10	2.08	
2 SSE REDMOND CORNER	1.98	222 PM	9/10	1.98	
1 SE POINT ROCK	1.92	134 PM	9/10	1.92	
BOONVILLE	1.75	134 PM	9/10	1.75	
...ONONDAGA COUNTY...					
TULLY LAKE PARK	3.95	137 PM	9/10	3.95	
2 NNW POMPEY	3.62	139 PM	9/10	3.62	
DEWITT	3.19	138 PM	9/10	3.19	
2 E MARCELLUS	2.88	139 PM	9/10	2.88	
1 NNE SKYTOP	2.78	138 PM	9/10	2.78	
SYRACUSE HANCOCK ARP	2.65	1256 PM	9/10	2.65	
SKANEATELES	2.27	242 PM	9/10	2.27	
1 W CAMILLUS	1.92	137 PM	9/10	1.92	
1 E THREE RIVERS	1.16	138 PM	9/10	1.16	
BALDWINVILLE	1.13	140 PM	9/10	1.13	
2 NNE OAK ORCHARD	1.08	222 PM	9/10	1.08	
...OTSEGO COUNTY...					
2 N UNADILLA	6.06	244 PM	9/10	6.06	
1 NE ONEONTA	5.13	238 PM	9/10	5.13	
1 N COOPERSTOWN	3.70	223 PM	9/10	3.51	
...SCHUYLER COUNTY...					
1 W ALPINE JUNCTION	4.84	141 PM	9/10	4.84	
2 NE CATHARINE	4.77	142 PM	9/10	4.77	
4 ESE CAYUTA	4.70	101 PM	9/10	4.7	
2 NNW SMITH VALLEY	4.66	231 PM	9/10	4.66	
1 W CAYUTAVILLE	4.48	141 PM	9/10	4.48	
BURDETT	4.43	144 PM	9/10	4.43	
1 SSW READING CENTER	3.73	143 PM	9/10	3.73	
HECTOR	3.62	145 PM	9/10	3.62	
1 W TYRONE	2.19	143 PM	9/10	2.19	
...SENECA COUNTY...					
WATERLOO	1.27	245 PM	9/10	1.27	

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...STEUBEN COUNTY...
1 WNW CATON      4.14    145 PM  9/10  4.14
1 SSW CORNING    3.51    224 PM  9/10  3.51
SONORA           3.17    147 PM  9/10  3.17
COOPERS PLAINS   3.12   1251 PM  9/10  3.12
ADDISON          2.33    218 PM  9/10  2.33
BATH             2.27    147 PM  9/10  2.27
1 SW CAMPBELL    2.21    146 PM  9/10  2.21
2 W HAVERLING HEIGHT 2.06    219 PM  9/10  2.06
3 ENE WALLACE    1.14    146 PM  9/10  1.14
1 SW WEBBS CROSSING 0.79    228 PM  9/10  .79

...SULLIVAN COUNTY...
WURTSBORO        4.82    149 PM  9/10  4.82
BLOOMINGBURG     4.34    221 PM  9/10  4.34
2 NNE NARROWSBURG 4.08    206 PM  9/10  4.08
3 E MELODY LAKE   3.71    241 PM  9/10  3.71
2 SSW COCHECTON   3.64    236 PM  9/10  3.64
2 NW MAMAKATING PARK 3.58    148 PM  9/10  3.58
1 SSE CLARYVILLE 3.50    103 PM  9/10  3.5
LONG EDDY        3.17    149 PM  9/10  3.17

...TIOGA COUNTY...
TIOGA TERRACE 2   11.24    150 PM  9/10  11.24
TIOGA TERRACE     10.39    150 PM  9/10  10.39
1 ENE VALLEY MOBILE 10.31    151 PM  9/10  10.31
1 NNW PRICE HOME   6.64    152 PM  9/10  6.64
2 NW BERKSHIRE     6.62    151 PM  9/10
2 N NEWARK VALLEY  6.30    107 PM  9/10  6.30
1 WSW UPPER FAIRFIELD 5.86    150 PM  9/10  5.86

...TOMPKINS COUNTY...
2 WNW CAROLINE CENTE 5.24    156 PM  9/10  5.24
2 SSE SLATERVILLE SP 5.17    154 PM  9/10  5.17
RED MILLS         4.81    153 PM  9/10  4.81
1 WSW VARNA        4.75    229 PM  9/10  4.75
1 SSE GROTO        4.65    155 PM  9/10  4.65
1 SW RED MILLS     4.62    227 PM  9/10  4.62
1 NNE NORTH LANSING 3.98    153 PM  9/10  3.98
GROTON            3.95    153 PM  9/10  3.95
SOUTH HILL        3.45    154 PM  9/10  3.45

...YATES COUNTY...
PENN YAN REG ARPT  1.34   1258 PM  9/10  1.34

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### F3. Summary of Weather Briefings/Conference Calls

Atmos Forecast : Covers the NYSEG and RG&E Service Areas and NYS	
Date/Time	Weather Information
9/04 – 8 PM Email Update	<p><b><u>Tonight:</u></b></p> <p>Three very hot squall lines: Oneonta to Ticonderoga, Hudson to Pennington VT, and Barton to Berkshire NY. These will arc to the ENE at 30 mph during the next 3-5 hours. Several cells could generate gust to 50 mph, hail to 1", and rainfall to 1" within 15 minutes along with moderate cloud to ground lightning.</p> <p>Other scattered storms will traverse the state with none other than cloud to ground lightning and brief downpours. All storms will collapse after 10PM, showers remaining.</p> <p><b><u>Tomorrow:</u></b></p> <p>As the front slowly traverses NY tomorrow a tropical connection will become established. The vestiges of Tropical Storm Lee will become integrated. A swath of 2"-3" can be expected from just north of Elmira to the Adirondacks, a reduction from previous outlooks: very encouraging. Locally greater accumulations are possible from Lake Placid to Plattsburgh. Less rain will fall to the east and west of this axis, a positive trend. There is only a minimal threat of thunder south and east of Glens Falls and Binghamton. The rain will exit the service area from west to east rapidly Tuesday morning.</p>
9/04 – 12 PM Email Update	<p><b><u>This Afternoon:</u></b></p> <p>Several squall lines are pressing east at 30 mph. One is exiting the eastern border of NY: another is decaying from Syracuse to Elmira. No severe weather is anticipated. A large cluster will enter the Liberty service area around 11AM and may contain heavy rain and gusts to 40 mph along with moderate frequency of cloud to ground lightning.</p> <p>The next round of storms will blossom after 2PM as the low clouds melt away and the atmosphere destabilizes: the entire state under the gun. There is a severe weather potential from a few of these storms, the highest risk I-81 east, perhaps excluding the Brewster service area, and shall update later this afternoon. Damaging winds and small hail the concern, storms losing their punch after sunset, expiring by 11PM. There is a very low risk of an isolated tornado north of Glens Falls 50 miles and greater east of Lake Ontario to the VT border through this evening as well.</p> <p><b><u>Tomorrow:</u></b></p> <p>Excessive rainfall is expected to expand of much of NY west of Plattsburgh, Utica and Binghamton with heavy showers farther east as a front will plod through the state. This will be quite a rainmaker as a tropical connection will become established. There is only a minimal threat of thunder south and east of Glens Falls and Binghamton. By midnight a swath of 2"+ will accumulate from the Adirondacks southwest to Elmira.</p> <p>Heavy rain will shift to eastern NY later Monday night easing early Tuesday as the relics of Tropical Storm Lee sweep into the Northeast. Event totals may approach 3" along the I-81 corridor northeast into Lake Placid. Expect less than 2" Rochester Corning west, 1"-2" through the Catskills and Albany south through the Brewster service area.</p>
9/06 - 5:30 AM Email Update	<p>The prospect of another major rain event looms large.</p> <p>The deluge will ramp up today, easing midday Thursday. The relics of "Lee" contribute to the morass. The potential for 2"-4" along and south of I-90 during this 48 hour period is quite real. Only Liberty and Brewster service areas as</p>

<b>Atmos Forecast : Covers the NYSEG and RG&amp;E Service Areas and NYS</b>	
<b>Date/Time</b>	<b>Weather Information</b>
	well as the northern Adirondacks, the St. Lawrence and Champlain Valleys would receive less than 2”.
9/6 – 11:30 AM Email Update	<p>Brace yourself: another major rain event looms large for portions of the service area.</p> <p>The next soggy siege will commence later today, not easing until later Thursday. The relics of “Lee” contribute to the deluge.</p> <p>Expect 2”-4” along and south of I-90 during the next 48+ hours. There is a low threat of up to 6” along the southern border west of I-81 and east of I-390. The focus will be east tomorrow and west Thursday. Only the Adirondacks, the St. Lawrence and Champlain Valleys as well as the Niagara Frontier will collect less than 2”.</p>
9/07 – 6:00 AM Email Update	<p>Additional heavy rain can be expected today. The gradient will be very tight.</p> <p>Another 3” will accumulate along the southern border from Binghamton to Jamestown through midday tomorrow, with the possibility of an isolated 5” near the southern Finger Lakes. Expect 1”-2” from Albany to Dunkirk, with less than one inch additional north of Schuyler Falls, Watertown, Syracuse and Buffalo. The other dry slot will be south of Kingston to Liberty where additional rainfall will not exceed 1”.</p> <p>The focus will be from Elmira east through midday today and west early tomorrow through noon.</p> <p>There will be a few scattered non-severe thunderstorms south of I-90 during the next 12 hours.</p>
9/07 – 5:00 PM Email Update	<p>The end is near. The heaviest rain, that is.</p> <p>The spigot will slowly close on the tropical conduit of water very tightly aligned north-south over central NY tonight.</p> <p>Another 2” will accumulate in a 100 mile wide band east of Rochester and Elmira to Utica and Binghamton. Far less rain will fall east and west of this region.</p> <p>Wind will not be a concern. A few scattered non-severe thunderstorms will slowly disappear south of I-90 in this corridor during the next 2-4 hours.</p>
9/08 – 2:45 AM Email Update	<p>A very localized final pulse of downpours must be endured through mid afternoon today within 75 miles of all sides of Binghamton. Expect an additional 1.1”-2.2” in this region with attendant flooding issues.</p> <p>Another plume of tropical moisture containing non-severe thunderstorms will affect southeast NY. The areas of concern are the entire Hudson valley south of Albany, the Taconics and the eastern Catskills including the Liberty service areas. 1.0”-1.5” will fall through early afternoon.</p>

## Summary of Weather Briefings/Conference Calls

### National Weather Service

Date / Time	Description
9/07 – 11:40 AM	<p>Ponding of water in roads, fields, yards and possible isolated/scattered basement flooding due to VERY saturated grounds and high water tables and some creeks, streams rising but no immediate concerns of significant flooding. Nonetheless, the situation remains fluid with a moderate confidence level and monitoring future forecasts and waterways is essential.</p> <p>BTW...there has been some raised concern of Lake Champlain Level. Despite widespread 4-6 inches during Irene, the lake only rose just over 2 feet and today was 98.2 feet (&lt;2 feet below flood stage) Right now, we STILL anticipate an approach to 99 feet but would likely need to see widespread 3-4 inches to threaten flood stage.</p>
9/07 – 2:28 PM	<p>THE NATL WEATHER SVC IN BINGHAMTON HAS ISSUED A</p> <p>* FLASH FLOOD WARNING FOR. BROOME COUNTY IN CNTL NY. CHEMUNG COUNTY IN CNTL NY. CHENANGO COUNTY IN CNTL NY. CORTLAND COUNTY IN CNTL NY. OTSEGO COUNTY IN CNTL NY. TIOGA COUNTY IN CNTL NY. BRADFORD COUNTY IN NE PA. WESTERN LUZERNE COUNTY IN NE PA. SUSQUEHANNA COUNTY IN NE PA. WYOMING COUNTY IN NE PA.</p> <p>* UNTIL 815 PM EDT</p> <p>* AT 218 PM EDT.NATL WEATHER SVC DOPPLER RADAR INDICATED AN AREA OF EXCESSIVE RAINFALL OVER THE WARNED AREA. A BAND OF VERY HEAVY RAINFALL CONTINUES TO FEED NORTHWARD ACROSS THE WARNING AREA. THIS PATTERN SHOULD CONTINUE FOR SEVERAL MORE HRS.AT LEAST.WITH EXISTING FLOOD PROBLEMS ONLY WORSENING.</p> <p>SEVERAL LOCAL &amp; STATE GOVERNMENTS HAVE ALSO DECLARED STATES OF EMERGENCY. UNNECESSARY TRAVEL IS HIGHLY DISCOURAGED.</p>
9/07 – 4:00 PM Flood Warning	<p>SUSQUEHANNA RIVER AT OWEGO AFFECTING TIOGA COUNTY SUSQUEHANNA RIVER AT UNADILLA AFFECTING DE &amp; OTSEGO COUNTIES SUSQUEHANNA RIVER NEAR WINDSOR AFFECTING BROOME COUNTY CHENANGO RIVER AT SHERBURNE AFFECTING CHENANGO COUNTY CHENANGO RIVER AT GREENE AFFECTING CHENANGO COUNTY CHENANGO RIVER AT CHENANGO FORKS AFFECTING BROOME COUNTY UNADILLA RIVER AT ROCKDALE AFFECTING CHENANGO &amp; OTSEGO COUNTIES TIOUGHNIAGA RIVER AT CORTLAND AFFECTING CORTLAND COUNTY OTSELIC RIVER AT CINCINNATUS AFFECTING CORTLAND COUNTY FORECAST FLOODING CHANGED FROM MODERATE TO MAJOR SEVERITY FOR THE FOLLOWING RIVERS IN NY.PA. SUSQUEHANNA RIVER AT CONKLIN AFFECTING BROOME &amp; SUSQUEHANNA COUNTIES FORECAST FLOODING CHANGED FROM</p>

Date / Time	Description
	<p>MODERATE TO MAJOR SEVERITY FOR THE FOLLOWING RIVERS IN NY.PA.</p> <p>SUSQUEHANNA RIVER AT VESTAL AFFECTING BROOME &amp; TIOGA COUNTIES FORECAST FLOODING CHANGED FROM MINOR TO MAJOR SEVERITY FOR THE FOLLOWING RIVERS IN NY.</p> <p>SUSQUEHANNA RIVER AT BAINBRIDGE AFFECTING CHENANGO &amp; DE COUNTIESFORECAST FLOODING CHANGED FROM MAJOR TO RECORD SEVERITY FOR THE FOLLOWING RIVERS IN NY.</p> <p>SUSQUEHANNA RIVER AT BINGHAMTON WA STREET AFFECTING BROOME COUNTY PRECAUTIONARY/PREPAREDNESS ACTIONS.</p>
9/08 – 3:52 AM	<p>THE FLOOD WARNING CONTINUES FOR THE FOLLOWING RIVERS IN NEW YORK.PA.</p> <p>SUSQUEHANNA RIVER AT OWEGO AFFECTING TIOGA COUNTY</p> <p>SUSQUEHANNA RIVER AT UNADILLA AFFECTING DE &amp; OTSEGO COUNTIES</p> <p>SUSQUEHANNA RIVER NEAR WINDSOR AFFECTING BROOME COUNTY</p> <p>SUSQUEHANNA RIVER AT BAINBRIDGE AFFECTING CHENANGO &amp; DE COUNTIES</p> <p>SUSQUEHANNA RIVER AT CONKLIN AFFECTING BROOME &amp; SUSQUEHANNA COUNTIES</p> <p>SUSQUEHANNA RIVER AT BINGHAMTON WA STREET AFFECTING BROOME COUNTY</p> <p>SUSQUEHANNA RIVER AT VESTAL AFFECTING BROOME &amp; TIOGA COUNTIES</p> <p>SUSQUEHANNA RIVER AT WAVERLY/SAYRE AFFECTING TIOGA &amp; BRADFORD COUNTIES</p> <p>CHENANGO RIVER AT CHENANGO FORKS AFFECTING BROOME COUNTY</p> <p>SUSQUEHANNA RIVER AT TOWANDA AFFECTING BRADFORD COUNTY</p> <p>SUSQUEHANNA RIVER AT MESHOPPEN AFFECTING WYOMING COUNTY</p> <p>SUSQUEHANNA RIVER NEAR WILKES-BARRE AFFECTING LUZERNE COUNTY</p> <p>EAST BRANCH DE AT HARVARD AFFECTING DE COUNTY</p> <p>FALL CREEK AT ITHACA AFFECTING TOMPKINS COUNTY</p> <p>ONEIDA CREEK AT ONEIDA AFFECTING MADISON &amp; ONEIDA COUNTIES</p> <p>PRECAUTIONARY/PREPAREDNESS ACTIONS.</p>

Date / Time	Description
9/08/11 – 9:23 PM	<p>THE FLOOD WARNING CONTINUES FOR THE SUSQUEHANNA RIVER AT OWEGO. * AT 6:00 AM THUR THE STAGE WAS 38.0 FEET. * FLOOD STAGE IS 30.0 FEET. * RECORD FLOODING IS OCCURRING &amp; RECORD FLOODING IS FORECAST. * FORECAST.THE RIVER WILL CONTINUE RISING TO NEAR 39.8 FEET THIS EVENING. THE RIVER WILL FALL BELOW FLOOD STAGE SUN MORNING.</p> <p>THE FLOOD WARNING CONTINUES FOR THE SUSQUEHANNA RIVER AT UNADILLA. * AT 2:00 PM THUR THE STAGE WAS 15.9 FEET. * FLOOD STAGE IS 11.0 FEET. * MAJOR FLOODING IS OCCURRING &amp; MAJOR FLOODING IS FORECAST. * FORECAST.THE RIVER WILL CONTINUE RISING TO NEAR 16.3 FEET AROUND MIDNIGHT TONIGHT THEN BEGIN FALLING.</p> <p>THE FLOOD WARNING CONTINUES FOR THE SUSQUEHANNA RIVER NEAR WINDSOR. * AT 1:30 PM THUR THE STAGE WAS 24.1 FEET. * FLOOD STAGE IS 17.0 FEET. * MAJOR FLOODING IS OCCURRING &amp; MAJOR FLOODING IS FORECAST. * FORECAST.THE RIVER WILL CONTINUE RISING TO NEAR 26.0 FEET FRI MORNING THEN BEGIN FALLING.</p> <p>THE FLOOD WARNING CONTINUES FOR THE SUSQUEHANNA RIVER AT BAINBRIDGE. * AT 1:30 PM THUR THE STAGE WAS 25.7 FEET. * FLOOD STAGE IS 15.0 FEET. * MAJOR FLOODING IS OCCURRING &amp; MAJOR FLOODING IS FORECAST. * FORECAST.THE RIVER WILL CONTINUE RISING TO NEAR 26.7 FEET THIS EVENING THEN BEGIN FALLING.</p> <p>THE FLOOD WARNING CONTINUES FOR THE SUSQUEHANNA RIVER AT CONKLIN. * AT 2:00 PM THUR THE STAGE WAS 23.9 FEET. * FLOOD STAGE IS 12.0 FEET. * MAJOR FLOODING IS OCCURRING &amp; MAJOR FLOODING IS FORECAST. * FORECAST.THE RIVER WILL CONTINUE RISING TO NEAR 25.0 FEET AROUND MIDNIGHT TONIGHT THEN BEGIN FALLING.</p> <p>THE SUSQUEHANNA RIVER AT BINGHAMTON WA STREET. * AT 1:45 PM THUR THE STAGE WAS 25.6 FEET. * FLOOD STAGE IS 14.0 FEET. * RECORD FLOODING IS OCCURRING &amp; RECORD FLOODING IS FORECAST. * FORECAST.THE RIVER WILL CONTINUE RISING TO NEAR 26.2 FEET THIS EVENING THEN BEGIN FALLING.</p> <p>THE FLOOD WARNING CONTINUES FOR THE SUSQUEHANNA RIVER AT VESTAL. * AT 2:00 PM THUR THE STAGE WAS 35.2 FEET. * FLOOD STAGE IS 18.0 FEET. * RECORD FLOODING IS OCCURRING &amp; RECORD FLOODING IS FORECAST. * FORECAST.THE RIVER IS CRESTING NOW &amp; WILL FALL SLOWLY FRIDAY INTO THE WEEKEND.BUT STILL ABOVE FLOOD STAGE.</p>
9/08 – 3:44 AM	<p>THE FLOOD WARNING CONTINUES FOR THE SUSQUEHANNA RIVER AT OWEGO. * AT 3:00 AM FRI THE STAGE WAS MISSING * FLOOD STAGE IS 30.0 FEET. * RECORD FLOODING IS OCCURRING &amp; RECORD FLOODING IS FORECAST. * FORECAST.THE RIVER WILL CONTINUE TO FALL TO BELOW FLOOD STAGE BY LATE SAT EVENI</p>

Date / Time	Description
	<p>THE FLOOD WARNING CONTINUES FOR THE SUSQUEHANNA RIVER AT UNADILLA. * AT 3:00 AM FRI THE STAGE WAS 16.2 FEET. * FLOOD STAGE IS 11.0 FEET. * MAJOR FLOODING IS OCCURRING &amp; MAJOR FLOODING IS FORECAST. * FORECAST.THE RIVER WILL CONTINUE TO FALL TO A STAGE OF 13.7 FEET BY SAT MORNING.</p> <p>THE FLOOD WARNING CONTINUES FOR THE SUSQUEHANNA RIVER NEAR WINDSOR. * AT 3:30 AM FRI THE STAGE WAS 24.0 FEET. * FLOOD STAGE IS 17.0 FEET. * MAJOR FLOODING IS OCCURRING &amp; MAJOR FLOODING IS FORECAST. * FORECAST.THE RIVER WILL REMAIN NEARLY STEADY THIS MORNING.THEN FALL TO NEAR 19.2 FEET BY LATE SAT AFTERNOON.</p> <p>THE FLOOD WARNING CONTINUES FOR THE SUSQUEHANNA RIVER AT BAINBRIDGE. * AT 2:30 AM FRI THE STAGE WAS 26.0 FEET. * FLOOD STAGE IS 15.0 FEET. * MAJOR FLOODING IS OCCURRING &amp; MAJOR FLOODING IS FORECAST. * FORECAST.THE RIVER WILL CONTINUE TO FALL TO A STAGE OF 21.1 FEET BY SAT MORNING.</p> <p>THE FLOOD WARNING CONTINUES FOR THE SUSQUEHANNA RIVER AT CONKLIN. * AT 3:00 AM FRI THE STAGE WAS 22.5 FEET. * FLOOD STAGE IS 12.0 FEET. * MAJOR FLOODING IS OCCURRING &amp; MAJOR FLOODING IS FORECAST. * FORECAST.THE RIVER WILL RISE SLIGHTLY TO NEAR 22.7 FEET THIS MORNING.THEN FALL TO NEAR 14.1 FEET BY LATE SAT AFTERNOON.</p> <p>THE FLOOD WARNING CONTINUES FOR THE SUSQUEHANNA RIVER AT BINGHAMTON WA STREET. * AT 2:45 AM FRI THE STAGE WAS 23.8 FEET. * FLOOD STAGE IS 14.0 FEET. * MAJOR FLOODING IS OCCURRING &amp; MODERATE FLOODING IS FORECAST. * FORECAST.THE RIVER WILL CONTINUE TO SLOWLY FALL.</p> <p>THE FLOOD WARNING CONTINUES FOR THE SUSQUEHANNA RIVER AT VESTAL. * AT 3:00 AM FRI THE STAGE WAS 34.0 FEET. * FLOOD STAGE IS 18.0 FEET. * RECORD FLOODING IS OCCURRING &amp; MAJOR FLOODING IS FORECAST. * FORECAST.THE RIVER WILL CONTINUE TO FALL TO BELOW FLOOD STAGE BY EARLY MON MORNING.</p>
9/08 - 8:29 AM	<p>THE NATL WEATHER SVC IN BINGHAMTON HAS CONTINUED THE</p> <p>* FLASH FLOOD WARNING FOR. BROOME COUNTY IN CNTL NY. CHEMUNG COUNTY IN CNTL NY. CHENANGO COUNTY IN CNTL NY. CORTLAND COUNTY IN CNTL NY. OTSEGO COUNTY IN CNTL NY. TIOGA COUNTY IN CNTL NY. BRADFORD COUNTY IN NE PA. SUSQUEHANNA COUNTY IN NE PA. WYOMING COUNTY IN NE PA.</p>

Date / Time	Description
	* UNTIL 230 PM EDT THURSDAY
9/09 – 3:46 AM	<p>SUSQUEHANNA RIVER AT OWEGO AFFECTING TIOGA COUNTY  SUSQUEHANNA RIVER AT VESTAL AFFECTING BROOME &amp; TIOGA  COUNTIES CHENANGO RIVER AT SHERBURNE AFFECTING CHENANGO  COUNTY CHENANGO RIVER AT GREENE AFFECTING CHENANGO  COUNTY CHENANGO RIVER AT CHENANGO FORKS AFFECTING  BROOME COUNTY UNADILLA RIVER AT ROCKDALE AFFECTING  CHENANGO &amp; OTSEGO COUNTIES TIOUGHNIOGA RIVER AT  CORTLAND AFFECTING CORTLAND COUNTY SUSQUEHANNA RIVER AT  TOWANDA AFFECTING BRADFORD COUNTY SUSQUEHANNA RIVER AT  MESHOPPEN AFFECTING WYOMING COUNTY SUSQUEHANNA RIVER  NEAR WILKES-BARRE AFFECTING LUZERNE COUNTY THE FLOOD  WARNING CONTINUES FOR THE FOLLOWING RIVERS IN NEW  YORK.PA..</p> <p>SUSQUEHANNA RIVER AT UNADILLA AFFECTING DE &amp; OTSEGO  COUNTIES SUSQUEHANNA RIVER NEAR WINDSOR AFFECTING  BROOME COUNTY SUSQUEHANNA RIVER AT BAINBRIDGE AFFECTING  CHENANGO &amp; DE COUNTIES SUSQUEHANNA RIVER AT CONKLIN  AFFECTING BROOME &amp; SUSQUEHANNA COUNTIES SUSQUEHANNA  RIVER AT BINGHAMTON WA STREET AFFECTING BROOME COUNTY  SUSQUEHANNA RIVER AT WAVERLY/SAYRE AFFECTING TIOGA &amp;  BRADFORD COUNTIES PRECAUTIONARY/PREPAREDNESS ACTIONS.</p>



NEWS RELEASE

## **Appendix E. Irene Media Releases**

FOR IMMEDIATE RELEASE

August 25, 2011

## **NYSEG Preparing for Possible Effects of Hurricane Irene**

**>> NYSEG urges customers to stay away from downed power lines – even lines that appear “dead” can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations.**

**>> Emergency generators can be dangerous. Carefully read, understand and follow manufacturer’s instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.**

**>> NYSEG reminds customers to stay out of flooded basements because energized wiring or outlets below the water line may pose a hazard. Natural gas service in a flooded basement may also pose a danger. If a basement or home is in danger of flooding, customers should contact their utilities to turn off electricity and/or natural gas service.**

**>> For electricity emergencies and to report power interruptions, NYSEG customers should call 1.800.572.1131.**

**>> For natural gas emergencies and to report suspected natural gas odors, NYSEG customers should call 1.800.572.1121.**

**Rochester, NY** – NYSEG emergency planners are closely monitoring weather forecasts and preparing for the possible effects of Hurricane Irene, primarily in the eastern third of upstate New York. Depending on the exact track of the storm that is forecast to thunder up the East Coast, parts of NYSEG’s service area could see damaging wind and very heavy rain. Because tree contact with power lines is the leading cause of power interruptions, NYSEG is concerned that heavy rain may loosen soil that anchors tree roots and wind could then topple trees.

NYSEG’s line crews and support personnel across the state are on heightened alert, the company’s customer relations center is prepared and materials are on hand to repair any damage to the company’s electricity delivery system.

NYSEG offers customers the following storm tips:

**Before a storm strikes**

- Anyone who uses life-sustaining equipment that operates on electricity should contact NYSEG right away at 1.800.572.1111. Customers may be enrolled in a critical customer program or provided specific advice on how to prepare for power interruptions.
- Keep flashlights, a battery-powered radio or TV and fresh batteries handy.
- Have at least one telephone that is not dependent on electricity. (Cordless phones won't work during a power interruption.)
- Keep a supply of non-perishable food and bottled water on hand.
- Make sure cell phone batteries are fully charged.

**During a power interruption**

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.
- Contact NYSEG (1.800.572.1131) to report a power interruption. Our telephone system lets callers report the problem, helps our crews respond quickly and efficiently, and provides customers with power interruption updates. Because many people may be trying to reach us during a power interruption, phone lines may be busy. Anyone who has access to a working computer during a power interruption can also report the interruption online at [nyseg.com](http://nyseg.com).
- Listen to a battery-powered radio for weather and power restoration updates.
- Turn off major appliances (electric water heaters, refrigerators and freezers) and sensitive electronic equipment (TVs, VCRs, DVD players, computers, audio equipment) to prevent overloading and possible damage when power is restored. Turning off this equipment may mean unplugging it, turning off a circuit breaker or removing a fuse for the circuit that provides power to this equipment. Leave one light switch "on" to know when power has been restored.
- Don't use a natural gas or propane range to heat your home.
- Never use outdoor grills or stoves inside.
- Keep refrigerators and freezers closed as much as possible. Most food will last 24 hours if you minimize the opening of refrigerator and freezer doors.

**After your power is restored**

- If a basement or home was flooded, customers should have an electrician check the home and have a plumbing and heating contractor check natural gas appliances before contacting NYSEG to have services turned on.

- Turn on appliances and sensitive electronic equipment one at a time to avoid overloading circuits.
- Replenish emergency supplies used during the storm.

###

**About NYSEG and Iberdrola USA:** NYSEG, a subsidiary of Iberdrola USA, serves 878,000 electricity customers and 261,000 natural gas customers across more than 40% of upstate New York. Iberdrola USA, a subsidiary of global energy leader Iberdrola, S.A., is an energy services and delivery company with more than 2.4 million customers in upstate New York and New England. We are a team of dedicated individuals working as one to deliver value to our customers, employees and shareholders. By providing outstanding customer service and exceptional reliability, while holding safety and the environment in high regard, we aspire to be a world-class energy company. For more information, visit [www.nyseg.com](http://www.nyseg.com) and [www.iberdrolausa.com](http://www.iberdrolausa.com).

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607.762.7336

FOR IMMEDIATE RELEASE

August 28, 2011 – 11:30 a.m.

**Initial Damage from Hurricane Irene  
Leaves 101,000 NYSEG Customers Without Power**  
*New Outages Occurring as Strong Wind, Heavy Rain Continue*

>> NYSEG urges customers to stay away from downed power lines – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations.

>> Emergency generators can be dangerous. Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> NYSEG's natural gas emergency number is 1.800.572.1121.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 4 p.m.

**Rochester, NY** – Damaging wind and torrential rain generated by Hurricane Irene have already caused considerable damage to NYSEG's electricity delivery system, leaving 101,000 NYSEG customers without power thus far, primarily across the eastern third of the state. The current outages counts are:

- 56,000 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 18,000 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 12,000 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).

- 11,000 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties)
- The remaining outages are scattered across NYSEG's service area.

NYSEG crews are continuing to respond to hundreds of reports of downed wires to make those situations safe, and as damage assessment continues, some repair work has begun.

In preparation for the storm, NYSEG staged its repair crews – along with crews from Rochester Gas and Electric (RG&E), other utilities and contractors – and NYSEG support personnel in and around the areas where damage was expected to be most severe. The company also made pre-storm calls to more than 15,000 life support, elderly, blind and disabled customers.

### **During a power interruption**

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.
- Contact NYSEG (1.800.572.1131) to report a power interruption. Our telephone system lets callers report the problem, helps our crews respond quickly and efficiently, and provides customers with power interruption updates. Because many people may be trying to reach us during a power interruption, phone lines may be busy. Anyone who has access to a working computer during a power interruption can also report the interruption online at [nyseg.com](http://nyseg.com).
- Listen to a battery-powered radio for weather and power restoration updates.
- Turn off major appliances (electric water heaters, refrigerators and freezers) and sensitive electronic equipment (TVs, VCRs, DVD players, computers, audio equipment) to prevent overloading and possible damage when power is restored. Turning off this equipment may mean unplugging it, turning off a circuit breaker or removing a fuse for the circuit that provides power to this equipment. Leave one light switch "on" to know when power has been restored.
- Emergency generators can be dangerous. Carefully follow the manufacturer's instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- Don't use a natural gas or propane range to heat your home.
- Never use outdoor grills or stoves inside.
- Keep refrigerators and freezers closed as much as possible to prevent food from spoiling – most food will last 24 hours.

### **After power is restored**

- If a basement or home was flooded, customers should have an electrician check the home and have a plumbing and heating contractor check natural gas appliances before contacting NYSEG to have services turned on.
- Turn on appliances and sensitive electronic equipment one at a time to avoid overloading circuits.
- Replenish emergency supplies used during the storm.

###

#### **Media Contacts**

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##### **Binghamton**

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FOR IMMEDIATE RELEASE

August 28, 2011 – 4 p.m.

## **Hurricane Irene Continues to Inflict Damage on NYSEG's Electricity Delivery System**

*110,000 Without Power in Eastern New York and Binghamton Area*

>> **NYSEG urges customers to stay away from downed power lines** – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG's natural gas emergency number is 1.800.572.1121.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> For information on how flooding affects electricity and natural gas service:  
<http://www.nyseg.com/OurCompany/News/2011/082811flooding.html>

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 9 p.m.

**Rochester, NY** – Hurricane Irene's destructive winds and torrential rains are continuing to cause new power interruptions across the NYSEG service area and hampering efforts to assess damage and restore power. Approximately 110,000 NYSEG customers are without power. The current outages counts are:

- 56,000 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 21,000 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 13,000 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).

- 7,000 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).
- 6,600 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 5,000 in NYSEG's Mechanicville Division (parts of Saratoga, Washington, Rensselaer and Columbia counties).
- Other outages are scattered across the NYSEG service area.

NYSEG crews are continuing to respond to hundreds of reports of downed wires – more than 500 reports in NYSEG's Brewster Division alone – to make those situations safe. As damage assessment continues, some repair work has begun.

In preparation for the storm, NYSEG staged its repair crews – along with crews from Rochester Gas and Electric (RG&E), other utilities and contractors – and NYSEG support personnel in and around the areas where damage was expected to be most severe. The company also made pre-storm calls to more than 15,000 life support, elderly, blind and disabled customers.

#### **During a power interruption**

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.
- Contact NYSEG (1.800.572.1131) to report a power interruption. Our telephone system lets callers report the problem, helps our crews respond quickly and efficiently, and provides customers with power interruption updates. Because many people may be trying to reach us during a power interruption, phone lines may be busy. Anyone who has access to a working computer during a power interruption can also report the interruption online at [nyseg.com](http://nyseg.com).
- Listen to a battery-powered radio for weather and power restoration updates.
- Turn off major appliances (electric water heaters, refrigerators and freezers) and sensitive electronic equipment (TVs, VCRs, DVD players, computers, audio equipment) to prevent overloading and possible damage when power is restored. Turning off this equipment may mean unplugging it, turning off a circuit breaker or removing a fuse for the circuit that provides power to this equipment. Leave one light switch "on" to know when power has been restored.
- Emergency generators can be dangerous. Carefully follow the manufacturer's instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- Don't use a natural gas or propane range to heat your home.

- Never use outdoor grills or stoves inside.
- Keep refrigerators and freezers closed as much as possible to prevent food from spoiling – most food will last 24 hours.

#### **After power is restored**

- If a basement or home was flooded, customers should have an electrician check the home and have a plumbing and heating contractor check natural gas appliances before contacting NYSEG to have services turned on.
- Turn on appliances and sensitive electronic equipment one at a time to avoid overloading circuits.
- Replenish emergency supplies used during the storm.

**###**

#### **Media Contacts**

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FOR IMMEDIATE RELEASE

August 28, 2011 – 9 p.m.

## **As Hurricane Irene Exits the State, NYSEG Continues Essential ‘Make Safe’ Work and Damage Assessment**

*129,000 Customers Without Power in Eastern New York and Binghamton Area*

>> **NYSEG urges customers to stay away from downed power lines** – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer’s instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> For information on how flooding affects electricity and natural gas service:  
<http://www.nyseg.com/OurCompany/News/2011/082811flooding.html>

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 6 a.m. tomorrow.

**Rochester, NY** – As Hurricane Irene exits the state, leaving in its wake a growing path of destruction and new power interruptions, approximately 129,000 NYSEG customers in eastern New York and the Binghamton area are without power. The current outages counts are:

- 59,000 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 29,000 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 17,000 in NYSEG’s Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 12,000 in NYSEG’s Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).

- 6,300 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).
- 4,900 in NYSEG's Mechanicville Division (parts of Saratoga, Washington, Rensselaer and Columbia counties).
- Other outages are scattered across the NYSEG service area.

NYSEG crews, with support from Rochester Gas & Electric (NYSEG's sister company), other utilities and contractors, are continuing to ensure that downed wires are made safe and beginning to compile a comprehensive damage assessment that is essential to an efficient power restoration effort. Once the damage assessment is further along, NYSEG will begin assigning estimated restoration times to each outage.

In preparation for the storm, NYSEG staged repair crews support personnel in and around the areas where damage was expected to be most severe. The company also made pre-storm calls to more than 15,000 life support, elderly, blind and disabled customers.

#### **During a power interruption**

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.
- Contact NYSEG (1.800.572.1131) to report a power interruption. Our telephone system lets callers report the problem, helps our crews respond quickly and efficiently, and provides customers with power interruption updates. Because many people may be trying to reach us during a power interruption, phone lines may be busy. Anyone who has access to a working computer during a power interruption can also report the interruption online at [nyseg.com](http://nyseg.com).
- Listen to a battery-powered radio for weather and power restoration updates.
- Turn off major appliances (electric water heaters, refrigerators and freezers) and sensitive electronic equipment (TVs, VCRs, DVD players, computers, audio equipment) to prevent overloading and possible damage when power is restored. Turning off this equipment may mean unplugging it, turning off a circuit breaker or removing a fuse for the circuit that provides power to this equipment. Leave one light switch "on" to know when power has been restored.
- Emergency generators can be dangerous. Carefully follow the manufacturer's instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- Don't use a natural gas or propane range to heat your home.

- Never use outdoor grills or stoves inside.
- Keep refrigerators and freezers closed as much as possible to prevent food from spoiling – most food will last 24 hours.

#### **After power is restored**

- If a basement or home was flooded, customers should have an electrician check the home and have a plumbing and heating contractor check natural gas appliances before contacting NYSEG to have services turned on.
- Turn on appliances and sensitive electronic equipment one at a time to avoid overloading circuits.
- Replenish emergency supplies used during the storm.

**###**

#### **Media Contacts**

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FOR IMMEDIATE RELEASE

August 29, 2011 – 6 a.m.

## **NYSEG Rebuilding Much of Its Electricity Delivery System After Hurricane Irene Tears Through the State**

*126,000 Customers Without Power in Eastern New York and Binghamton Area*

>> **NYSEG urges customers to stay away from downed power lines** – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG's natural gas emergency number is 1.800.572.1121.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> For information on how flooding affects electricity and natural gas service:  
<http://www.nyseg.com/OurCompany/News/2011/082811flooding.html>

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 11 a.m.

**Rochester, NY** – Approximately 126,000 NYSEG customers in eastern New York and the Binghamton area are without power this morning as a result of devastating and widespread damage from Hurricane Irene. The current outages counts are:

- 57,000 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 29,000 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 18,000 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 15,000 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).

- 5,700 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).
- 1,500 in NYSEG's Mechanicville Division (parts of Saratoga, Washington, Rensselaer and Columbia counties).
- Other outages are scattered across the NYSEG service area.

NYSEG crews, with support from Rochester Gas & Electric (NYSEG's sister company), other utilities and contractors, are continuing to ensure that downed wires are made safe and beginning to compile a comprehensive damage assessment that is essential to an efficient power restoration effort. Once the damage assessment is further along, NYSEG will begin assigning estimated restoration times to each outage.

#### **During a power interruption**

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.
- Contact NYSEG (1.800.572.1131) to report a power interruption. Our telephone system lets callers report the problem, helps our crews respond quickly and efficiently, and provides customers with power interruption updates. Because many people may be trying to reach us during a power interruption, phone lines may be busy. Anyone who has access to a working computer during a power interruption can also report the interruption online at [nyseg.com](http://nyseg.com).
- Listen to a battery-powered radio for weather and power restoration updates.
- Turn off major appliances (electric water heaters, refrigerators and freezers) and sensitive electronic equipment (TVs, VCRs, DVD players, computers, audio equipment) to prevent overloading and possible damage when power is restored. Turning off this equipment may mean unplugging it, turning off a circuit breaker or removing a fuse for the circuit that provides power to this equipment. Leave one light switch "on" to know when power has been restored.
- Emergency generators can be dangerous. Carefully follow the manufacturer's instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- Don't use a natural gas or propane range to heat your home.
- Never use outdoor grills or stoves inside.
- Keep refrigerators and freezers closed as much as possible to prevent food from spoiling – most food will last 24 hours.

**After power is restored**

- If a basement or home was flooded, customers should have an electrician check the home and have a plumbing and heating contractor check natural gas appliances before contacting NYSEG to have services turned on.
- Turn on appliances and sensitive electronic equipment one at a time to avoid overloading circuits.
- Replenish emergency supplies used during the storm.

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FOR IMMEDIATE RELEASE

August 29, 2011 – 1 p.m.

## **NYSEG Asks Customers to be Prepared for Long Duration Power Restoration Effort**

>> NYSEG urges customers to stay away from downed power lines – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG's natural gas emergency number is 1.800.572.1121.

>> Emergency generators can be dangerous. Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> For information on how flooding affects electricity and natural gas service:

<http://www.nyseg.com/OurCompany/News/2011/082811flooding.html>

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 4 p.m.

**Rochester, NY** – With the challenge of working in Hurricane Irene's dangerous winds and torrential rains past, NYSEG crews and support personnel are now faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts. NYSEG continues to be fully engaged in a make-safe and damage assessment mode at the present time, in addition to restoring transmission and sub-transmission systems.

Based on the extent of the known damage thus far, including nearly 2,500 wires down and nearly 200 broken transmission and distribution poles across an area the size of Connecticut, NYSEG is prepared for a long duration power restoration effort and asks customers to do the same. While some customers will have power restored in the next few days, it is likely that many customers will be without power at least into next week. The company currently has more than 1000 individuals fully engaged in the response effort, including NYSEG and Rochester Gas and Electric line crews, damage assessors, wire guards, Incident Command Structure support staff and customer service representatives. More than 400 line and tree crews are working to restore power as quickly as

possible. Given the severity of this historic weather event, this is an “all hands on deck” restoration effort. The company continues to secure and deploy additional crews and resources.

Once damage assessment is further along, NYSEG will begin assigning estimated restoration times to each outage, and those times will be available at <http://www.nyseg.com/Outages/outageinformation.html>.

Approximately 129,000 NYSEG customers in eastern New York and the Binghamton area are without power as a result of the devastating and widespread damage from Hurricane Irene. This is down from a peak of 134,000 customers late Sunday evening. The current outages counts are:

- 57,800 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 29,700 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 16,800 in NYSEG’s Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 17,200 in NYSEG’s Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 5,700 in NYSEG’s Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).
- 1,800 in NYSEG’s Mechanicville Division (parts of Saratoga, Washington, Rensselaer and Columbia counties).
- Other outages are scattered across the NYSEG service area.

#### **During a power interruption**

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.
- Contact NYSEG (1.800.572.1131) to report a power interruption. Our telephone system lets callers report the problem, helps our crews respond quickly and efficiently, and provides customers with power interruption updates. Because many people may be trying to reach us during a power interruption, phone lines may be busy. Anyone who has access to a working computer during a power interruption can also report the interruption online at [nyseg.com](http://nyseg.com).
- Listen to a battery-powered radio for weather and power restoration updates.

- Turn off major appliances (electric water heaters, refrigerators and freezers) and sensitive electronic equipment (TVs, VCRs, DVD players, computers, audio equipment) to prevent overloading and possible damage when power is restored. Turning off this equipment may mean unplugging it, turning off a circuit breaker or removing a fuse for the circuit that provides power to this equipment. Leave one light switch “on” to know when power has been restored.
- Emergency generators can be dangerous. Carefully follow the manufacturer's instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- Don't use a natural gas or propane range to heat your home.
- Never use outdoor grills or stoves inside.
- Keep refrigerators and freezers closed as much as possible to prevent food from spoiling – most food will last 24 hours.

#### **After power is restored**

- If a basement or home was flooded, customers should have an electrician check the home and have a plumbing and heating contractor check natural gas appliances before contacting NYSEG to have services turned on.
- Turn on appliances and sensitive electronic equipment one at a time to avoid overloading circuits.
- Replenish emergency supplies used during the storm.

**###**

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FOR IMMEDIATE RELEASE

August 29, 2011 – 9 p.m.

## **More Than 1,400 Workers Swarm NYSEG's Service Area** *Crews Continue to Assess Damage and Restore Power*

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>

>> NYSEG urges customers to stay away from downed power lines – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG's natural gas emergency number is 1.800.572.1121.

>> Emergency generators can be dangerous. Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> For information on how flooding affects electricity and natural gas service:  
<http://www.nyseg.com/OurCompany/News/2011/082811flooding.html>

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> The next news release will be distributed at 6 a.m. tomorrow.

**Rochester, NY** – NYSEG crews and support personnel continue to make conditions safe, assess damage and restore power as flooding, downed trees and road closures continue to present challenges. Today, helicopter patrols were used as an efficient way to identify system damage and check the integrity of NYSEG's vast infrastructure.

Based on the extent of the known damage thus far, including nearly 2,500 wires down and nearly 200 broken transmission and distribution poles, NYSEG is prepared for a long duration power restoration effort and asks customers to do the same. While some customers will have power restored in the next few days – particularly in the Binghamton and Mechanicville Divisions – it is likely that many customers will be without power at least into next week.

The company currently has more than 1,400 individuals fully engaged in the response effort, including NYSEG and Rochester Gas and Electric line crews, contract line and tree crews, damage assessors, wire guards, Incident Command Structure support staff and customer service representatives, many of whom are working around the clock. More than 400 line and tree crews are restoring power as quickly as possible. Given the severity of this historic weather event, this will

continue to be an “all hands on deck” restoration effort. The company also continues to secure and deploy additional crews and resources.

Once damage assessment is further along, NYSEG will begin assigning estimated restoration times to each outage, and those times will be available at

<http://www.nyseg.com/Outages/outageinformation.html>.

Of the 260,000 power interruptions thus far as a result of the devastating and widespread damage from Hurricane Irene, NYSEG has restored 150,000 services. (In the 260,000 figure, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

Approximately 110,000 customers are currently without power. The largest concentrations of customers are:

- 54,000 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 26,900 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 13,400 in NYSEG’s Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 12,100 in NYSEG’s Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 3,200 in NYSEG’s Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).
- Other outages are scattered across the NYSEG service area.

#### **During a power interruption**

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.
- Contact NYSEG (1.800.572.1131) to report a power interruption. Our telephone system lets callers report the problem, helps our crews respond quickly and efficiently, and provides customers with power interruption updates. Because many people may be trying to reach us during a power interruption, phone lines may be busy. Anyone who has access to a working computer during a power interruption can also report the interruption online at [nyseg.com](http://nyseg.com).
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mean unplugging it, turning off a circuit breaker or removing a fuse for the circuit that provides power to this equipment. Leave one light switch “on” to know when power has been restored.

- Emergency generators can be dangerous. Carefully follow the manufacturer’s instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- Don’t use a natural gas or propane range to heat your home.
- Never use outdoor grills or stoves inside.
- Keep refrigerators and freezers closed as much as possible to prevent food from spoiling – most food will last 24 hours.

#### **After power is restored**

- If a basement or home was flooded, customers should have an electrician check the home and have a plumbing and heating contractor check natural gas appliances before contacting NYSEG to have services turned on.
- Turn on appliances and sensitive electronic equipment one at a time to avoid overloading circuits.
- Replenish emergency supplies used during the storm.

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**Binghamton**

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FOR IMMEDIATE RELEASE

August 30, 2011 – 6 a.m.

## **NYSEG Continues to Assess Widespread Damage and Repair Its Electricity Delivery System**

*Well Over Half of Total Service Interruptions Have Been Restored*

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>

>> NYSEG urges customers to stay away from downed power lines – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG's natural gas emergency number is 1.800.572.1121.

>> Emergency generators can be dangerous. Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> For information on how flooding affects electricity and natural gas service: <http://www.nyseg.com/OurCompany/News/2011/082811flooding.html>

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 11 a.m.

**Rochester, NY** – Of the approximately 260,000 power interruptions thus far as a result of the devastating and widespread damage from Hurricane Irene, NYSEG has restored nearly 171,000 services. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

"We certainly understand how inconvenient and frustrating it is to be without power, and our people are doing their very best to restore service safely and as quickly as possible," said Mark S. Lynch, president of NYSEG and RG&E. "Despite the considerable challenges posed by hazardous and challenging working conditions, we are making progress."

NYSEG crews and support personnel continue to make conditions safe, assess damage and restore power. Helicopter patrols are being used as an efficient way to identify system damage and check the integrity of NYSEG's vast infrastructure.

Based on the extent of the known damage thus far – including nearly 2,500 downed wires and almost 200 broken poles – NYSEG is prepared for a long duration power restoration effort and asks customers to do the same. While some customers will have power restored in the next few days – particularly in the Binghamton Division – it is likely that many customers will be without power at least into next week.

The company currently has more than 1,400 people dedicated to the massive power restoration effort, including NYSEG and Rochester Gas and Electric line crews, contract line and tree crews, damage assessors, wire guards, Incident Command Structure support staff and customer service representatives, many of whom are working around the clock. More than 400 line and tree crews are working together to restore power safely and as quickly as possible. NYSEG also continues to secure and deploy additional crews and other resources.

As estimated restoration times are available, they will be posted at <http://www.nyseg.com/Outages/outageinformation.html>.

Approximately 88,000 customers are currently without power. The largest concentrations of customers are:

- 36,500 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 26,700 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 12,900 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 8,700 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 3,100 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).
- Other outages are scattered across the NYSEG service area.

#### **During a power interruption**

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.
- Contact NYSEG (1.800.572.1131) to report a power interruption. Our telephone system lets callers report the problem, helps our crews respond quickly and efficiently, and provides customers with power interruption updates. Because many people may be trying to reach us during a power interruption, phone lines may be busy. Anyone who has access

to a working computer during a power interruption can also report the interruption online at [nyseg.com](http://nyseg.com).

- Listen to a battery-powered radio for weather and power restoration updates.
- Turn off major appliances (electric water heaters, refrigerators and freezers) and sensitive electronic equipment (TVs, VCRs, DVD players, computers, audio equipment) to prevent overloading and possible damage when power is restored. Turning off this equipment may mean unplugging it, turning off a circuit breaker or removing a fuse for the circuit that provides power to this equipment. Leave one light switch “on” to know when power has been restored.
- Emergency generators can be dangerous. Carefully follow the manufacturer’s instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- Don’t use a natural gas or propane range to heat your home.
- Never use outdoor grills or stoves inside.
- Keep refrigerators and freezers closed as much as possible to prevent food from spoiling – most food will last 24 hours.

#### **After power is restored**

- If a basement or home was flooded, customers should have an electrician check the home and have a plumbing and heating contractor check natural gas appliances before contacting NYSEG to have services turned on.
- Turn on appliances and sensitive electronic equipment one at a time to avoid overloading circuits.
- Replenish emergency supplies used during the storm.

**###**

#### **Media Contacts**

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FOR IMMEDIATE RELEASE

August 30, 2011 – 11 a.m.

## **NYSEG Making Good Progress Restoring Power**

*65% of Total Service Interruptions Have Been Restored*

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>

>> **NYSEG urges customers to stay away from downed power lines** – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer’s instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 4 p.m.

**Rochester, NY** – An army of more than 1,400 NYSEG, Rochester Gas and Electric and contract crews and support personnel, some from as far away as Minnesota, Wisconsin and Nebraska, are making solid progress in rebuilding the parts of NYSEG’s electricity system damaged by Hurricane Irene. More than 400 line and tree crews are on the job, and NYSEG is continuing to secure and deploy additional crews and other resources.

Of the approximately 270,000 power interruptions thus far as a result of the devastating and widespread damage from Hurricane Irene, NYSEG has restored approximately 178,000 services. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

“We certainly understand how inconvenient and frustrating it is to be without power, and our people are doing their very best to restore service safely and as quickly as possible,” said Mark S. Lynch, president of NYSEG and RG&E. “Despite the considerable challenges posed by hazardous and challenging working conditions, we are making good progress. We will be on the job 24/7 until every customer has service restored.”

Approximately 91,000 customers are currently without power. The largest concentrations of customers are:

- 40,000 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 26,800 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 12,100 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 8,400 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 3,600 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:

- **Brewster, Liberty and Binghamton Divisions:** 90% of remaining customers without power are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of remaining customers without power are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. While some customers will have power restored in the next few days, it is likely that many customers will be without power into next week.

As estimated times of restoration are refined, they will be posted at <http://www.nyseg.com/Outages/outageinformation.html>.

#### **Storm Stats – NYSEG Statewide Service Area**

- 174,000 pounds of dry ice distributed to customers
- 33,600 gallons of bottled water distributed to customers
- 2,500+ incidents of wires down
- 200+ broken poles
- 28 transmission lines locked out; 16 now back in service
- 18 substations out of service; 17 now back in service

#### **During a power interruption**

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.
- Contact NYSEG (1.800.572.1131) to report a power interruption. Our telephone system lets callers report the problem, helps our crews respond quickly and efficiently, and provides customers with power interruption updates. Because many people may be trying

to reach us during a power interruption, phone lines may be busy. Anyone who has access to a working computer during a power interruption can also report the interruption online at [nyseg.com](http://nyseg.com).

- Listen to a battery-powered radio for weather and power restoration updates.
- Turn off major appliances (electric water heaters, refrigerators and freezers) and sensitive electronic equipment (TVs, VCRs, DVD players, computers, audio equipment) to prevent overloading and possible damage when power is restored. Turning off this equipment may mean unplugging it, turning off a circuit breaker or removing a fuse for the circuit that provides power to this equipment. Leave one light switch “on” to know when power has been restored.
- Emergency generators can be dangerous. Carefully follow the manufacturer’s instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- Don’t use a natural gas or propane range to heat your home.
- Never use outdoor grills or stoves inside.
- Keep refrigerators and freezers closed as much as possible to prevent food from spoiling – most food will last 24 hours.

#### **After power is restored**

- If a basement or home was flooded, customers should have an electrician check the home and have a plumbing and heating contractor check natural gas appliances before contacting NYSEG to have services turned on.
- Turn on appliances and sensitive electronic equipment one at a time to avoid overloading circuits.
- Replenish emergency supplies used during the storm.

**###**

#### **Media Contacts**

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FOR IMMEDIATE RELEASE

August 30, 2011 – 4 p.m.

## **NYSEG Projects That the Vast Majority of Customers Without Power Will Have Service by Friday Night**

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>

>> NYSEG urges customers to stay away from downed power lines – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> Emergency generators can be dangerous. Carefully read, understand and follow manufacturer’s instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 9 p.m.

**Rochester, NY** – An army of more than 1,400 NYSEG, Rochester Gas and Electric and contract crews and support personnel, some from as far away as Minnesota, Wisconsin and Nebraska, are making solid progress in rebuilding the parts of NYSEG’s electricity system damaged by Hurricane Irene.

Of the approximately 270,000 power interruptions thus far as a result of storm damage, NYSEG has restored approximately 186,000 services. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.) Since just last evening, service has been restored to approximately 46,000 customers.

“We certainly understand how inconvenient and frustrating it is to be without power, and we appreciate our customers’ patience and understanding as we go about our work,” said Mark S. Lynch, president of NYSEG and RG&E. “Despite the considerable challenges posed by hazardous and challenging working conditions, our people are making good progress. We will be on the job 24/7 until every customer has service restored.”

Approximately 83,500 customers are currently without power. The largest concentrations of customers are:

- 39,200 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 25,400 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 10,900 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 6,100 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 1,700 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:

- **Brewster, Liberty and Binghamton Divisions:** 90% of remaining customers without power are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of remaining customers without power are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. While some customers will have power restored in the next few days, it is likely that many customers will be without power into next week.

As estimated times of restoration are refined, they will be posted at <http://www.nyseg.com/Outages/outageinformation.html>.

#### **Storm Stats – NYSEG Statewide Service Area**

- 174,000 pounds of dry ice and 33,600 gallons of bottled water distributed to customers
- 2,500+ incidents of wires down
- 200+ broken poles
- 27 transmission lines locked out; 13 now back in service
- 19 substations out of service; 17 now back in service

#### **During a power interruption**

- Contact neighbors to see if their power is off. A loss of power may be the result of a blown fuse or a tripped circuit breaker.
- Contact NYSEG (1.800.572.1131) to report a power interruption. Our telephone system lets callers report the problem, helps our crews respond quickly and efficiently, and provides customers with power interruption updates. Because many people may be trying to reach us during a power interruption, phone lines may be busy. Anyone who has access

to a working computer during a power interruption can also report the interruption online at [nyseg.com](http://nyseg.com).

- Listen to a battery-powered radio for weather and power restoration updates.
- Turn off major appliances (electric water heaters, refrigerators and freezers) and sensitive electronic equipment (TVs, VCRs, DVD players, computers, audio equipment) to prevent overloading and possible damage when power is restored. Turning off this equipment may mean unplugging it, turning off a circuit breaker or removing a fuse for the circuit that provides power to this equipment. Leave one light switch “on” to know when power has been restored.
- Emergency generators can be dangerous. Carefully follow the manufacturer’s instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- Don’t use a natural gas or propane range to heat your home.
- Never use outdoor grills or stoves inside.
- Keep refrigerators and freezers closed as much as possible to prevent food from spoiling – most food will last 24 hours.

#### **After power is restored**

- If a basement or home was flooded, customers should have an electrician check the home and have a plumbing and heating contractor check natural gas appliances before contacting NYSEG to have services turned on.
- Turn on appliances and sensitive electronic equipment one at a time to avoid overloading circuits.
- Replenish emergency supplies used during the storm.

**###**

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FOR IMMEDIATE RELEASE

August 30, 2011 – 10 p.m.

## **NYSEG Continuing to Expand Power Restoration Team With Line Workers from Nebraska**

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>

>> **NYSEG urges customers to stay away from downed power lines** – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG's natural gas emergency number is 1.800.572.1121.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> **The next news release will be distributed at 7 a.m. tomorrow.**

**Rochester, NY** – NYSEG is continuing to add to its Hurricane Irene power restoration team with new recruits who have just arrived from Nebraska. The contingent of line workers has been outfitted in Binghamton and will be sent to NYSEG's Oneonta Division to work. The NYSEG power restoration team now totals more than 1,400, and the team is making good progress toward the goal of restoring service to the vast majority of customers who are without power by Friday night.

Of the approximately 272,000 power interruptions thus far as a result of storm damage, NYSEG has restored approximately 206,000 services. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.) Since just last evening, service has been restored to approximately 66,000 customers.

"We certainly understand how inconvenient and frustrating it is to be without power, and we appreciate our customers' patience and understanding as we go about our work," said Mark S. Lynch, president of NYSEG and RG&E. "We are making good progress and we will be on the job 24/7 until every customer has service restored."

Approximately 66,000 customers are currently without power. The largest concentrations of customers are:

- 32,000 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 21,000 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 7,300 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 4,200 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 1,200 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:

- **Brewster Division:** The majority of customers who are without power today are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Liberty Division:** 90% of the customers who are without power today are projected to have service restored by Friday night; all power is projected to be restored throughout this weekend.
- **Binghamton Division:** 90% of the customers who are without power today are projected to have service restored by Wednesday night; all power is projected to be restored by midnight Friday.
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of customers who are without power today are projected to have service restored by Friday night; all power is projected to be restored throughout this weekend.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. While the majority of customers will have power restored in the next few days, it is likely that many customers will be without power into next week.

As estimated times of restoration are refined, they will be posted at

<http://www.nyseg.com/Outages/outageinformation.html>.

#### **Storm Stats – NYSEG Statewide Service Area**

- 174,000 pounds of dry ice and 33,600 gallons of bottled water distributed to customers
- 2,500+ incidents of wires down
- 200+ broken poles
- 27 transmission lines locked out; 16 now back in service
- 19 substations out of service; 19 now back in service

#### **During a power interruption**

- Contact NYSEG (1.800.572.1131) to report a power interruption. Our telephone system lets callers report the problem, helps our crews respond quickly and efficiently, and provides customers with power interruption updates. Because many people may be trying to reach us during a power interruption, phone lines may be busy. Anyone who has access to a working computer during a power interruption can also report the interruption online at [nyseg.com](http://nyseg.com).
- Turn off major appliances (electric water heaters, refrigerators and freezers) and sensitive electronic equipment (TVs, VCRs, DVD players, computers, audio equipment) to prevent overloading and possible damage when power is restored. Turning off this equipment may mean unplugging it, turning off a circuit breaker or removing a fuse for the circuit that provides power to this equipment. Leave one light switch “on” to know when power has been restored.
- Emergency generators can be dangerous. Carefully follow the manufacturer’s instructions. Never run an emergency generator indoors; operate generators only outdoors in well-ventilated areas.
- Don’t use a natural gas or propane range to heat your home.
- Never use outdoor grills or stoves inside.
- Keep refrigerators and freezers closed as much as possible to prevent food from spoiling – most food will last 24 hours.

#### **After power is restored**

- If a basement or home was flooded, customers should have an electrician check the home and have a plumbing and heating contractor check natural gas appliances before contacting NYSEG to have services turned on.
- Turn on appliances and sensitive electronic equipment one at a time to avoid overloading circuits.
- Replenish emergency supplies used during the storm.

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FOR IMMEDIATE RELEASE

August 31, 2011 – 7 a.m.

## **NYSEG Power Restoration Progressing Well**

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>

>> **NYSEG urges customers to stay away from downed power lines** – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG's natural gas emergency number is 1.800.572.1121.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 3 p.m.

**Rochester, NY** – NYSEG's power restoration team is continuing to put back together what Hurricane Irene tore apart, restoring service to customers in the process.

Of the approximately 277,000 power interruptions thus far as a result of storm damage, NYSEG has restored approximately 224,000 services, or 81%. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

Approximately 52,500 customers are currently without power:

- 21,000 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 20,000 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).

- 6,500 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 4,100 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 900 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** The majority of customers who were without power yesterday (Tuesday, August 30) are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Liberty Division:** 90% of the customers who were without power yesterday are projected to have service restored by Friday night; all power is projected to be restored throughout this weekend.
- **Binghamton Division:** 90% of the customers who were without power yesterday are projected to have service restored by Wednesday night; all power is projected to be restored by midnight Friday.
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of customers who were without power yesterday are projected to have service restored by Friday night; all power is projected to be restored throughout this weekend.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. While the majority of customers will have power restored in the next few days, it is likely that many customers will be without power into next week.

As estimated times of restoration are refined, they will be posted at <http://www.nyseg.com/Outages/outageinformation.html>.

#### **Storm Stats – NYSEG Statewide Service Area**

- 174,000 pounds of dry ice and 33,600 gallons of bottled water distributed to customers
- 2,500+ incidents of wires down
- 200+ broken poles
- 27 transmission lines locked out; 16 now back in service
- 19 substations out of service; all now back in service

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FOR IMMEDIATE RELEASE

August 31, 2011 – 3 p.m.

## **NYSEG: 82% of Interrupted Services Restored**

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>

>> **NYSEG urges customers to stay away from downed power lines** – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG's natural gas emergency number is 1.800.572.1121.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 7 p.m.

**Rochester, NY** – NYSEG has now restored 82% (234,000) of the 285,000 services interrupted as a result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.) More than 1,400 NYSEG, Rochester Gas and Electric, and contract line and tree crews from as far away as the Midwest are on the power restoration team.

Approximately 51,000 customers are currently without power:

- 26,200 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 16,400 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 5,200 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 2,800 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 500 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of the customers who were without power yesterday (August 30) are projected to have service restored by Friday night (September 2); all power is projected to be restored by late Saturday (September 3).
- **Binghamton Division:** All but approximately 400 customers will have power restored by Thursday (September 1); all power is projected to be restored by midnight Friday (September 2).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they will be posted at <http://www.nyseg.com/Outages/outageinformation.html>.

#### **Storm Stats – NYSEG Statewide Service Area**

- 424,000 pounds of dry ice and 55,000 gallons of bottled water distributed to customers
- 2,500+ incidents of wires down
- 200+ broken poles
- 27 transmission lines locked out; 16 now back in service
- 19 substations out of service; all now back in service

###

#### **Media Contacts**

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FOR IMMEDIATE RELEASE

August 31, 2011 – 7 p.m.

## **NYSEG Continuing to Make Good Progress Restoring Power in Eastern New York and Binghamton**

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/default.html>

>> **NYSEG urges customers to stay away from downed power lines** – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG's natural gas emergency number is 1.800.572.1121.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 7 a.m. tomorrow.

**Rochester, NY** – NYSEG has now restored 241,000 of the more than 287,000 services interrupted as result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

Approximately 46,500 customers are currently without power:

- 24,600 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 15,100 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 4,400 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 2,200 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 150 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of the customers who were without power yesterday (August 30) are projected to have service restored by Friday night (September 2); all power is projected to be restored by late Saturday (September 3).
- **Binghamton Division:** All but approximately 150 customers will have power restored by Thursday (September 1); all power is projected to be restored by midnight Friday (September 2).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they will be posted at <http://www.nyseg.com/Outages/outageinformation.html>.

#### **Storm Stats – NYSEG Statewide Service Area**

- 424,000 pounds of dry ice and 55,000 gallons of bottled water distributed to customers
- 2,500+ incidents of wires down
- 200+ broken poles
- 27 transmission lines locked out; 16 now back in service
- 19 substations out of service; all now back in service

###

#### **Media Contacts**

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FOR IMMEDIATE RELEASE

September 1, 2011 – 7 a.m.

## **NYSEG Power Restoration Update**

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>

>> **NYSEG urges customers to stay away from downed power lines** – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG's natural gas emergency number is 1.800.572.1121.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 3 p.m.

**Rochester, NY** – NYSEG has now restored 248,000 of the 286,000 services interrupted as result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

Approximately 38,000 customers are currently without power:

- 19,900 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 13,600 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 3,000 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 1,800 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).
- 30 in NYSEG's Binghamton Division (all or parts of Broome, Tioga, Chenango and Cortland counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of the customers who were without power Tuesday (August 30) are projected to have service restored by Friday night (September 2); all power is projected to be restored by late Saturday (September 3).
- **Binghamton Division:** All power is projected to be restored by midnight Friday (September 2).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they will be posted at <http://www.nyseg.com/Outages/outageinformation.html>.

#### **Storm Stats – NYSEG Statewide Service Area**

- 424,000 pounds of dry ice and 55,000 gallons of bottled water distributed to customers
- 2,500+ incidents of wires down
- 300+ broken poles
- 27 transmission lines locked out; 19 now back in service
- 19 substations out of service; all now back in service

###

#### **Media Contacts**

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FOR IMMEDIATE RELEASE

September 1, 2011 – 3 p.m.

## **NYSEG Power Restoration Update**

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>

>> **NYSEG urges customers to stay away from downed power lines** – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer’s instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 7 p.m.

**Rochester, NY** – NYSEG has now restored more than 254,000 of the 286,000 services interrupted as result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

NYSEG’s power restoration team of more than 1,400 that now includes personnel from as far away as California will be on the job 24/7 until all service is restored.

Approximately 31,400 customers are currently without power:

- 16,900 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 11,400 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 2,200 in NYSEG’s Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 900 in NYSEG’s Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).

Power restoration work in NYSEG's Binghamton Division (parts of Broome, Tioga, Chenango and Cortland counties) was completed this morning, although some customers in nearby areas who are served by other NYSEG divisions may be without power.

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of customers will have service restored by late tonight (September 1); all power is projected to be restored by Saturday (September 3).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they are posted at <http://www.nyseg.com/Outages/outageinformation.html>.

#### **Storm Stats – NYSEG Statewide Service Area**

- 544,000 pounds of dry ice and 64,000 gallons of bottled water distributed to customers
- 2,500+ incidents of wires down
- 300+ broken poles
- 27 transmission lines locked out; 22 now back in service
- 19 substations out of service; all now back in service

###

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FOR IMMEDIATE RELEASE

September 1, 2011 – 7 p.m.

## **NYSEG Power Restoration Update**

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>

>> **NYSEG urges customers to stay away from downed power lines** – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer’s instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 7 a.m. tomorrow.

**Rochester, NY** – NYSEG has now restored 259,000 of the 286,000 services interrupted as result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

NYSEG’s power restoration team of more than 1,500 that now includes personnel from as far away as Midwest will be on the job 24/7 until all service is restored.

Approximately 27,000 customers are currently without power:

- 13,800 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 10,900 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 1,900 in NYSEG’s Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 500 in NYSEG’s Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).

Power restoration work in NYSEG's Binghamton Division (parts of Broome, Tioga, Chenango and Cortland counties) was completed this morning, although some customers in nearby areas who are served by other NYSEG divisions may be without power.

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of customers will have service restored by late tonight (September 1); all power is projected to be restored by Saturday (September 3).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they are posted at <http://www.nyseg.com/Outages/outageinformation.html>.

#### **Storm Stats – NYSEG Statewide Service Area**

- 544,000 pounds of dry ice and 64,000 gallons of bottled water distributed to customers
- 3,000+ incidents of wires down
- 300+ broken poles
- 27 transmission lines locked out; 23 now back in service
- 19 substations out of service; all now back in service

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FOR IMMEDIATE RELEASE

September 2, 2011 – 7 a.m.

## **NYSEG Power Restoration Team Grows to More Than 530 Crews, More Than 1,500 People**

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>

>> **NYSEG urges customers to stay away from downed power lines** – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG's natural gas emergency number is 1.800.572.1121.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 3 p.m.

**Rochester, NY** – NYSEG is continuing to add to its power restoration team. More than 1,500 people, including more than 530 line and tree crews from as far away as the Midwest, are now on the job. The NYSEG team will continue to work 24/7 until all service is restored.

NYSEG has now restored 93% (269,000 out of 289,000) of the services interrupted as result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

Approximately 19,500 customers are currently without power:

- 9,800 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 8,800 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Lewis, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 700 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).

- 200 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All but approximately 4,000 customers will have power restored by late tonight (September 2). All power is projected to be restored by late Monday (September 4).
- **Liberty Division:** All power is projected to be restored by late today (September 2).
- **Plattsburgh Division:** All but approximately 500 customers who do not have power will have service restored by tonight (September 2). All power is projected to be restored by midnight Saturday (September 3). **NYSEG's Plattsburgh Division customers who do not have power are asked to contact the company at 1.800.572.1131.**
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. Many of the customers in accessible areas who do not have power will have service restored by late tonight (September 2), with all customers in accessible areas projected to have power restored by late Tuesday (September 6). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they are posted at <http://www.nyseg.com/Outages/outageinformation.html>.

#### **Storm Stats – NYSEG Statewide Service Area**

- 544,000 pounds of dry ice and 64,000 gallons of bottled water distributed to customers
- 3,000+ incidents of wires down
- 300+ broken poles
- 27 transmission lines locked out; 24 now back in service
- 19 substations out of service; all now back in service

###

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FOR IMMEDIATE RELEASE

September 2, 2011 – 3 p.m.

## **NYSEG Power Restoration Team Tops 95% Mark of Services Restored**

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>

>> **NYSEG urges customers to stay away from downed power lines** – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG's natural gas emergency number is 1.800.572.1121.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 7 p.m.

**Rochester, NY** – NYSEG's power restoration team has surpassed the 95% milestone of services restored. Of the 289,000 services interrupted as a result of damage from Hurricane Irene, 275,000 services have been restored. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

More than 1,500 people, including nearly 620 line and tree crews from as far away as the Midwest, are now on the job. The NYSEG team will continue to work 24/7 until all service is restored.

Approximately 13,300 customers are currently without power:

- 7,500 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 5,500 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Madison, Oneida, Otsego, Schoharie and Ulster counties).

- 200 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).
- 100 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All but approximately 4,000 customers will have power restored by late tonight (September 2). All power is projected to be restored by late Saturday (September 3).
- **Liberty Division:** All power is projected to be restored by late today (September 2).
- **Plattsburgh Division:** All but approximately 150 customers who do not have power will have service restored by tonight (September 2). All power is projected to be restored by midnight Saturday (September 3). **NYSEG's Plattsburgh Division customers who do not have power are asked to contact the company at 1.800.572.1131.**
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. Many of the customers in accessible areas who do not have power will have service restored by late tonight (September 2), with all customers in accessible areas projected to have power restored by late Tuesday (September 6). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they are posted at <http://www.nyseg.com/Outages/outageinformation.html>.

#### **Storm Stats – NYSEG Statewide Service Area**

- 624,000 pounds of dry ice and 65,000 gallons of bottled water distributed to customers
- 3,000+ incidents of wires down
- 300+ broken poles
- 27 transmission lines locked out; 24 now back in service
- 19 substations out of service; all now back in service

###

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FOR IMMEDIATE RELEASE

September 2, 2011 – 7 p.m.

## **NYSEG Power Restoration Update**

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>

>> **NYSEG urges customers to stay away from downed power lines** – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG's natural gas emergency number is 1.800.572.1121.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 8 a.m. tomorrow.

**Rochester, NY** – NYSEG's power restoration team has restored 279,000 of the 289,000 services interrupted as a result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

More than 1,500 people, including 620 line and tree crews from as far away as the Midwest, are now on the job. The NYSEG team will continue to work 24/7 until all service is restored.

Approximately 9,700 customers are currently without power:

- 4,200 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 5,400 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Madison, Oneida, Otsego, Schoharie and Ulster counties).
- 60 in NYSEG's Plattsburgh Division (parts of Clinton, Essex, Franklin and Hamilton counties).

- 20 in NYSEG's Liberty Division (parts of Sullivan, Orange, Delaware and Ulster counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All but approximately 4,000 customers will have power restored by late tonight (September 2). All power is projected to be restored by late Saturday (September 3).
- **Liberty Division:** All power is projected to be restored by late today (September 2).
- **Plattsburgh Division:** All power is projected to be restored by midnight Saturday (September 3). **NYSEG's Plattsburgh Division customers who do not have power are asked to contact the company at 1.800.572.1131.**
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. Many of the customers in accessible areas who do not have power will have service restored by late tonight (September 2), with all customers in accessible areas projected to have power restored by late Monday (September 5). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they are posted at <http://www.nyseg.com/Outages/outageinformation.html>.

Even after power is restored in each area, customers will continue to see NYSEG and contract crews doing clean-up work and, in some cases, making permanent repairs where temporary repairs were made earlier. NYSEG encourages customers to report any limbs hanging on power lines or situations they believe may be hazardous by calling 1.800.572.1131.

#### **Storm Stats – NYSEG Statewide Service Area**

- 624,000 pounds of dry ice and 65,000 gallons of bottled water distributed to customers
- 3,000+ incidents of wires down
- 300+ broken poles
- 27 transmission lines locked out; 24 now back in service
- 19 substations out of service; all now back in service

###

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FOR IMMEDIATE RELEASE

September 3, 2011 – 8 a.m.

## **NYSEG Power Restoration Update**

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>

>> **NYSEG urges customers to stay away from downed power lines** – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG’s natural gas emergency number is 1.800.572.1121.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer’s instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

>> The next news release will be distributed at 8 p.m.

**Rochester, NY** – NYSEG’s power restoration team has restored more than 282,000 of the 289,000 services interrupted as a result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.) Power restoration work in NYSEG’s Liberty and Plattsburgh divisions was completed last night except for approximately 20 customers in each division.

More than 1,500 people, including approximately 640 line and tree crews from as far away as the Midwest, are now on the job. The NYSEG team will continue to work 24/7 until all service is restored.

Approximately 6,300 customers are currently without power:

- 2,000 in NYSEG’s Brewster Division (parts of Westchester, Putnam and Dutchess counties).
- 4,300 in NYSEG’s Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Madison, Oneida, Otsego, Schoharie and Ulster counties).

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All power is projected to be restored by late tonight (September 3).
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. All customers without power in the accessible areas are projected to have power restored by late Monday (September 5). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, they are posted at <http://www.nyseg.com/Outages/outageinformation.html>.

Even after power is restored in each area, customers will continue to see NYSEG and contract crews doing clean-up work and, in some cases, making permanent repairs where temporary repairs were made earlier. NYSEG encourages customers to report any limbs hanging on power lines or situations they believe may be hazardous by calling 1.800.572.1131.

**Customers who do not have power in NYSEG's Plattsburgh and Liberty divisions are also asked to call 1.800.572.1131.**

#### **Storm Stats – NYSEG Statewide Service Area**

- 624,000 pounds of dry ice and 65,000 gallons of bottled water distributed to customers
- 3,000+ incidents of wires down
- 300+ broken poles
- 27 transmission lines locked out; 26 now back in service
- 19 substations out of service; all now back in service

**###**

**Media Contact:** Jim Salmon  
[jssalmon@nyseg.com](mailto:jssalmon@nyseg.com)  
518.664.9534, extension 353

FOR IMMEDIATE RELEASE

September 3, 2011 – 8 p.m.

**This is the final news release for this event.**

## **NYSEG Hits 99% Mark for Service Restorations**

*Crews Will Remain on the Job 24/7 Until All Power Is Back On*

>> Dry ice and bottled water locations: <http://www.nyseg.com/Outages/dryice.html>

>> **NYSEG urges customers to stay away from downed power lines** – even lines that appear dead can be deadly. NYSEG customers should call 1.800.572.1131 to report downed power lines or other hazardous situations. NYSEG's natural gas emergency number is 1.800.572.1121.

>> **Emergency generators can be dangerous.** Carefully read, understand and follow manufacturer's instructions when operating an emergency generator. Never run emergency generators indoors; operate them only outdoors in well-ventilated areas and away from windows and doors.

>> Outage information: <http://www.nyseg.com/Outages/outageinformation.html>

>> Follow us on Twitter: @NYSEandG [www.twitter.com/nyseandg](http://www.twitter.com/nyseandg).

**Rochester, NY** – NYSEG's power restoration team has restored 99% (287,000 of 290,000) of the services interrupted as a result of damage from Hurricane Irene. (In these figures, customers that have been interrupted and restored more than once are counted for each time they have been interrupted and restored.)

More than 1,500 people, including approximately 530 line and tree crews from as far away as the Midwest, are on the job. The NYSEG team will continue to work 24/7 until all service is restored.

Approximately 3,200 customers are currently without power:

- 300 in NYSEG's Brewster Division (parts of Westchester, Putnam and Dutchess counties). All power is projected to be restored by late tonight (September 3).
- 2,900 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Madison, Oneida, Otsego, Schoharie and Ulster counties). Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power

to approximately 1,000 customers. All customers without power in the accessible areas are projected to have power restored by late Monday (September 5). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Service has been restored to all Liberty and Plattsburgh division NYSEG customers who were without power as a result of damage from Hurricane Irene.

Even after power is restored in each area, customers will continue to see NYSEG and contract crews doing clean-up work and, in some cases, making permanent repairs where temporary repairs were made earlier. NYSEG encourages customers to report any limbs hanging on power lines or situations they believe may be hazardous by calling 1.800.572.1131.

NYSEG is keeping close watch on the potential for severe thunderstorms and heavy rain to affect parts of its service area through the weekend and into early next week. These storms could cause new power interruptions and customers should be prepared.

**Storm Stats – NYSEG Statewide Service Area**

- 664,000 pounds of dry ice and 75,000 gallons of bottled water distributed to customers
- 3,000+ incidents of wires down
- 300+ broken poles
- 27 transmission lines locked out; 26 now back in service
- 19 substations out of service; all now back in service

###

**Media Contact:** Jim Salmon  
[jssalmon@nyseg.com](mailto:jssalmon@nyseg.com)  
518.664.9534, extension 353

## **Appendix D.**

# **Irene Storm Reliability Statistics**

## NYSEG Major Storm Validation and Summary

Storm Event #	Event Start	Event Stop	Longest Duration (hrs)	Division	Start Date	Start Time	End Date	End Time	Ints	CstAff	CstHrs	CstConn	Criterion	CAIDI	SAIFI
(Irene)	8/26/2011	9/10/2011	186.3	Binghamton	8/28/2011	3:44 AM	9/6/2011	8:15 PM	227	27,581	231,096	111,059	Both	8.38	0.25
				Brewster	8/27/2011	1:00 PM	9/7/2011	6:08 AM	1,163	191,422	6,386,340	84,445	Both	33.36	2.27
				Elmira	8/28/2011	4:45 AM	8/29/2011	4:00 PM	30	3,594	9,994	68,155	24 Hrs	2.78	0.05
				Liberty	8/28/2011	1:07 AM	9/8/2011	12:55 PM	528	68,159	1,046,938	50,708	Both	15.36	1.34
				Mechanicville	8/28/2011	3:10 AM	9/7/2011	12:15 AM	233	18,158	95,927	47,818	Both	5.28	0.38
				Oneonta	8/28/2011	3:32 AM	9/10/2011	5:45 PM	875	67,990	2,510,968	91,754	Both	36.93	0.74
				Plattsburgh	8/28/2011	10:03 AM	9/6/2011	5:30 PM	495	41,376	971,201	41,376	Both	23.47	1.00

## **Appendix C. Irene PSC Storm Reports**



Storm reports were submitted for the Hurricane Irene event August 28 – September 4. In general, each report contains a summary the current status, outages counts, resource summary, ETR information, and other information as relevant. Copies of the summary report are included in this appendix. EORS (Electric Outage Reporting System) reports were also submitted throughout this same time period. The EORS report format is an Excel spreadsheet file that lists outage counts by municipality. Since each report is over 600 rows in length copies are not included here. This information is available upon request.

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**Subject: NYSEG Storm Update: August 28, 2011 – 3:00 PM**

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**Current Status**

Hurricane Irene has been downgraded to a tropical storm and continues to travel in a North Northeast direction. As of 2:00 PM, the center of the disturbance was located at the point where the NY, MA, and CT borders intersect. Heavy rains and high winds continue to be experienced throughout the entire state, with the most significant rainfall and highest winds found in the eastern half of New York. Forecasts remain consistent that the storm will peak in the afternoon hours and then clear, from south to north, through evening.

NYSEG is fully engaged in a make safe and damage assessment mode at the present time. New outages continue as a result of the high winds and ongoing weather.

**Outage Counts**

The current customer count for the impacted areas is provided in the following table

<b>Division</b>	<b>Current Outages</b>
Binghamton	7,000
Brewster	56,000
Ithaca	1,100
Liberty	12,900
Mechanicville	5,100
Oneonta	21,000
Plattsburgh	6,600
<b>Total:</b>	<b>109,700</b>

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Five (5) – 115kV transmission lines locked out during the storm: (1) Binghamton Division – Goudey to Tiffany Line 952; (2) Binghamton/Oneonta Division – Kattelville to Jennison Line 943; (3) Oneonta Division – Delhi Line 917; (4) Liberty Division – Hazel Line 955; and (5) Brewster Division – Croton Falls Line 991. These transmission lines are being patrolled to determine the cause of the outages. Several 34.5kV and 46kV subtransmission lines were also interrupted as a result of the storm.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	5	0	2
Brewster	34	25	125
Ithaca	4	0	2
Liberty	20	13	33
Mechanicville	29	20	51
Oneonta	18	0	8
Plattsburgh	11	0	11
<b>Total:</b>	<b>121</b>	<b>58</b>	<b>232</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 636 individuals are fully engaged in the restoration. Other crews that are also engaged which are capable of performing some but not all work. A total of approximately 206 2-man line crews are currently engaged.

### **Global ETR**

ETR Information is currently not available as this weather event is continuing.

The next report will be submitted at 7 PM on August 28, 2011.

---

**Subject: NYSEG Storm Update: August 28, 2011 – 7:00 PM**

### **Current Status**

Hurricane Irene has been downgraded to a tropical storm and continues to travel in a North Northeast direction. As of 5:00 PM, the center of the disturbance was located at the VT/MA border. Heavy rains continue to be experienced in Central and Northeastern NY, while moderate to high winds continue throughout the entire state. Forecasts remain consistent that the storm will continue to move through Northeastern NYS and New England through late tonight, with clearing from south to north, through the overnight hours.

NYSEG is fully engaged in a make safe and damage assessment mode at the present time, in addition to restoring the transmission and sub-transmission systems. New outages continue as a result of the high winds and ongoing weather.

### **Outage Counts**

The current customer count for the impacted areas is provided in the following table and may vary slightly from the EORS Outage Report.

<b>Division</b>	<b>Current Outages</b>
Binghamton	7,000
Brewster	52,500
Liberty	13,300
Mechanicville	4,900
Oneonta	26,100
Plattsburgh	8,800
<b>Total:</b>	<b>112,600</b>

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Six (6) – 115kV transmission lines locked out during the storm: (1) Binghamton Division – Goudey to Tiffany Line 952; (2) Binghamton/Oneonta Division – Kattelville to Jennison Line 943; (3) Oneonta Division – Delhi Line 917; (4) Liberty Division – Hazel Line 955; (5) Brewster Division – Croton Falls Line 991 and (6) Plattsburgh Division – Kents Falls to Lyon Mtn. Line 911. These transmission lines are being patrolled to determine the cause of the outages. Several 34.5kV and 46kV subtransmission lines were also interrupted as a result of the storm.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	5	0	6
Brewster	34	25	93
Liberty	20	13	32
Mechanicville	29	20	49
Oneonta	18	0	10

Plattsburgh	11	0	13
<b>Total:</b>	<b>121</b>	<b>58</b>	<b>203</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 636 individuals are fully engaged in the restoration. Other crews that are also engaged which are capable of performing some but not all work. A total of approximately 206 2-man line crews are currently engaged. Contractor Tree Crew numbers reported earlier for Brewster were incorrect and updated numbers are included in the table above.

### **Global ETR**

ETR Information is currently not available as this weather event is continuing.

The next report will be submitted at 7 AM on August 29, 2011.

---

## **Subject: NYSEG Storm Update: August 28, 2011 – 7:00 PM**

### **Current Status**

Hurricane Irene has been downgraded to a tropical storm and continues to travel in a North Northeast direction. As of 5:00 PM, the center of the disturbance was located at the VT/MA border. Heavy rains continue to be experienced in Central and Northeastern NY, while moderate to high winds continue throughout the entire state. Forecasts remain consistent that the storm will continue to move through Northeastern NYS and New England through late tonight, with clearing from south to north, through the overnight hours.

NYSEG is fully engaged in a make safe and damage assessment mode at the present time, in addition to restoring the transmission and sub-transmission systems. New outages continue as a result of the high winds and ongoing weather.

### **Outage Counts**

The current customer count for the impacted areas is provided in the following table and may vary slightly from the EORS Outage Report.

<b>Division</b>	<b>Current Outages</b>
Binghamton	7,000
Brewster	52,500
Liberty	13,300
Mechanicville	4,900
Oneonta	26,100
Plattsburgh	8,800
<b>Total:</b>	<b>112,600</b>

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Six (6) – 115kV transmission lines locked out during the storm: (1) Binghamton Division – Goudey to Tiffany Line 952; (2) Binghamton/Oneonta Division – Kattelville to Jennison Line 943; (3) Oneonta Division – Delhi Line 917; (4) Liberty Division – Hazel Line 955; (5) Brewster Division – Croton Falls Line 991 and (6) Plattsburgh Division – Kents Falls to Lyon Mtn. Line 911. These transmission lines are being patrolled to determine the cause of the outages. Several 34.5kV and 46kV subtransmission lines were also interrupted as a result of the storm.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	5	0	6
Brewster	34	25	93
Liberty	20	13	32
Mechanicville	29	20	49
Oneonta	18	0	10
Plattsburgh	11	0	13
<b>Total:</b>	<b>121</b>	<b>58</b>	<b>203</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 636 individuals are fully engaged in the restoration. Other crews that are also engaged which are capable of performing some but not all work. A total of approximately 206 2-man line crews are currently engaged. Contractor Tree Crew numbers reported earlier for Brewster were incorrect and updated numbers are included in the table above.

### **Global ETR**

ETR Information is currently not available as this weather event is continuing.

The next report will be submitted at 7 AM on August 29, 2011.

---

**Subject: NYSEG Storm Update: August 29, 2011 – 7:00 AM****Current Status**

The remnants of Hurricane Irene are now located in Quebec, Canada and continuing to move North Northeast. The heavy rains have left NY, however, windy conditions will continue to be experienced in Northeastern NY through the day today. Skies cleared overnight and sunny and calmer days are expected this week.

NYSEG continues to be fully engaged in a make safe and damage assessment mode at the present time, in addition to restoring the transmission and sub-transmission systems. New outages continued since the last storm report as a result of the high winds and heavy rain.

**Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM Sunday. The current customer count for the impacted areas is provided in the table below and may vary slightly from the EORS Outage Report.

<b>Division</b>	<b>Current Outages</b>
Binghamton	5,900
Brewster	56,800
Liberty	17,400
Mechanicville	1,500
Oneonta	29,200
Plattsburgh	14,700
<b>Total:</b>	<b>125,500</b>

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) – 115kV transmission lines locked out during the storm: (1) Binghamton Division – Goudey to Tiffany Line 952; (2) Binghamton/Oneonta Division – Kattelville to Jennison Line 943; (3) Oneonta Division – Delhi Line 917; (4) Liberty Division – Hazel Line 955; (5) Brewster Division – Croton Falls Line 991; (6) Plattsburgh Division – Kents Falls to Lyon Mtn. Line 911; and (7) Plattsburgh Division – Barton Brook Line 914. These transmission lines are being patrolled to determine the cause of the outages. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm.

**Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	5	0	6
Brewster	34	25	93
Liberty	20	13	32
Mechanicville	29	20	49
Oneonta	18	0	10
Plattsburgh	11	0	13
<b>Total:</b>	<b>117</b>	<b>58</b>	<b>203</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 650 individuals are fully engaged in the restoration. Other crews that are also engaged which are capable of performing some but not all work. A total of approximately 202 2-man line crews are currently engaged.

NYSEG is securing additional internal line crews and contract line and tree crews to assist in the restoration efforts. In addition, crews will be re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table will be adjusted as these crews arrive in the designated locations.

### **Global ETR**

NYSEG is continuing to ensure that downed wires are made safe and beginning to compile a comprehensive damage assessment that is essential to an efficient power restoration effort. Once the damage assessment is further along, NYSEG will begin assigning a global ETR and ETRs specific to each outage.

The next report will be submitted at 11 AM on August 29, 2011.

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**Subject: NYSEG Storm Update: August 29, 2011 – 11:00 AM**

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### **Current Status**

The remnants of Hurricane Irene are now located in Quebec, Canada and continuing to move North Northeast. The heavy rains have left NY, however, windy conditions will continue to be experienced in Northeastern NY through the day today. Skies cleared overnight and sunny and calmer days are expected this week.

NYSEG continues to be fully engaged in a make-safe and damage assessment mode at the present time, in addition to restoring the transmission and sub-transmission systems. New outages continued since Sunday evening as a result of the high winds and heavy rain. With the challenge of working in Hurricane Irene's dangerous winds and torrential rains past, NYSEG

crews and support personnel are now faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The current customer count for the impacted areas is provided in the table below and may vary slightly from the EORS Outage Report.

<b>Division</b>	<b>Current Outages</b>
Binghamton	5,700
Brewster	57,800
Liberty	16,800
Mechanicville	1,800
Oneonta	29,700
Plattsburgh	17,200
<b>Total:</b>	<b>129,000</b>

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) – 115kV transmission lines locked out during the storm: (1) Binghamton Division – Goudey to Tiffany Line 952 - Restored; (2) Binghamton/Oneonta Division – Kattelville to Jennison Line 943; (3) Oneonta Division – Delhi Line 917; (4) Liberty Division – Hazel Line 955 - Restored; (5) Brewster Division – Croton Falls Line 991 - Restored; (6) Plattsburgh Division – Kents Falls to Lyon Mtn. Line 911; and (7) Plattsburgh Division – Barton Brook Line 914. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	14	0	6
Brewster	34	27	93
Liberty	20	13	32
Mechanicville	10	20	26
Oneonta	34	0	20
Plattsburgh	30	0	28
<b>Total:</b>	<b>142</b>	<b>60</b>	<b>205</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 800 individuals are fully engaged in the response effort, including NYSEG and RG&E line crews, contract line and tree crews, damage assessors, wire guards, and numerous Incident Command Structure (ICS) support staff.-

NYSEG has secured additional internal line crews and contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table will be adjusted as these crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, including nearly 2,500 wires down and nearly 200 broken transmission and distribution poles across an area the size of Connecticut, NYSEG is prepared for a long duration power restoration effort. While many customers will have power restored in the next few days, it is likely that some customers in the hardest hit areas will be without power into next week.

Once the damage assessment is further along, NYSEG will begin assigning a global ETR and ETRs specific to each outage.

The next report will be submitted at 3 PM on August 29, 2011.

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**Subject: NYSEG Storm Update: August 29, 2011 – 3:00 PM**

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### **Current Status**

NYSEG continues to be fully engaged in a make-safe and damage assessment mode at the present time, in addition to restoring the transmission and sub-transmission systems. With the challenge of working in Hurricane Irene's dangerous winds and torrential rains past, NYSEG crews and support personnel are now faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the impacted Divisions are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	4,800	18,500	23,300
Brewster	84,421	58,700	43,100	101,800
Liberty	48,406	15,500	30,600	46,100

Mechanicville	47,531	1,500	12,500	14,000
Oneonta	91,525	29,400	8,100	37,500
Plattsburgh	40,910	15,800	16,700	32,500
<b>Total:</b>		<b>125,700</b>	<b>129,500</b>	<b>255,200</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) – 115kV transmission lines locked out during the storm: (1) Binghamton Division – Goudey to Tiffany Line 952 - Restored; (2) Binghamton/Oneonta Division – Kattelville to Jennison Line 943; (3) Oneonta Division – Delhi Line 917; (4) Liberty Division – Hazel Line 955 - Restored; (5) Brewster Division – Croton Falls Line 991 - Restored; (6) Plattsburgh Division – Kents Falls to Lyon Mtn. Line 911; and (7) Plattsburgh Division – Barton Brook Line 914. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	34	27	93
Liberty	25	13	32
Mechanicville	10	20	26
Oneonta	35	0	20
Plattsburgh	30	0	28
<b>Total:</b>	<b>149</b>	<b>60</b>	<b>205</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort, including NYSEG and RG&E line crews, contract line and tree crews, damage assessors, wire guards, and numerous Incident Command Structure (ICS) support staff.-

NYSEG has secured additional internal line crews and contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the

greatest. The crew totals in the above table will be adjusted as these crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, including nearly 2,500 wires down and nearly 200 broken transmission and distribution poles across an area the size of Connecticut, NYSEG is prepared for a long duration power restoration effort and asks customers to do the same. While some customers will have power restored in the next few days, it is likely that many customers will be without power at least into next week.

Once the damage assessment is further along, NYSEG will begin assigning a global ETR and ETRs specific to each outage.

The next report will be submitted at 7 PM on August 29, 2011.

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### **Subject: NYSEG Storm Update: August 29, 2011 – 3:00 PM**

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### **Current Status**

NYSEG continues to be fully engaged in a make-safe and damage assessment mode at the present time, in addition to restoring the transmission and sub-transmission systems. With the challenge of working in Hurricane Irene's dangerous winds and torrential rains past, NYSEG crews and support personnel are now faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the impacted Divisions are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	4,800	18,500	23,300
Brewster	84,421	58,700	43,100	101,800
Liberty	48,406	15,500	30,600	46,100
Mechanicville	47,531	1,500	12,500	14,000
Oneonta	91,525	29,400	8,100	37,500
Plattsburgh	40,910	15,800	16,700	32,500
<b>Total:</b>		<b>125,700</b>	<b>129,500</b>	<b>255,200</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) – 115kV transmission lines locked out during the storm: (1) Binghamton Division – Goudey to Tiffany Line 952 - Restored; (2) Binghamton/Oneonta Division – Kattelville to Jennison Line 943; (3) Oneonta Division – Delhi Line 917; (4) Liberty Division – Hazel Line 955 - Restored; (5) Brewster Division – Croton Falls Line 991 - Restored; (6) Plattsburgh Division – Kents Falls to Lyon Mtn. Line 911; and (7) Plattsburgh Division – Barton Brook Line 914. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	34	27	93
Liberty	25	13	32
Mechanicville	10	20	26
Oneonta	35	0	20
Plattsburgh	30	0	28
<b>Total:</b>	<b>149</b>	<b>60</b>	<b>205</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort, including NYSEG and RG&E line crews, contract line and tree crews, damage assessors, wire guards, and numerous Incident Command Structure (ICS) support staff.-

NYSEG has secured additional internal line crews and contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table will be adjusted as these crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, including nearly 2,500 wires down and nearly 200 broken transmission and distribution poles across an area the size of Connecticut, NYSEG is prepared for a long duration power restoration effort and asks customers to do the same. While

some customers will have power restored in the next few days, it is likely that many customers will be without power at least into next week.

Once the damage assessment is further along, NYSEG will begin assigning a global ETR and ETRs specific to each outage.

The next report will be submitted at 7 PM on August 29, 2011.

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**Subject: NYSEG Storm Update: August 29, 2011 – 7:00 PM**

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**Current Status**

NYSEG continues to be fully engaged in a make-safe and damage assessment mode, in addition to restoring the transmission and sub-transmission systems. With the challenge of working in Hurricane Irene's dangerous winds and torrential rains past, NYSEG crews and support personnel continue to be faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts.

**Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the impacted Divisions are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	4,400	19,100	23,500
Brewster	84,421	58,000	47,900	105,900
Liberty	48,406	14,100	32,800	46,900
Mechanicville	47,531	700	13,500	14,200
Oneonta	91,525	28,800	9,200	38,000
Plattsburgh	40,910	15,000	17,400	32,400
<b>Total:</b>		<b>121,000</b>	<b>139,900</b>	<b>260,900</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

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Oneonta	35	0	20
Plattsburgh	30	0	28
<b>Total:</b>	<b>149</b>	<b>60</b>	<b>205</b>

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### **Global ETR**

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Once the damage assessment is further along, NYSEG will begin assigning a global ETR and ETRs specific to each outage.

The next report will be submitted at 7 AM on August 30, 2011.

---

**Subject: NYSEG Storm Update: August 29, 2011 – 7:00 PM****Current Status**

NYSEG continues to be fully engaged in a make-safe and damage assessment mode, in addition to restoring the transmission and sub-transmission systems. With the challenge of working in Hurricane Irene's dangerous winds and torrential rains past, NYSEG crews and support personnel continue to be faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts.

**Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the impacted Divisions are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
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Mechanicville	47,531	700	13,500	14,200
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<b>Total:</b>		<b>121,000</b>	<b>139,900</b>	<b>260,900</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

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**Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
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Mechanicville	10	20	26
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Plattsburgh	30	0	28
<b>Total:</b>	<b>149</b>	<b>60</b>	<b>205</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort, including NYSEG and RG&E line crews, contract line and tree crews, damage assessors, wire guards, and numerous Incident Command Structure (ICS) support staff.-

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### **Global ETR**

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Once the damage assessment is further along, NYSEG will begin assigning a global ETR and ETRs specific to each outage.

The next report will be submitted at 7 AM on August 30, 2011.

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**Subject: NYSEG Storm Update: August 30, 2011 – 7:00 AM**

### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission and sub-transmission systems restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	3,100	19,600	22,700
Brewster	84,421	36,500	70,500	107,000
Liberty	48,406	8,700	33,500	42,200
Mechanicville	47,531	400	13,600	14,000
Oneonta	91,525	26,700	12,300	39,000
Plattsburgh	40,910	12,900	21,100	34,000
<b>Total:</b>		<b>88,300</b>	<b>170,600</b>	<b>258,900</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

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Oneonta	35	0	20
Plattsburgh	30	0	28
<b>Total:</b>	<b>149</b>	<b>60</b>	<b>209</b>

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### **Global ETR**

Based on the extent of the known damage thus far, including nearly 2,500 wires down and nearly 200 broken transmission and distribution poles across an area the size of Connecticut, NYSEG is prepared for a long duration power restoration effort and asks customers to do the same. While some customers will have power restored in the next few days, it is likely that many customers will be without power at least into next week.

Once the damage assessment is further along, NYSEG will begin assigning a global ETR and ETRs specific to each outage.

The next report will be submitted at 11 AM on August 30, 2011.

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**Subject: NYSEG Storm Update: August 30, 2011 – 7:00 AM**

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### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission and sub-transmission systems restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>

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Brewster	84,421	36,500	70,500	107,000
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Oneonta	91,525	26,700	12,300	39,000
Plattsburgh	40,910	12,900	21,100	34,000
<b>Total:</b>		<b>88,300</b>	<b>170,600</b>	<b>258,900</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

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A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) – 115kV transmission lines locked out during the storm: (1) Binghamton Division – Goudey to Tiffany Line 952 - Restored; (2) Binghamton/Oneonta Division – Kattelville to Jennison Line 943; (3) Oneonta Division – Delhi Line 917; (4) Liberty Division – Hazel Line 955 - Restored; (5) Brewster Division – Croton Falls Line 991 - Restored; (6) Plattsburgh Division – Kents Falls to Lyon Mtn. Line 911; and (7) Plattsburgh Division – Barton Brook Line 914. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm.

### **Resource Information**

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Mechanicville	10	20	26
Oneonta	35	0	20
Plattsburgh	30	0	28
<b>Total:</b>	<b>149</b>	<b>60</b>	<b>209</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort, including NYSEG and RG&E line crews, contract line and tree crews, damage assessors, wire guards, and numerous Incident Command Structure (ICS) support staff.-

NYSEG has secured additional internal line crews and contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table will be adjusted as these crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, including nearly 2,500 wires down and nearly 200 broken transmission and distribution poles across an area the size of Connecticut, NYSEG is prepared for a long duration power restoration effort and asks customers to do the same. While some customers will have power restored in the next few days, it is likely that many customers will be without power at least into next week.

Once the damage assessment is further along, NYSEG will begin assigning a global ETR and ETRs specific to each outage.

The next report will be submitted at 11 AM on August 30, 2011.

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**Subject: NYSEG Storm Update: August 30, 2011 – 11:00 AM**

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### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission and sub-transmission systems restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	3,600	19,900	23,500
Brewster	84,421	40,000	72,600	112,600
Liberty	48,406	8,400	35,200	43,600
Mechanicville	47,531	400	13,600	14,000
Oneonta	91,525	26,800	13,400	40,200
Plattsburgh	40,910	12,100	23,200	35,300
<b>Total:</b>		<b>91,300</b>	<b>177,900</b>	<b>269,200</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

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### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
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Plattsburgh	30	0	28
<b>Total:</b>	<b>149</b>	<b>60</b>	<b>209</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort, including NYSEG and RG&E line crews, contract line and tree crews, damage assessors, wire guards, and numerous Incident Command Structure (ICS) support staff.-

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### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:

- **Brewster, Liberty and Binghamton Divisions:** 90% of remaining customers without power are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of remaining customers without power are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. While some customers will have power restored in the next few days, it is likely that many customers will be without power into next week.

As estimated times of restoration are refined, NYSEG will begin assigning ETRs specific to each outage.

The next report will be submitted at 3 PM on August 30, 2011.

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**Subject: NYSEG Storm Update: August 30, 2011 – 11:00 AM**

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### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission and sub-transmission systems restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
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Liberty	48,406	8,400	35,200	43,600
Mechanicville	47,531	400	13,600	14,000
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Plattsburgh	40,910	12,100	23,200	35,300
<b>Total:</b>		<b>91,300</b>	<b>177,900</b>	<b>269,200</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

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### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
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Mechanicville	10	20	26
Oneonta	35	0	20
Plattsburgh	30	0	28
<b>Total:</b>	<b>149</b>	<b>60</b>	<b>209</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort, including NYSEG and RG&E line crews, contract line and tree crews, damage assessors, wire guards, and numerous Incident Command Structure (ICS) support staff.-

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### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:

- **Brewster, Liberty and Binghamton Divisions:** 90% of remaining customers without power are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of remaining customers without power are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. While some customers will have power restored in the next few days, it is likely that many customers will be without power into next week.

As estimated times of restoration are refined, NYSEG will begin assigning ETRs specific to each outage.

The next report will be submitted at 3 PM on August 30, 2011.

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**Subject: NYSEG Storm Update: August 30, 2011 – 3:00 PM**

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### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission and sub-transmission systems restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	1,700	20,700	22,400
Brewster	84,421	39,200	74,500	113,700
Liberty	48,406	6,100	35,400	41,500
Mechanicville	47,531	200	13,900	14,100
Oneonta	91,525	25,400	16,700	42,100
Plattsburgh	40,910	10,900	24,500	35,400
<b>Total:</b>		<b>83,500</b>	<b>185,700</b>	<b>269,200</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) – 115kV transmission lines locked out during the storm: (1) Binghamton Division – Goudey to Tiffany Line 952 - Restored; (2) Binghamton/Oneonta Division – Kattelville to Jennison Line 943; (3) Oneonta Division – Delhi Line 917; (4) Liberty Division – Hazel Line 955 - Restored; (5) Brewster Division – Croton Falls Line 991 - Restored; (6) Plattsburgh Division – Kents Falls to Lyon Mtn. Line 911; and (7) Plattsburgh Division – Barton Brook Line 914 - Restored. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	34	27	96
Liberty	25	13	33
Mechanicville	10	4	26
Oneonta	35	10	22
Plattsburgh	30	6	41
<b>Total:</b>	<b>149</b>	<b>60</b>	<b>224</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort, including NYSEG and RG&E line crews, contract line and tree crews, damage assessors, wire guards, and numerous Incident Command Structure (ICS) support staff.-

NYSEG has secured additional internal line crews and contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table will be adjusted as these crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:

- **Brewster, Liberty and Binghamton Divisions:** 90% of remaining customers without power are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of remaining customers without power are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. While some customers will have power restored in the next few days, it is likely that many customers will be without power into next week.

As estimated times of restoration are refined, NYSEG will begin assigning ETRs specific to each outage.

The next report will be submitted at 7 PM on August 30, 2011.

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**Subject: NYSEG Storm Update: August 30, 2011 – 3:00 PM**

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### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission and sub-transmission systems restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	1,700	20,700	22,400
Brewster	84,421	39,200	74,500	113,700
Liberty	48,406	6,100	35,400	41,500
Mechanicville	47,531	200	13,900	14,100
Oneonta	91,525	25,400	16,700	42,100
Plattsburgh	40,910	10,900	24,500	35,400
<b>Total:</b>		<b>83,500</b>	<b>185,700</b>	<b>269,200</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) – 115kV transmission lines locked out during the storm: (1) Binghamton Division – Goudey to Tiffany Line 952 - Restored; (2) Binghamton/Oneonta Division – Kattelville to Jennison Line 943; (3) Oneonta Division – Delhi Line 917; (4) Liberty Division – Hazel Line 955 - Restored; (5) Brewster Division – Croton Falls Line 991 - Restored; (6) Plattsburgh Division – Kents Falls to Lyon Mtn. Line 911; and (7) Plattsburgh Division – Barton Brook Line 914 - Restored. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	34	27	96
Liberty	25	13	33
Mechanicville	10	4	26
Oneonta	35	10	22
Plattsburgh	30	6	41
<b>Total:</b>	<b>149</b>	<b>60</b>	<b>224</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort, including NYSEG and RG&E line crews, contract line and tree crews, damage assessors, wire guards, and numerous Incident Command Structure (ICS) support staff.-

NYSEG has secured additional internal line crews and contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table will be adjusted as these crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:

- **Brewster, Liberty and Binghamton Divisions:** 90% of remaining customers without power are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of remaining customers without power are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. While some customers will have power restored in the next few days, it is likely that many customers will be without power into next week.

As estimated times of restoration are refined, NYSEG will begin assigning ETRs specific to each outage.

The next report will be submitted at 7 PM on August 30, 2011.

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**Subject: NYSEG Storm Update: August 30, 2011 – 7:00 PM**

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### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission and sub-transmission systems restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	1,600	20,800	22,400
Brewster	84,421	36,900	78,000	114,900
Liberty	48,406	5,100	36,400	41,500
Mechanicville	47,531	100	14,000	14,100
Oneonta	91,525	23,700	18,400	42,100
Plattsburgh	40,910	10,500	26,500	37,000
<b>Total:</b>		<b>77,900</b>	<b>194,100</b>	<b>272,000</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) – 115kV transmission lines locked out during the storm: (1) Binghamton Division – Goudey to Tiffany Line 952 - Restored; (2) Binghamton/Oneonta Division – Kattelville to Jennison Line 943; (3) Oneonta Division – Delhi Line 917; (4) Liberty Division – Hazel Line 955 - Restored; (5) Brewster Division – Croton Falls Line 991 - Restored; (6) Plattsburgh Division – Kents Falls to Lyon Mtn. Line 911 - Restored; and (7) Plattsburgh Division – Barton Brook Line 914 - Restored. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	34	27	102
Liberty	25	13	33
Mechanicville	10	4	26
Oneonta	36	16	24
Plattsburgh	30	19	41
<b>Total:</b>	<b>150</b>	<b>79</b>	<b>232</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort, including NYSEG and RG&E line crews, contract line and tree crews, damage assessors, wire guards, and numerous Incident Command Structure (ICS) support staff.-

NYSEG has secured additional internal line crews and contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table will be adjusted as these crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:

- **Brewster, Liberty and Binghamton Divisions:** 90% of the customers who are without power today are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of customers who are without power today are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. While some customers will have power restored in the next few days, it is likely that many customers will be without power into next week.

As estimated times of restoration are refined, NYSEG will begin assigning ETRs specific to each outage.

The next report will be submitted at 7 AM on August 31, 2011.

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**Subject: NYSEG Storm Update: August 30, 2011 – 7:00 PM**

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### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission and sub-transmission systems restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	1,600	20,800	22,400
Brewster	84,421	36,900	78,000	114,900
Liberty	48,406	5,100	36,400	41,500
Mechanicville	47,531	100	14,000	14,100
Oneonta	91,525	23,700	18,400	42,100
Plattsburgh	40,910	10,500	26,500	37,000
<b>Total:</b>		<b>77,900</b>	<b>194,100</b>	<b>272,000</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) – 115kV transmission lines locked out during the storm: (1) Binghamton Division – Goudey to Tiffany Line 952 - Restored; (2) Binghamton/Oneonta Division – Kattelville to Jennison Line 943; (3) Oneonta Division – Delhi Line 917; (4) Liberty Division – Hazel Line 955 - Restored; (5) Brewster Division – Croton Falls Line 991 - Restored; (6) Plattsburgh Division – Kents Falls to Lyon Mtn. Line 911 - Restored; and (7) Plattsburgh Division – Barton Brook Line 914 - Restored. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	34	27	102
Liberty	25	13	33
Mechanicville	10	4	26
Oneonta	36	16	24
Plattsburgh	30	19	41
<b>Total:</b>	<b>150</b>	<b>79</b>	<b>232</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort, including NYSEG and RG&E line crews, contract line and tree crews, damage assessors, wire guards, and numerous Incident Command Structure (ICS) support staff.-

NYSEG has secured additional internal line crews and contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table will be adjusted as these crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:

- **Brewster, Liberty and Binghamton Divisions:** 90% of the customers who are without power today are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of customers who are without power today are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. While some customers will have power restored in the next few days, it is likely that many customers will be without power into next week.

As estimated times of restoration are refined, NYSEG will begin assigning ETRs specific to each outage.

The next report will be submitted at 7 AM on August 31, 2011.

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**Subject: NYSEG Storm Update: August 31, 2011 – 7:00 AM**

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### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	900	21,000	21,900
Brewster	84,421	21,000	100,200	121,200
Liberty	48,406	4,100	37,300	41,400
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	20,000	23,200	43,200
Plattsburgh	40,910	6,500	28,200	34,700
<b>Total:</b>		<b>52,500</b>	<b>224,000</b>	<b>276,500</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Many of those lines have been repaired and restored.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	35	31	102
Liberty	25	21	33
Mechanicville	10	0	26
Oneonta	36	41	24
Plattsburgh	30	28	41
<b>Total:</b>	<b>151</b>	<b>121</b>	<b>232</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort, including NYSEG and RG&E line crews, contract line and tree crews, damage assessors, wire guards, and numerous Incident Command Structure (ICS) support staff.-

NYSEG has secured additional internal line crews and contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table will be adjusted as these crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:

- **Brewster Division:** The majority of customers who were without power yesterday (Tuesday, August 30) are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Liberty Division:** 90% of the customers who were without power yesterday are projected to have service restored by Friday night; all power is projected to be restored throughout this weekend.
- **Binghamton Division:** 90% of the customers who were without power yesterday are projected to have service restored by Wednesday night; all power is projected to be restored by midnight Friday.
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of customers who were without power yesterday are projected to have service restored by Friday night; all power is projected to be restored throughout this weekend.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. While the majority of customers will have power restored in the next few days, it is likely that many customers will be without power into next week.

As estimated times of restoration are refined, NYSEG will begin assigning ETRs specific to each outage.

The next report will be submitted at 11 AM on August 31, 2011.

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**Subject: NYSEG Storm Update: August 31, 2011 – 7:00 AM**

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### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees and road closures that are hampering damage assessment and power restoration efforts.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

Division	Total	Current	Customers	Customers
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	<b>Customers</b>	<b>Outages</b>	<b>Restored to Date (Estimate) (Note 1)</b>	<b>Impacted Overall (Note 2)</b>
Binghamton	111,324	900	21,000	21,900
Brewster	84,421	21,000	100,200	121,200
Liberty	48,406	4,100	37,300	41,400
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	20,000	23,200	43,200
Plattsburgh	40,910	6,500	28,200	34,700
<b>Total:</b>		<b>52,500</b>	<b>224,000</b>	<b>276,500</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Many of those lines have been repaired and restored.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	35	31	102
Liberty	25	21	33

Mechanicville	10	0	26
Oneonta	36	41	24
Plattsburgh	30	28	41
<b>Total:</b>	<b>151</b>	<b>121</b>	<b>232</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort, including NYSEG and RG&E line crews, contract line and tree crews, damage assessors, wire guards, and numerous Incident Command Structure (ICS) support staff.-

NYSEG has secured additional internal line crews and contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table will be adjusted as these crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:

- **Brewster Division:** The majority of customers who were without power yesterday (Tuesday, August 30) are projected to have service restored by Friday night; all power is projected to be restored early next week.
- **Liberty Division:** 90% of the customers who were without power yesterday are projected to have service restored by Friday night; all power is projected to be restored throughout this weekend.
- **Binghamton Division:** 90% of the customers who were without power yesterday are projected to have service restored by Wednesday night; all power is projected to be restored by midnight Friday.
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of customers who were without power yesterday are projected to have service restored by Friday night; all power is projected to be restored throughout this weekend.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. While the majority of customers will have power restored in the next few days, it is likely that many customers will be without power into next week.

As estimated times of restoration are refined, NYSEG will begin assigning ETRs specific to each outage.

The next report will be submitted at 11 AM on August 31, 2011.

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**Subject: NYSEG Storm Update: August 31, 2011 – 11:00 AM**

### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel

continue to be faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which are hampering damage assessment and power restoration efforts.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	900	21,000	21,900
Brewster	84,421	26,300	100,500	126,800
Liberty	48,406	3,800	37,600	41,400
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	19,100	24,100	43,200
Plattsburgh	40,910	5,000	29,700	34,700
<b>Total:</b>		<b>55,100</b>	<b>227,000</b>	<b>282,100</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Many of those lines have been repaired and restored.

## **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	35	35	102
Liberty	25	21	33
Mechanicville	10	0	5
Oneonta	36	47	61
Plattsburgh	30	28	45
<b>Total:</b>	<b>151</b>	<b>131</b>	<b>252</b>

Note that the above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort, including NYSEG and RG&E line crews, contract line and tree crews, damage assessors, wire guards, and numerous Incident Command Structure (ICS) support staff.-

NYSEG has secured additional contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect these crew additions and re-assignments as these crews arrive in the designated locations.

## **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration timetable:

- **Brewster Division:** The majority of customers who were without power yesterday (Tuesday, August 30<sup>th</sup>) are projected to have service restored by Friday night (September 2<sup>nd</sup>); all power is projected to be restored early next week.
- **Liberty Division:** 90% of the customers who were without power yesterday are projected to have service restored by Friday night (September 2<sup>nd</sup>); all power is projected to be restored by late Saturday (September 3<sup>rd</sup>).
- **Binghamton Division:** 90% of the customers who were without power yesterday are projected to have service restored by Wednesday night (August 31<sup>st</sup>); all power is projected to be restored by midnight Friday (September 2<sup>nd</sup>).
- **Plattsburgh Division:** Except in areas that remain inaccessible, 90% of customers who were without power yesterday are projected to have service restored by Friday night (September 2<sup>nd</sup>); all power is projected to be restored throughout this weekend.
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday are projected to have service restored by late Friday (September 2<sup>nd</sup>). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7<sup>th</sup>). The restoration of those customers who

are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, NYSEG will begin assigning ETRs specific to each outage.

The next report will be submitted at 3 PM on August 31, 2011.

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**Subject: NYSEG Storm Update: August 31, 2011 – 3:00 PM****Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which are hampering damage assessment and power restoration efforts. Also note that new outages continue to occur due to falling trees and tree contact as a result of the August 28<sup>th</sup> event.

**Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. Mechanicville customer restoration is complete.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	500	21,000	21,500
Brewster	84,421	26,200	103,300	129,500
Liberty	48,406	2,800	38,600	41,400
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	16,400	25,500	41,900
Plattsburgh	40,910	5,200	31,400	36,600
<b>Total:</b>		<b>51,100</b>	<b>233,900</b>	<b>285,000</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the

distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Many of those lines have been repaired and restored.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	39	36	102
Liberty	25	21	33
Oneonta	36	47	61
Plattsburgh	30	28	45
<b>Total:</b>	<b>145</b>	<b>132</b>	<b>247</b>

Note that Mechanicville crew counts have been removed from the above table since their restoration efforts have been completed. The above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort.-

NYSEG continues to secure additional contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect these crew additions and re-assignments as these crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are

projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

- **Liberty Division:** 90% of the customers who were without power yesterday (August 30) are projected to have service restored by Friday night (September 2); all power is projected to be restored by late Saturday (September 3).
- **Binghamton Division:** All but approximately 400 customers will have power restored by Thursday (September 1); all power is projected to be restored by midnight Friday (September 2).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, NYSEG will begin assigning ETRs specific to each outage.

The next report will be submitted at 7 PM on August 31, 2011.

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**Subject: NYSEG Storm Update: August 31, 2011 – 3:00 PM**

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**Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which are hampering damage assessment and power restoration efforts. Also note that new outages continue to occur due to falling trees and tree contact as a result of the August 28<sup>th</sup> event.

**Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. Mechanicville customer restoration is complete.

Division	Total Customers	Current Outages	Customers Restored to Date (Estimate) (Note 1)	Customers Impacted Overall (Note 2)
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Binghamton	111,324	500	21,000	21,500
Brewster	84,421	26,200	103,300	129,500
Liberty	48,406	2,800	38,600	41,400
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	16,400	25,500	41,900
Plattsburgh	40,910	5,200	31,400	36,600
<b>Total:</b>		<b>51,100</b>	<b>233,900</b>	<b>285,000</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Many of those lines have been repaired and restored.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	39	36	102
Liberty	25	21	33
Oneonta	36	47	61
Plattsburgh	30	28	45
<b>Total:</b>	<b>145</b>	<b>132</b>	<b>247</b>

Note that Mechanicville crew counts have been removed from the above table since their restoration efforts have been completed. The above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort.-

NYSEG continues to secure additional contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect these crew additions and re-assignments as these crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of the customers who were without power yesterday (August 30) are projected to have service restored by Friday night (September 2); all power is projected to be restored by late Saturday (September 3).
- **Binghamton Division:** All but approximately 400 customers will have power restored by Thursday (September 1); all power is projected to be restored by midnight Friday (September 2).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, NYSEG will begin assigning ETRs specific to each outage.

The next report will be submitted at 7 PM on August 31, 2011.

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**Subject: NYSEG Storm Update: August 31, 2011 – 7:00 PM**

### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which are hampering damage assessment and power restoration efforts. Also note that new outages continue to occur due to falling trees and tree contact as a result of the August 28<sup>th</sup> event.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. Mechanicville customer restoration is complete.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	100	21,400	21,500
Brewster	84,421	24,600	105,300	129,900
Liberty	48,406	2,200	38,700	40,900
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	15,100	29,300	44,400
Plattsburgh	40,910	4,400	32,200	36,600
<b>Total:</b>		<b>46,400</b>	<b>241,000</b>	<b>287,400</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Many of those lines have been repaired and restored.

## **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	39	36	102
Liberty	25	21	33
Oneonta	36	47	61
Plattsburgh	30	28	45
<b>Total:</b>	<b>145</b>	<b>132</b>	<b>247</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort. NYSEG continues to secure additional contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect these crew additions and re-assignments as these crews arrive in the designated locations.

## **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of the customers who were without power yesterday (August 30) are projected to have service restored by Friday night (September 2); all power is projected to be restored by late Saturday (September 3).
- **Binghamton Division:** All but approximately 150 customers will have power restored by Thursday (September 1); all power is projected to be restored by midnight Friday (September 2).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday (August 30) are projected to have service restored by

late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, NYSEG will begin assigning ETRs specific to each outage.

The next report will be submitted at 7 AM on September 1, 2011.

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**Subject: NYSEG Storm Update: August 31, 2011 – 7:00 PM**

**Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which are hampering damage assessment and power restoration efforts. Also note that new outages continue to occur due to falling trees and tree contact as a result of the August 28<sup>th</sup> event.

**Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. Mechanicville customer restoration is complete.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	100	21,400	21,500
Brewster	84,421	24,600	105,300	129,900
Liberty	48,406	2,200	38,700	40,900
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	15,100	29,300	44,400
Plattsburgh	40,910	4,400	32,200	36,600
<b>Total:</b>		<b>46,400</b>	<b>241,000</b>	<b>287,400</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the

distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Many of those lines have been repaired and restored.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	39	36	102
Liberty	25	21	33
Oneonta	36	47	61
Plattsburgh	30	28	45
<b>Total:</b>	<b>145</b>	<b>132</b>	<b>247</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort. NYSEG continues to secure additional contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect these crew additions and re-assignments as these crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

- **Liberty Division:** 90% of the customers who were without power yesterday (August 30) are projected to have service restored by Friday night (September 2); all power is projected to be restored by late Saturday (September 3).
- **Binghamton Division:** All but approximately 150 customers will have power restored by Thursday (September 1); all power is projected to be restored by midnight Friday (September 2).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power yesterday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

As estimated times of restoration are refined, NYSEG will begin assigning ETRs specific to each outage.

The next report will be submitted at 7 AM on September 1, 2011.

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**Subject: NYSEG Storm Update: September 1, 2011 – 7:00 AM**

### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which are hampering damage assessment and power restoration efforts. Also note that new outages continue to occur due to falling trees and tree contact as a result of the August 28<sup>th</sup> event.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. Mechanicville customer restoration is complete.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	<50	21,300	21,300
Brewster	84,421	19,900	109,400	129,300
Liberty	48,406	1,800	39,000	40,800
Mechanicville	47,531	0	14,100	14,100

Oneonta	91,525	13,600	30,700	44,300
Plattsburgh	40,910	3,000	33,000	36,000
<b>Total:</b>		<b>38,300</b>	<b>247,500</b>	<b>285,800</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Many of those lines have been repaired and restored.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Binghamton	15	0	6
Brewster	39	36	102
Liberty	25	21	33
Oneonta	36	48	61
Plattsburgh	30	28	45
<b>Total:</b>	<b>145</b>	<b>133</b>	<b>247</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort. NYSEG continues to secure additional contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to

those Divisions that were impacted the greatest. The crew totals in the above table reflect these crew additions and re-assignments as these crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of the customers who were without power Tuesday (August 30) are projected to have service restored by Friday night (September 2); all power is projected to be restored by late Saturday (September 3).
- **Binghamton Division:** All power is projected to be restored by midnight Friday (September 2).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report.

The next report will be submitted at 11 AM on September 1, 2011.

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**Subject: NYSEG Storm Update: September 1, 2011 – 7:00 AM**

### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which are hampering damage assessment and power restoration efforts. Also note that new outages continue to occur due to falling trees and tree contact as a result of the August 28<sup>th</sup> event.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. Mechanicville customer restoration is complete.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	<50	21,300	21,300
Brewster	84,421	19,900	109,400	129,300
Liberty	48,406	1,800	39,000	40,800
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	13,600	30,700	44,300
Plattsburgh	40,910	3,000	33,000	36,000
<b>Total:</b>		<b>38,300</b>	<b>247,500</b>	<b>285,800</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Many of those lines have been repaired and restored.

## **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE</b>	<b>Contractor</b>	<b>Contractor</b>
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	Line	Line	Tree
Binghamton	15	0	6
Brewster	39	36	102
Liberty	25	21	33
Oneonta	36	48	61
Plattsburgh	30	28	45
<b>Total:</b>	<b>145</b>	<b>133</b>	<b>247</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort. NYSEG continues to secure additional contract line and tree crews to assist in the restoration efforts. In addition, crews are being re-assigned from those NYSEG Divisions that are nearing completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect these crew additions and re-assignments as these crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of the customers who were without power Tuesday (August 30) are projected to have service restored by Friday night (September 2); all power is projected to be restored by late Saturday (September 3).
- **Binghamton Division:** All power is projected to be restored by midnight Friday (September 2).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report.

The next report will be submitted at 11 AM on September 1, 2011.

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**Subject: NYSEG Storm Update: September 1, 2011 – 11:00 AM****Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which continue to hamper damage assessment and power restoration efforts. New outages continue to occur due to falling trees and tree contact as a result of Hurricane Irene.

**Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. **Note that Mechanicville and Binghamton customer restorations are now complete.**

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	17,500	111,800	129,300
Liberty	48,406	1,600	39,200	40,800
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	12,500	31,800	44,300
Plattsburgh	40,910	2,700	33,300	36,000
<b>Total:</b>		<b>34,300</b>	<b>251,500</b>	<b>285,800</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Many of those lines have been repaired and restored.

## **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Brewster	53	36	102
Liberty	25	21	33
Oneonta	36	48	61
Plattsburgh	30	28	45
<b>Total:</b>	<b>144</b>	<b>133</b>	<b>241</b>

Binghamton crew counts have been removed since restoration efforts are now completed. The above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort. NYSEG continues to reach out to secure additional contract line and tree crews to assist in the restoration, however, no crews are being released in the Northeast and Mid-Atlantic regions. NYSEG has reached out across the US and in Canada to secure crews. Crews are being re-assigned from those NYSEG Divisions that are at or near completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

## **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of the customers who were without power Tuesday (August 30) are projected to have service restored by Friday night (September 2); all power is projected to be restored by late Saturday (September 3).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).

- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 3 PM on September 1, 2011.

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**Subject: NYSEG Storm Update: September 1, 2011 – 11:00 AM**

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**Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which continue to hamper damage assessment and power restoration efforts. New outages continue to occur due to falling trees and tree contact as a result of Hurricane Irene.

**Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. **Note that Mechanicville and Binghamton customer restorations are now complete.**

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	17,500	111,800	129,300
Liberty	48,406	1,600	39,200	40,800
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	12,500	31,800	44,300
Plattsburgh	40,910	2,700	33,300	36,000
<b>Total:</b>		<b>34,300</b>	<b>251,500</b>	<b>285,800</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Many of those lines have been repaired and restored.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Brewster	53	36	102
Liberty	25	21	33
Oneonta	36	48	61
Plattsburgh	30	28	45
<b>Total:</b>	<b>144</b>	<b>133</b>	<b>241</b>

Binghamton crew counts have been removed since restoration efforts are now completed. The above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort. NYSEG continues to reach out to secure additional contract line and tree crews to assist in the restoration, however, no crews are being released in the Northeast and Mid-Atlantic regions. NYSEG has reached out across the US and in Canada to secure crews. Crews are being re-assigned from those NYSEG Divisions that are at or near completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of the customers who were without power Tuesday (August 30) are projected to have service restored by Friday night (September 2); all power is projected to be restored by late Saturday (September 3).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 3 PM on September 1, 2011.

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**Subject: NYSEG Storm Update: September 1, 2011 – 3:00 PM**

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### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which continue to hamper damage assessment and power restoration efforts. New outages continue to occur due to falling trees and tree contact as a result of Hurricane Irene.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. **Note that Mechanicville and Binghamton customer restorations are now complete.**

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate)</b>	<b>Customers Impacted Overall (Note 2)</b>

			(Note 1)	
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	16,900	112,400	129,300
Liberty	48,406	900	39,900	40,800
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	11,400	32,900	44,300
Plattsburgh	40,910	2,200	33,800	36,000
<b>Total:</b>		<b>31,400</b>	<b>254,400</b>	<b>285,800</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Many of those lines have been repaired and restored.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Brewster	53	36	112
Liberty	25	21	33
Oneonta	36	48	61
Plattsburgh	30	28	35
<b>Total:</b>	<b>144</b>	<b>133</b>	<b>241</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort. NYSEG continues to reach out to secure additional contract line and tree crews to assist in the restoration, however, only a few crews are being released in the Northeast and Mid-Atlantic regions. NYSEG has secured about 20 additional contract line crews that are in route to the Brewster Division for arrival later this afternoon. These additional crews will be included in the 7PM report. NYSEG has reached out across the US and in Canada to secure crews. Crews are being re-assigned from those NYSEG Divisions that are at or near completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of customers will have service restored by late tonight (September 1); all power is projected to be restored by Saturday (September 3).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 7 PM on September 1, 2011.

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**Subject: NYSEG Storm Update: September 1, 2011 – 3:00 PM**

### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which continue to hamper damage assessment and power restoration

efforts. New outages continue to occur due to falling trees and tree contact as a result of Hurricane Irene.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. **Note that Mechanicville and Binghamton customer restorations are now complete.**

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	16,900	112,400	129,300
Liberty	48,406	900	39,900	40,800
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	11,400	32,900	44,300
Plattsburgh	40,910	2,200	33,800	36,000
<b>Total:</b>		<b>31,400</b>	<b>254,400</b>	<b>285,800</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Many of those lines have been repaired and restored.

## **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Brewster	53	36	112
Liberty	25	21	33
Oneonta	36	48	61
Plattsburgh	30	28	35
<b>Total:</b>	<b>144</b>	<b>133</b>	<b>241</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,400 individuals are fully engaged in the response effort. NYSEG continues to reach out to secure additional contract line and tree crews to assist in the restoration, however, only a few crews are being released in the Northeast and Mid-Atlantic regions. NYSEG has secured about 20 additional contract line crews that are in route to the Brewster Division for arrival later this afternoon. These additional crews will be included in the 7PM report. NYSEG has reached out across the US and in Canada to secure crews. Crews are being re-assigned from those NYSEG Divisions that are at or near completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

## **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of customers will have service restored by late tonight (September 1); all power is projected to be restored by Saturday (September 3).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 7 PM on September 1, 2011.

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**Subject: NYSEG Storm Update: September 1, 2011 – 7:00 PM**

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**Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which continue to hamper damage assessment and power restoration efforts. New outages continue to occur due to falling trees and tree contact as a result of Hurricane Irene.

**Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. **Note that Mechanicville and Binghamton customer restorations are now complete.**

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	13,800	115,500	129,300
Liberty	48,406	500	40,300	40,800
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	10,900	33,400	44,300
Plattsburgh	40,910	1,900	34,100	36,000
<b>Total:</b>		<b>27,100</b>	<b>258,700</b>	<b>285,800</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Many of those lines have been repaired and restored.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Brewster	53	52	112
Liberty	25	21	33
Oneonta	36	48	61
Plattsburgh	30	28	35
<b>Total:</b>	<b>144</b>	<b>149</b>	<b>241</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals are fully engaged in the response effort. NYSEG continues to reach out to secure additional contract line and tree crews to assist in the restoration, however, only a few crews are being released in the Northeast and Mid-Atlantic regions. NYSEG secured 16 additional contract line crews that are in the Brewster Division and included in the table above. NYSEG has reached out across the US and in Canada to secure crews. Crews are being re-assigned from those NYSEG Divisions that are at or near completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

- **Liberty Division:** 90% of customers will have service restored by late tonight (September 1); all power is projected to be restored by Saturday (September 3).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 7 AM on September 2, 2011.

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**Subject: NYSEG Storm Update: September 1, 2011 – 7:00 PM**

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### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel continue to be faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which continue to hamper damage assessment and power restoration efforts. New outages continue to occur due to falling trees and tree contact as a result of Hurricane Irene.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. **Note that Mechanicville and Binghamton customer restorations are now complete.**

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	13,800	115,500	129,300
Liberty	48,406	500	40,300	40,800
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	10,900	33,400	44,300
Plattsburgh	40,910	1,900	34,100	36,000
<b>Total:</b>		<b>27,100</b>	<b>258,700</b>	<b>285,800</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Many of those lines have been repaired and restored.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Brewster	53	52	112
Liberty	25	21	33
Oneonta	36	48	61
Plattsburgh	30	28	35
<b>Total:</b>	<b>144</b>	<b>149</b>	<b>241</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals are fully engaged in the response effort. NYSEG continues to reach out to secure additional contract line and tree crews to assist in the restoration, however, only a few crews are being released in the Northeast and Mid-Atlantic regions. NYSEG secured 16 additional contract line crews that are in the Brewster Division and included in the table above. NYSEG has reached out across the US and in Canada to secure crews. Crews are being re-assigned from those NYSEG Divisions that are at or near completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

## **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.
- **Liberty Division:** 90% of customers will have service restored by late tonight (September 1); all power is projected to be restored by Saturday (September 3).
- **Plattsburgh Division:** All but approximately 1,000 customers will have power restored by Friday night (September 2); all power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and accessibility issues continue to impede damage assessment and repair work. Except in areas that remain inaccessible, 75% of customers who were without power Tuesday (August 30) are projected to have service restored by late Friday (September 2). The remaining customers in these accessible areas are projected to be restored by late on Wednesday (September 7). The restoration of those customers who are in areas that are currently inaccessible will be dependent upon NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 7 AM on September 2, 2011.

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**Subject: NYSEG Storm Update: September 2, 2011 – 7:00 AM**

## **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel have been faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which have hampered the damage assessment and power restoration efforts. New outages are still possible as trees and branches continue to fall as a result of the high winds and heavy rains from Hurricane Irene.

## **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. **Note that Mechanicville and Binghamton customer restorations are now complete.**

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	9,800	119,400	129,200
Liberty	48,406	200	41,200	41,400
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	8,800	38,000	46,800
Plattsburgh	40,910	700	35,100	35,800
<b>Total:</b>		<b>19,500</b>	<b>269,100</b>	<b>288,600</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Overall 24 of the 27 transmission and sub-transmission lines that were interrupted as a result of the storm event have been repaired and restored to normal configuration.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Brewster	53	52	112
Liberty	25	21	33

Oneonta	36	48	61
Plattsburgh	30	28	35
<b>Total:</b>	<b>144</b>	<b>149</b>	<b>241</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals are fully engaged in the response effort. NYSEG continues to reach out to secure additional contract line and tree crews to assist in the restoration, however, only a few crews are being released in the Northeast and Mid-Atlantic regions. NYSEG has secured 50 additional contract line crews that are in route to the Brewster Division and will be included in later reports. NYSEG has reached out across the US and in Canada to secure crews. Crews are being re-assigned from those NYSEG Divisions that are at or near completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All but approximately 4,000 customers will have power restored by late tonight (September 2). All power is projected to be restored by late Monday (September 4).
- **Liberty Division:** All power is projected to be restored by late today (September 2).
- **Plattsburgh Division:** All but approximately 500 customers who do not have power will have service restored by tonight (September 2). All power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. Many of the customers in accessible areas who do not have power will have service restored by late tonight (September 2), with all customers in accessible areas projected to have power restored by late Tuesday (September 6). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 11 AM on September 2, 2011.

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**Subject: NYSEG Storm Update: September 2, 2011 – 7:00 AM**

### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel have been faced with flooding, downed trees, road closures and roads completely washed out and

in need of rebuild, which have hampered the damage assessment and power restoration efforts. New outages are still possible as trees and branches continue to fall as a result of the high winds and heavy rains from Hurricane Irene.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. **Note that Mechanicville and Binghamton customer restorations are now complete.**

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	9,800	119,400	129,200
Liberty	48,406	200	41,200	41,400
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	8,800	38,000	46,800
Plattsburgh	40,910	700	35,100	35,800
<b>Total:</b>		<b>19,500</b>	<b>269,100</b>	<b>288,600</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Overall 24 of the 27 transmission and sub-transmission lines that were interrupted as a result of the storm event have been repaired and restored to normal configuration.

## **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>
Brewster	53	52	112
Liberty	25	21	33
Oneonta	36	48	61
Plattsburgh	30	28	35
<b>Total:</b>	<b>144</b>	<b>149</b>	<b>241</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals are fully engaged in the response effort. NYSEG continues to reach out to secure additional contract line and tree crews to assist in the restoration, however, only a few crews are being released in the Northeast and Mid-Atlantic regions. NYSEG has secured 50 additional contract line crews that are in route to the Brewster Division and will be included in later reports. NYSEG has reached out across the US and in Canada to secure crews. Crews are being re-assigned from those NYSEG Divisions that are at or near completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

## **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All but approximately 4,000 customers will have power restored by late tonight (September 2). All power is projected to be restored by late Monday (September 4).
- **Liberty Division:** All power is projected to be restored by late today (September 2).
- **Plattsburgh Division:** All but approximately 500 customers who do not have power will have service restored by tonight (September 2). All power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. Many of the customers in accessible areas who do not have power will have service restored by late tonight (September 2), with all customers in accessible areas projected to have power restored by late Tuesday (September 6). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 11 AM on September 2, 2011.

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**Subject: NYSEG Storm Update: September 2, 2011 – 11:00 AM**

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**Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel have been faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which have hampered the damage assessment and power restoration efforts. New outages are still possible as trees and branches continue to fall as a result of the high winds and heavy rains from Hurricane Irene.

**Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. **Note that Mechanicville and Binghamton customer restorations are now complete.**

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	9,000	120,200	129,200
Liberty	48,406	200	41,200	41,400
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	7,300	39,500	46,800
Plattsburgh	40,910	400	35,400	35,800
<b>Total:</b>		<b>16,900</b>	<b>271,700</b>	<b>288,600</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Overall 24 of the 27 transmission and sub-transmission lines that were interrupted as a result of the storm event have been repaired and restored to normal configuration.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>	<b>Total Crews</b>
Brewster	53	103	122	278
Liberty	25	21	33	79
Oneonta	43	48	71	162
Plattsburgh	30	28	35	93
<b>Total:</b>	<b>151</b>	<b>200</b>	<b>261</b>	<b>612</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals are fully engaged in the response effort. NYSEG continues to reach out to secure additional contract line and tree crews to assist in the restoration, however, only a few crews are being released in the Northeast and Mid-Atlantic regions. NYSEG secured 51 additional contract line crews and 10 contract tree crews that have arrived and are working in the Brewster Division and are included in above table. Six (6) additional contract line crews have been secured and are in route to the Oneonta Division and will be included in the 3:00 PM report. Seven (7) NYSEG line crews and 10 contract tree crews have been secured and are now working in the Oneonta Division and are included in the table above. NYSEG has reached out across the US and in Canada to secure crews. Crews are being re-assigned from those NYSEG Divisions that are at or near completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All but approximately 4,000 customers will have power restored by late tonight (September 2). All power is projected to be restored by late Monday (September 5).
- **Liberty Division:** All power is projected to be restored by late today (September 2).
- **Plattsburgh Division:** All but approximately 300 customers who do not have power will have service restored by tonight (September 2). All power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. Many of the customers in accessible areas who do not have power will have service restored by late tonight (September 2), with all customers in accessible areas projected to have power restored by late Tuesday (September 6). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 3 PM on September 2, 2011.

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**Subject: NYSEG Storm Update: September 2, 2011 – 11:00 AM**

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### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel have been faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which have hampered the damage assessment and power restoration efforts. New outages are still possible as trees and branches continue to fall as a result of the high winds and heavy rains from Hurricane Irene.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. **Note that Mechanicville and Binghamton customer restorations are now complete.**

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
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Mechanicville	47,531	0	14,100	14,100
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Plattsburgh	40,910	400	35,400	35,800
<b>Total:</b>		<b>16,900</b>	<b>271,700</b>	<b>288,600</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Overall 24 of the 27 transmission and sub-transmission lines that were interrupted as a result of the storm event have been repaired and restored to normal configuration.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>	<b>Total Crews</b>
Brewster	53	103	122	278
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Plattsburgh	30	28	35	93
<b>Total:</b>	<b>151</b>	<b>200</b>	<b>261</b>	<b>612</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals are fully engaged in the response effort. NYSEG continues to reach out to secure

additional contract line and tree crews to assist in the restoration, however, only a few crews are being released in the Northeast and Mid-Atlantic regions. NYSEG secured 51 additional contract line crews and 10 contract tree crews that have arrived and are working in the Brewster Division and are included in above table. Six (6) additional contract line crews have been secured and are in route to the Oneonta Division and will be included in the 3:00 PM report. Seven (7) NYSEG line crews and 10 contract tree crews have been secured and are now working in the Oneonta Division and are included in the table above. NYSEG has reached out across the US and in Canada to secure crews. Crews are being re-assigned from those NYSEG Divisions that are at or near completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All but approximately 4,000 customers will have power restored by late tonight (September 2). All power is projected to be restored by late Monday (September 5).
- **Liberty Division:** All power is projected to be restored by late today (September 2).
- **Plattsburgh Division:** All but approximately 300 customers who do not have power will have service restored by tonight (September 2). All power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. Many of the customers in accessible areas who do not have power will have service restored by late tonight (September 2), with all customers in accessible areas projected to have power restored by late Tuesday (September 6). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 3 PM on September 2, 2011.

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**Subject: NYSEG Storm Update: September 2, 2011 – 3:00 PM**

### **Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel have been faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which have hampered the damage assessment and power restoration efforts.

New outages are still possible as trees and branches continue to fall as a result of the high winds and heavy rains from Hurricane Irene.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. **Note that Mechanicville and Binghamton customer restorations are now complete.**

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	7,500	121,700	129,200
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Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	5,500	41,300	46,800
Plattsburgh	40,910	200	35,600	35,800
<b>Total:</b>		<b>13,300</b>	<b>275,300</b>	<b>288,600</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Overall 24 of the 27 transmission and sub-transmission lines that were interrupted as a result of the storm event have been repaired and restored to normal configuration.

## **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>	<b>Total Crews</b>
Brewster	53	103	122	278
Liberty	25	21	33	79
Oneonta	43	54	71	168
Plattsburgh	30	28	35	93
<b>Total:</b>	<b>151</b>	<b>206</b>	<b>261</b>	<b>618</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals are fully engaged in the response effort. NYSEG continues to reach out to secure additional contract line and tree crews to assist in the restoration, however, only a few crews are being released in the Northeast and Mid-Atlantic regions. NYSEG secured 6 additional contract line crews that have arrived and are working in the Oneonta Division and are included in above table. An additional 14 contract line crews have been secured and are in route to the Oneonta Division and will be included in future reports. NYSEG has reached out across the US and in Canada to secure crews. Crews are being re-assigned from those NYSEG Divisions that are at or near completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

## **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All but approximately 4,000 customers will have power restored by late tonight (September 2). All power is projected to be restored by late Saturday (September 3).
- **Liberty Division:** All power is projected to be restored by late today (September 2).
- **Plattsburgh Division:** All but approximately 150 customers who do not have power will have service restored by tonight (September 2). All power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. Many of the customers in accessible areas who do not have power will have service restored by late tonight (September 2), with all customers in accessible areas projected to have power restored by late Tuesday (September 6). The restoration of service to those customers in

inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 7 PM on September 2, 2011.

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**Subject: NYSEG Storm Update: September 2, 2011 – 7:00 PM**

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**Current Status**

NYSEG continues to be fully engaged in make-safe, damage assessment and transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel have been faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which have hampered the damage assessment and power restoration efforts. New outages are still possible as trees and branches continue to fall as a result of the high winds and heavy rains from Hurricane Irene.

**Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below. **Note that Mechanicville and Binghamton customer restorations are now complete.**

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	4,180	125,020	129,200
Liberty	48,406	20	41,380	41,400
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	5,400	41,400	46,800
Plattsburgh	40,910	60	35,740	35,800
<b>Total:</b>		<b>9,660</b>	<b>278,940</b>	<b>288,600</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall

into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Overall 24 of the 27 transmission and sub-transmission lines that were interrupted as a result of the storm event have been repaired and restored to normal configuration.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>	<b>Total Crews</b>
Brewster	53	103	122	278
Liberty	25	21	33	79
Oneonta	43	56	71	170
Plattsburgh	30	28	35	93
<b>Total:</b>	<b>151</b>	<b>208</b>	<b>261</b>	<b>620</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals are fully engaged in the response effort. NYSEG continues to reach out to secure additional contract line and tree crews to assist in the restoration, however, only a few crews are being released in the Northeast and Mid-Atlantic regions. NYSEG secured 2 additional contract line crews that have arrived and are working in the Oneonta Division and are included in above table. An additional 12 contract line crews have been secured and are in route to the Oneonta Division and will be included in future reports. NYSEG has reached out across the US and in Canada to secure crews. Crews are being re-assigned from those NYSEG Divisions that are at or near completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All but approximately 4,000 customers will have power restored by late tonight (September 2). All power is projected to be restored by late Saturday (September 3).
- **Liberty Division:** All power is projected to be restored by late today (September 2).
- **Plattsburgh Division:** All power is projected to be restored by midnight Saturday (September 3).
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. Many of the customers in accessible areas who do not have power will have service restored by late tonight (September 2), with all customers in accessible areas projected to have power restored by late Monday (September 5). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 7 AM on September 3, 2011.

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**Subject: NYSEG Storm Update: September 3, 2011 – 7:00 AM**

**Current Status**

NYSEG continues to be fully engaged in transmission, sub-transmission and distribution system restoration efforts. NYSEG crews and support personnel have been faced with flooding, downed trees, road closures and roads completely washed out and in need of rebuild, which have hampered the damage assessment and power restoration efforts. New outages are still possible as trees and branches continue to fall as a result of the high winds and heavy rains from Hurricane Irene. Also, thunderstorms are in the forecast for NYS through the next few days which could result in new customer outages.

**Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300

Brewster	84,421	1,960	127,240	129,200
Liberty	48,406	20 (Note 3)	41,380	41,400
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	4,300	42,500	46,800
Plattsburgh	40,910	20	35,780	35,800
<b>Total:</b>		<b>6,300</b>	<b>282,300</b>	<b>288,600</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

**Note 3** – The remaining Liberty customers are interrupted due to loss of supply from the utility that provides service to this area through the NYSEG distribution system.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Note that six (6) of the seven (7) – 115kV transmission lines that were interrupted during the storm have been restored. A portion of the following line remains out of service at this time: (1) Oneonta Division – Delhi Line 917. Several 34.5kV and 46kV sub-transmission lines were also interrupted as a result of the storm. Overall 26 of the 27 transmission and sub-transmission lines that were interrupted as a result of the storm event have been repaired and restored to normal configuration.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>	<b>Total Crews</b>
Brewster	53	99	108	260
Liberty	12	18	3	33
Oneonta	69	123	73	265
Plattsburgh	17	28	35	80
<b>Total:</b>	<b>151</b>	<b>268</b>	<b>219</b>	<b>638</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals are fully engaged in the response effort. Several new crew additions and re-deployments have occurred since the previous report, and are included above. Crews are being

re-assigned from those NYSEG Divisions that are at or near completion of their restoration efforts, to those Divisions that were impacted the greatest. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All power is projected to be restored by late tonight (September 3).
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. All customers without power in the accessible areas are projected to have power restored by late Monday (September 5). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 3 PM on September 3, 2011.

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**Subject: NYSEG Storm Update: September 3, 2011 – 3:00 PM**

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### **Current Status**

NYSEG continues to be fully engaged in transmission, sub-transmission and distribution system restoration efforts in the Brewster and Oneonta Divisions. Restoration efforts have been completed in the Liberty and Plattsburgh Divisions, however there are a few NYSEG customers that remain without power due to loss of the supply from the neighboring utilities that serve parts of NYSEG's distribution system. Crews in the Liberty and Plattsburgh Divisions are completing circuit sweeps and repairs on facilities that are damaged, but do not have customer outages as a result.

New outages have occurred since the last report and are still possible as trees and branches continue to fall as a result of the high winds and heavy rains from Hurricane Irene. Also, weather forecasts are noting the potential for severe thunderstorms and heavy rain for NYS through the next few days, which could result in new customer outages.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
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Binghamton	111,324	0	21,300	21,300
Brewster	84,421	1,100	129,400	130,500
Liberty	48,406	0	41,400	41,400
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	3,900	42,900	46,800
Plattsburgh	40,910	0	35,800	35,800
<b>Total:</b>		<b>5,000</b>	<b>284,900</b>	<b>289,900</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) 115kV transmission lines were interrupted during the storm and six (6) have been repaired and restored. All of the 20 34.5kV and 46kV sub-transmission lines that were interrupted as a result of the storm have been repaired and restored to normal configuration.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>	<b>Total Crews</b>
Brewster	53	99	108	260
Oneonta	69	128	73	270
<b>Total:</b>	<b>122</b>	<b>227</b>	<b>181</b>	<b>530</b>

**Crew numbers for the Liberty and Plattsburgh Divisions have been removed from the above table since the customer restoration efforts have been completed, resulting in a reduction in the number of crews being reported.** The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals have been fully engaged in the response effort. Some crews are being re-assigned from the Liberty and Plattsburgh Divisions to the Brewster and Oneonta Divisions where customer restoration activities continue. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

## **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All power is projected to be restored by late tonight (September 3).
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. All customers without power in the accessible areas are projected to have power restored by late Monday (September 5). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 7 AM on September 4, 2011.

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**Subject: NYSEG Storm Update: September 3, 2011 – 3:00 PM**

## **Current Status**

NYSEG continues to be fully engaged in transmission, sub-transmission and distribution system restoration efforts in the Brewster and Oneonta Divisions. Restoration efforts have been completed in the Liberty and Plattsburgh Divisions, however there are a few NYSEG customers that remain without power due to loss of the supply from the neighboring utilities that serve parts of NYSEG's distribution system. Crews in the Liberty and Plattsburgh Divisions are completing circuit sweeps and repairs on facilities that are damaged, but do not have customers outages as a results.

New outages have occurred since the last report and are still possible as trees and branches continue to fall as a result of the high winds and heavy rains from Hurricane Irene. Also, weather forecasts are noting the potential for severe thunderstorms and heavy rain for NYS through the next few days, which could result in new customer outages.

## **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	1,100	129,400	130,500
Liberty	48,406	0	41,400	41,400
Mechanicville	47,531	0	14,100	14,100

Oneonta	91,525	3,900	42,900	46,800
Plattsburgh	40,910	0	35,800	35,800
<b>Total:</b>		<b>5,000</b>	<b>284,900</b>	<b>289,900</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) 115kV transmission lines were interrupted during the storm and six (6) have been repaired and restored. All of the 20 34.5kV and 46kV sub-transmission lines that were interrupted as a result of the storm have been repaired and restored to normal configuration.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>	<b>Total Crews</b>
Brewster	53	99	108	260
Oneonta	69	128	72	269
<b>Total:</b>	<b>122</b>	<b>227</b>	<b>180</b>	<b>529</b>

**Crew numbers for the Liberty and Plattsburgh Divisions have been removed from the above table since the customer restoration efforts have been completed, resulting in a reduction in the number of crews being reported.** The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals have been fully engaged in the response effort. Some crews are being re-assigned from the Liberty and Plattsburgh Divisions to the Brewster and Oneonta Divisions where customer restoration activities continue. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All power is projected to be restored by late tonight (September 3).
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. All customers without power in the accessible areas are projected to have power restored by late Monday (September 5). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 7 AM on September 4, 2011.

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**Subject: NYSEG Storm Update: September 3, 2011 – 3:00 PM**

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**Current Status**

NYSEG continues to be fully engaged in transmission, sub-transmission and distribution system restoration efforts in the Brewster and Oneonta Divisions. Restoration efforts have been completed in the Liberty and Plattsburgh Divisions, however there are a few NYSEG customers that remain without power due to loss of the supply from the neighboring utilities that serve parts of NYSEG's distribution system. Crews in the Liberty and Plattsburgh Divisions are completing circuit sweeps and repairs on facilities that are damaged, but do not have customers outages as a results.

New outages have occurred since the last report and are still possible as trees and branches continue to fall as a result of the high winds and heavy rains from Hurricane Irene. Also, weather forecasts are noting the potential for severe thunderstorms and heavy rain for NYS through the next few days, which could result in new customer outages.

**Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	1,100	129,400	130,500
Liberty	48,406	0	41,400	41,400
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	3,900	42,900	46,800
Plattsburgh	40,910	0	35,800	35,800
<b>Total:</b>		<b>5,000</b>	<b>284,900</b>	<b>289,900</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) 115kV transmission lines were interrupted during the storm and six (6) have been repaired and restored. All of the 20 34.5kV and 46kV sub-transmission lines that were interrupted as a result of the storm have been repaired and restored to normal configuration.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>	<b>Total Crews</b>
Brewster	53	99	108	260
Oneonta	69	128	72	269
<b>Total:</b>	<b>122</b>	<b>227</b>	<b>180</b>	<b>529</b>

**Crew numbers for the Liberty and Plattsburgh Divisions have been removed from the above table since the customer restoration efforts have been completed, resulting in a reduction in the number of crews being reported.** The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals have been fully engaged in the response effort. Some crews are being re-assigned from the Liberty and Plattsburgh Divisions to the Brewster and Oneonta Divisions where customer restoration activities continue. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All power is projected to be restored by late tonight (September 3).
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. All customers

without power in the accessible areas are projected to have power restored by late Monday (September 5). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 7 AM on September 4, 2011.

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**Subject: NYSEG Storm Update: September 3, 2011 – 8:00 PM**

**Current Status**

NYSEG continues to be fully engaged in transmission, sub-transmission and distribution system restoration efforts in the Brewster and Oneonta Divisions. Restoration efforts have been completed in the Liberty and Plattsburgh Divisions, however, there are a few NYSEG customers that remain without power due to loss of the supply from the neighboring utilities that serve parts of NYSEG's distribution system. Crews in the Liberty and Plattsburgh Divisions are completing circuit sweeps and repairs on facilities that are damaged, but do not have customer outages as a result.

New outages have occurred since the last report and are still possible as trees and branches continue to fall as a result of the high winds and heavy rains from Hurricane Irene. Also, weather forecasts are noting the potential for severe thunderstorms and heavy rain for NYS through the next few days, which could result in new customer outages.

**Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	300	130,300	130,600
Liberty	48,406	0	41,400	41,400
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	2,900	43,900	46,800
Plattsburgh	40,910	0	35,800	35,800
<b>Total:</b>		<b>3,200</b>	<b>286,800</b>	<b>290,000</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) 115kV transmission lines were interrupted during the storm and six (6) have been repaired and restored. All of the 20 34.5kV and 46kV sub-transmission lines that were interrupted as a result of the storm have been repaired and restored to normal configuration.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>	<b>Total Crews</b>
Brewster	53	99	108	260
Oneonta	69	128	72	269
<b>Total:</b>	<b>122</b>	<b>227</b>	<b>180</b>	<b>529</b>

**Crew numbers for the Liberty and Plattsburgh Divisions have been removed from the above table since the customer restoration efforts have been completed, resulting in a reduction in the number of crews being reported.** The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals have been fully engaged in the response effort. Some crews are being re-assigned from the Liberty and Plattsburgh Divisions to the Brewster and Oneonta Divisions where customer restoration activities continue. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All power is projected to be restored by late tonight (September 3).
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. All customers without power in the accessible areas are projected to have power restored by late Monday (September 5). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 7 AM on September 4, 2011.

---

**Subject: NYSEG Storm Update: September 4, 2011 – 7:00 AM**

---

**Current Status**

NYSEG continues to be fully engaged in transmission, sub-transmission and distribution system restoration efforts in the Brewster and Oneonta Divisions. About 100 customers are still interrupted in the Brewster Division due to some underground cable issues that could not be resolved last evening. These customers should be restored by mid-day today. Restoration efforts have been completed in the Liberty and Plattsburgh Divisions, however, there are a few NYSEG Liberty Division customers that remain without power due to loss of the supply from the neighboring utilities that serve parts of NYSEG's distribution system. Crews in the Liberty and Plattsburgh Divisions are completing circuit sweeps and repairs on facilities that are damaged, but do not have customer outages as a result.

A few new outages have occurred since the last report and are still possible as trees and branches continue to fall as a result of the high winds and heavy rains from Hurricane Irene. Also, weather forecasts are noting the potential for severe thunderstorms and heavy rain for NYS through the next few days, which could result in new customer outages.

**Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	100	130,500	130,600
Liberty	48,406	0	41,400	41,400
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	1,775	45,025	46,800
Plattsburgh	40,910	0	35,800	35,800
<b>Total:</b>		<b>1,875</b>	<b>288,125</b>	<b>290,000</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) 115kV transmission lines were interrupted during the storm and six (6) have been repaired and restored. All of the 20 34.5kV and 46kV sub-transmission lines that were interrupted as a result of the storm have been repaired and restored to normal configuration.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>	<b>Total Crews</b>
Brewster	32	54	108	194
Oneonta	69	128	72	269
<b>Total:</b>	<b>101</b>	<b>182</b>	<b>180</b>	<b>463</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals have been fully engaged in the response effort.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All power is projected to be restored by mid-day today (September 4).
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. All customers without power in the accessible areas are projected to have power restored by late Monday (September 5). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 3 PM on September 4, 2011.

---

**Subject: NYSEG Storm Update: September 4, 2011 – 7:00 AM**

### **Current Status**

NYSEG continues to be fully engaged in transmission, sub-transmission and distribution system restoration efforts in the Brewster and Oneonta Divisions. About 100 customers are still interrupted in the Brewster Division due to some underground cable issues that could not be resolved last evening. These customers should be restored by mid-day today. Restoration efforts have been completed in the Liberty and Plattsburgh Divisions, however, there are a few NYSEG Liberty Division customers that remain without power due to loss of the supply from the neighboring utilities that serve parts of NYSEG's distribution system. Crews in the Liberty and Plattsburgh Divisions are completing circuit sweeps and repairs on facilities that are damaged, but do not have customer outages as a result.

A few new outages have occurred since the last report and are still possible as trees and branches continue to fall as a result of the high winds and heavy rains from Hurricane Irene. Also, weather forecasts are noting the potential for severe thunderstorms and heavy rain for NYS through the next few days, which could result in new customer outages.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	100	130,500	130,600
Liberty	48,406	0	41,400	41,400
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	1,775	45,025	46,800
Plattsburgh	40,910	0	35,800	35,800
<b>Total:</b>		<b>1,875</b>	<b>288,125</b>	<b>290,000</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) 115kV transmission lines were interrupted during the storm and six (6) have been repaired and restored. All of the 20 34.5kV and 46kV sub-transmission lines that were interrupted as a result of the storm have been repaired and restored to normal configuration.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>	<b>Total Crews</b>
Brewster	32	54	108	194
Oneonta	69	128	72	269
<b>Total:</b>	<b>101</b>	<b>182</b>	<b>180</b>	<b>463</b>

The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals have been fully engaged in the response effort.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- **Brewster Division:** All power is projected to be restored by mid-day today (September 4).
- **Oneonta Division:** Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately 1,000 customers. All customers without power in the accessible areas are projected to have power restored by late Monday (September 5). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

The next report will be submitted at 3 PM on September 4, 2011.

---

**Subject: NYSEG Storm Update: September 4, 2011 – 3:00 PM**

### **Current Status**

NYSEG continues to be engaged in transmission, sub-transmission and distribution system restoration efforts in the Oneonta Division. Restoration efforts have been completed in all of the other NYSEG Divisions that were impacted. Crews in the Brewster, Liberty and Plattsburgh Divisions are completing circuit sweeps and repairs on facilities that were damaged by the hurricane, but do not have customers outages associated with them.

New outages continue to occur and are still possible as trees and branches continue to fall as a result of the high winds and heavy rains from Hurricane Irene. Also, weather forecasts are noting the potential for severe thunderstorms and heavy rain for NYS today and the next few days, which could result in new customer outages.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
Brewster	84,421	0	130,600	130,600
Liberty	48,406	0	41,400	41,400
Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	1,150	45,650	46,800
Plattsburgh	40,910	0	35,800	35,800
<b>Total:</b>		<b>1,150</b>	<b>288,850</b>	<b>290,000</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) 115kV transmission lines were interrupted during the storm and six (6) have been repaired and restored. All of the twenty (20) 34.5kV and 46kV sub-transmission lines that were interrupted as a result of the storm have been repaired and restored to normal configuration.

### **Resource Information**

Crew resource information for this reporting period is included in the following table:

Division	NYSEG/RGE Line	Contractor Line	Contractor Tree	Total Crews
Oneonta	69	128	72	269
<b>Total:</b>	<b>69</b>	<b>128</b>	<b>72</b>	<b>269</b>

Crew numbers for the Brewster Division have been removed from the above table since the customer restoration efforts have been completed, resulting in a reduction in the number of crews being reported. The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals have been fully engaged in the response effort. Some crews are being re-assigned or released. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- 1,150 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Madison, Oneida, Otsego, Schoharie and Ulster counties). Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately **200** customers. All customers without power in the accessible areas are projected to have power restored by late Monday (September 5). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

This will be the final Summary Report for this storm event.

---

**Subject: NYSEG Storm Update: September 4, 2011 – 3:00 PM**

### **Current Status**

NYSEG continues to be engaged in transmission, sub-transmission and distribution system restoration efforts in the Oneonta Division. Restoration efforts have been completed in all of the other NYSEG Divisions that were impacted. Crews in the Brewster, Liberty and Plattsburgh Divisions are completing circuit sweeps and repairs on facilities that were damaged by the hurricane, but do not have customers outages associated with them.

New outages continue to occur and are still possible as trees and branches continue to fall as a result of the high winds and heavy rains from Hurricane Irene. Also, weather forecasts are noting the potential for severe thunderstorms and heavy rain for NYS today and the next few days, which could result in new customer outages.

### **Outage Counts**

The total NYSEG customer outage count peaked at about 134,000 customers at 11:30PM on August 28<sup>th</sup>. The total customers, current outage count, estimated number of customers restored

to date and the total customers impacted overall for the NYSEG Divisions with significant outages are provided in the table below.

<b>Division</b>	<b>Total Customers</b>	<b>Current Outages</b>	<b>Customers Restored to Date (Estimate) (Note 1)</b>	<b>Customers Impacted Overall (Note 2)</b>
Binghamton	111,324	0	21,300	21,300
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Mechanicville	47,531	0	14,100	14,100
Oneonta	91,525	1,150	45,650	46,800
Plattsburgh	40,910	0	35,800	35,800
<b>Total:</b>		<b>1,150</b>	<b>288,850</b>	<b>290,000</b>

**Note 1** – Customers that have been interrupted and restored more than one time during the period are counted for each time they have been interrupted and restored. This amount is an estimate based on data from the outage management system and is subject to change.

**Note 2** – Customers Impacted Overall is the total of Current Outages and Customers Restored to Date. Based on Note 1, this number may exceed the Total Customers in the Division.

A majority of the customer outages were due to the high winds causing tree contact; trees being uprooted due to the saturated ground conditions, heavy rain and high winds, causing them to fall into the distribution and transmission lines; and trees being washed out near rivers and streams that were flooded, coming into contact with distribution or transmission poles and lines.

Seven (7) 115kV transmission lines were interrupted during the storm and six (6) have been repaired and restored. All of the twenty (20) 34.5kV and 46kV sub-transmission lines that were interrupted as a result of the storm have been repaired and restored to normal configuration.

## **Resource Information**

Crew resource information for this reporting period is included in the following table:

<b>Division</b>	<b>NYSEG/RGE Line</b>	<b>Contractor Line</b>	<b>Contractor Tree</b>	<b>Total Crews</b>
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<b>Total:</b>	<b>69</b>	<b>128</b>	<b>72</b>	<b>269</b>

**Crew numbers for the Brewster Division have been removed from the above table since the customer restoration efforts have been completed, resulting in a reduction in the number of**

**crews being reported.** The above numbers only represent fully qualified crews that are capable of all work. Over 1,500 individuals have been fully engaged in the response effort. Some crews are being re-assigned or released. The crew totals in the above table reflect all crew additions and re-assignments as crews arrive in the designated locations.

### **Global ETR**

Based on the extent of the known damage thus far, NYSEG estimates the following power restoration times:

- 1,150 in NYSEG's Oneonta Division (parts of Broome, Chenango, Delaware, Greene, Herkimer, Madison, Oneida, Otsego, Schoharie and Ulster counties). Road closures and inaccessibility issues continue to impede damage assessment and the restoration of power to approximately **200** customers. All customers without power in the accessible areas are projected to have power restored by late Monday (September 5). The restoration of service to those customers in inaccessible areas will depend on NYSEG's ability to gain access to assess damage and make repairs.

Note that NYSEG has assigned estimated times of restoration (ETRs) specific to each outage in the EORS Outage Report. ETRs for those areas that remain inaccessible are to be determined.

This will be the final Summary Report for this storm event.



## **Appendix B.**

### **Irene Storm Photographs**



























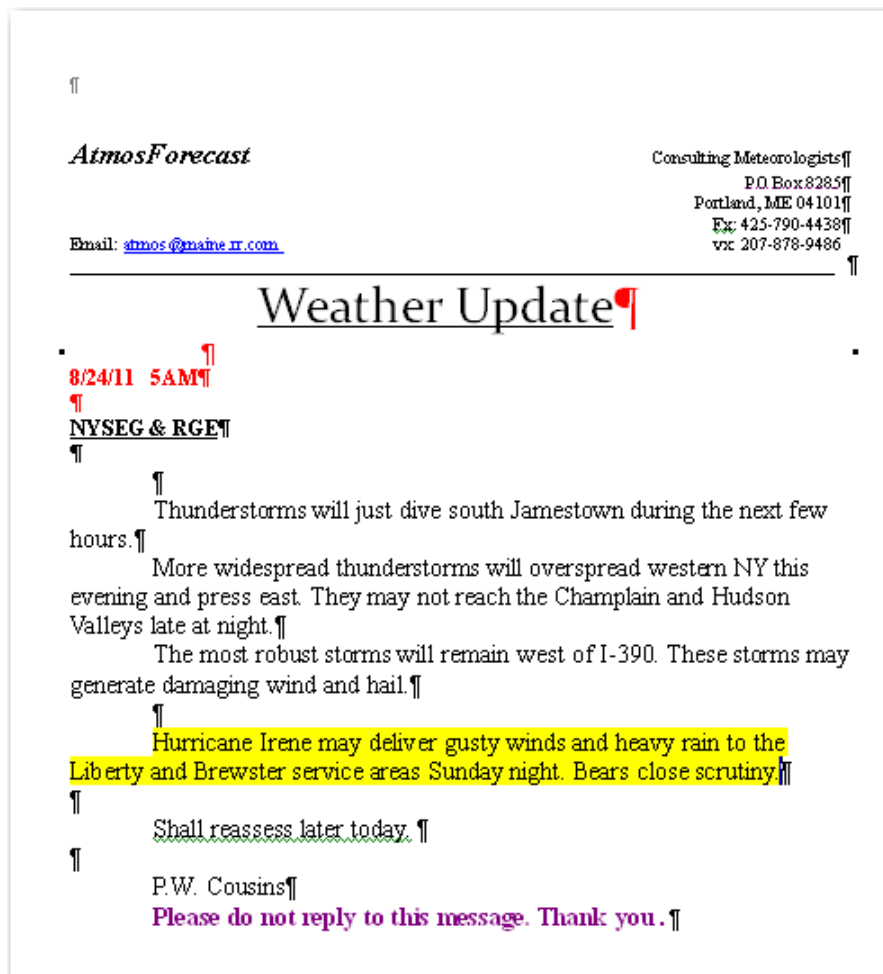


## **Appendix A. Irene Weather Details**

A collection of Hurricane Irene weather information reports are included in this Appendix. The pre-event information was crucial in the staging and pre-event planning that was done in order to prepare for Irene. The post-Irene information summarizes the effect of the hurricane across Eastern and Central New York. In general, the forecasts were correct in predicted expected wind, rain, and duration expectations for the Hudson Valley Region (including the NYSEG Brewster division. The forecasts tended to under estimate the hurricane's impact on other Eastern areas (including NYSEG's Mechanicville, Plattsburgh, and Liberty divisions) and in the Central NY area (including NYSEG's Oneonta and Binghamton divisions).

### **A1. Summary of AtmosForecast reports 8/24/11 – 8/26/11**

NYSEG and RGE subscribe to the AtmosForecast for weather and meteorology information. Summaries of the Atmos forecasts leading up to the Hurricane Irene event are captured below. This list captures the first forecast for each day. An 8/26 10am and an 8/28 5:15 pm report are also included; other mid-day reports are not captured in this summary.



¶

*AtmosForecast*

Consulting Meteorologists¶

P.O. Box 8285¶

Portland, ME 04101¶

Fx: 425-790-4438¶

vx: 207-878-9486 ¶

Email: [atmos@maine.rr.com](mailto:atmos@maine.rr.com)

## Weather Update¶

8/25/11 6AM¶

¶

NYSEG & RGE¶

¶

¶

Another round of thunderstorms will blossom east of I-390 between 2PM and 8PM today.¶

The most potent storms will sweep through service areas along and east of a line from Glens Falls to Binghamton. Damaging wind and small hail are possible in this region. ¶

¶

As to Hurricane Irene.¶

50% threat of gusts to 40 mph along with rainfall in excess of 5" throughout the Liberty and Brewster service areas Sunday night. Heavy rain threatens much of eastern NY as well, extensive flooding a distinct possibility through Monday. ¶

¶

Shall update at noon. ¶

¶

P.W. Cousins¶

**Please do not reply to this message. Thank you.**¶

¶

## AtmosForecast

Consulting Meteorologists¶

P.O. Box 8283¶

Portland, ME 04101¶

Ex: 425-790-4438¶

vc: 207-878-9486

Email: [atmos@maine.rr.com](mailto:atmos@maine.rr.com)

¶

# Weather Update¶

8/26/11 6AM¶

¶  
NYSEG & RGE¶

¶

¶

Hurricane Irene¶

¶

Expect sustained winds from the NE then NW of 25 mph with gusts to 45 mph throughout the Liberty, Brewster, Berkshire and eastern Oneonta service areas during the height of the storm. The gale will make landfall over central long island around 1PM Sunday and that would mark the peak of the wind envelope. However gusty winds and heavy rain will overspread southern NY during Sunday morning and exit the state by midnight. ¶

Gusts of 30-35 mph are likely, possibly to 40 mph, from noon Sunday till midnight east of binghamton, Utica and Plattsburgh as well. Farther west no concerns. ¶

¶

Heavy rain will inundate eastern NY. Expect 2"-5" east of I-81, with 5"-7" throughout the entire Hudson Valley east to the border. Flash flooding and river flooding will be extensive through Monday. Please refer to latest graphic for spatial details. ¶

¶

One bright note: Monday's weather will be glorious for restoration efforts!¶

¶

Shall update prior to noon. ¶

¶

P.W. Cousins¶

Please do not reply to this message. Thank you. ¶



AtmosForecast

Consulting Meteorologists

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Portland, ME 04101

Ex: 425-790-4438

vc: 207-878-9486

Email: [atmos@maine.rr.com](mailto:atmos@maine.rr.com)

## Weather Update

8/26/11 10AM

NYSEG & RGE

### Hurricane Irene

The storm is now 350 miles south of Cape Hatteras tracking due north. Gusty winds and heavy rain will overspread southern NY Sunday morning and exit the state by midnight. Expect sustained winds from the NE then NW of 25 mph with gusts to 45 mph throughout the Liberty, Brewster, Berkshire and eastern Oneonta service areas during the height of the storm. The gale will make landfall over central long island around 1PM Sunday and that would mark the peak of the wind envelope.

Gusts of 30-35 mph are likely, possibly to 40 mph, from noon Sunday till midnight east of Binghamton, Utica and Plattsburgh as well. Farther west no concerns.

Heavy rain will inundate eastern NY. Expect 2"-5" east of I-81, with 5"-7" throughout the entire Hudson Valley east to the border. Flash flooding and river flooding will be extensive through Monday. Please refer to latest graphic for spatial details.

One bright note: Monday's weather will be glorious for restoration efforts!

Shall update by 5PM.

P.W. Cousins

Please do not reply to this message. Thank you.



AtmosForecast

Consulting Meteorologists

P.O. Box 8285

Portland, ME 04101

Ex: 425-790-4438

vc: 207-878-9486

Email: [atmos@maine.ir.com](mailto:atmos@maine.ir.com)

## Weather Update

8/27/11 6:30 AM

NYSEG & RGE

### Hurricane Irene

The storm is now 50 miles south of Cape Hatteras tracking NNE. Gusty winds and heavy rain will overspread southern NY around 4AM Sunday, peak at 2PM and ease south around 11PM. the Champlain Valley will witness easing two hours later. Expect sustained winds from the NE then NW of 25 mph with gusts to 45 mph throughout the Liberty, Brewster, Berkshire and eastern Oneonta service areas during the height of the storm, with slightly lesser velocities in the Champlain Valley. The gale will make landfall over central Long Island around noon Sunday heading for Concord.

Gusts of 30-35 mph are likely, possibly to 40 mph, from 7AM Sunday till 9PM east of Binghamton, Utica and Plattsburgh as well. Farther west no concerns.

Heavy rain will inundate eastern NY. Expect 1" along I-81 to Watertown, 2"-4" through the Adirondacks to Liberty, 4"-6" throughout the entire Hudson Valley, and 7" along the NY/VT border. Flash flooding, urban street ponding and river flooding will be extensive through Monday. Please refer to latest graphic for spatial details.

Monday's weather will be lovely.

Shall update later this morning.

P.W. Cousins

Please do not reply to this message. Thank you.



¶

**AtmosForecast**

Consulting Meteorologists¶

P.O. Box 8285¶

Portland, ME 04101¶

Fax: 425-790-4438¶

vix: 207-878-9486 ¶

Email: [atmos@maine.rr.com](mailto:atmos@maine.rr.com)

## Weather Update¶

8/28/11 6AM¶

¶

**NYSEG & RGE¶**

¶

¶ **Hurricane Irene** is now hugging the NJ shore with sustained winds of 75 mph, tracking NNE at 20 mph. It will weaken slowly with time through tonight due to land interaction and cooler ocean waters. The eye will make landfall near NYC en route to Springfield then Lebanon, NH. ¶

Gusty winds and heavy rain have swamped the southern service areas and will peak at 2PM, then ease south around 9PM. The Champlain Valley will witness easing three hours later. Expect sustained winds from the NE then NW of 30-40 mph with gusts to 53 mph throughout the Liberty, Brewster, Berkshire and eastern Oneonta service areas during the height of the storm, with slightly lesser velocities in the Champlain Valley. There is the possibility of an isolated tornado through the Liberty and Brewster service areas through early afternoon. ¶

Gusts of 30-40 mph through 9PM from Binghamton to Utica and Plattsburgh as well. ¶

Farther west no concerns for heavy rain or damaging wind. ¶

¶

Vis a vis rainfall expect 1"-2" along I-81 to Watertown, 2"-4" through the Adirondacks to Liberty, 4"-6" throughout the entire Hudson Valley, with isolated 7" totals over the higher terrain along the NY/VT border. Flash flooding, urban street ponding and river flooding will be extensive through Monday. Please refer to latest graphic for spatial details. ¶

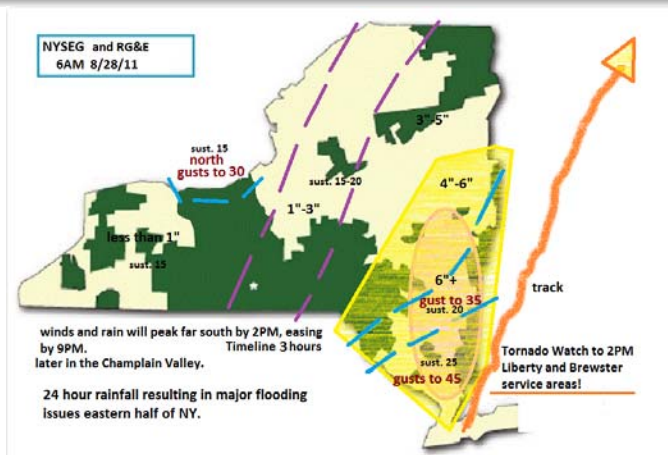
Monday's weather will be lovey. ¶

¶

Shall update by midday. ¶

P.W. Cousins¶

**Please do not reply to this message. Thank you. ¶**



¶

## *AtmosForecast*

Consulting Meteorologists¶

P.O. Box 8285¶

Portland, ME 04101¶

Fx: 425-790-4438¶

vx: 207-878-9486¶

Email: [atmos@maine.ir.com](mailto:atmos@maine.ir.com)

## Weather Update¶

8/28/11 5:15PM¶

¶  
**NYSEG & RGE**¶

¶

**Irene**, slowly decaying, is accelerating to the northeast from Lebanon NH at over 25 mph. ¶

¶

Gusty winds will continue for the next 2-4 hours over exposed terrain north of I-90 and east of I-81. Gusts of 35-44 mph are likely, the Champlain Valley perhaps clocking a gust to 50 mph through 9PM. Winds will ease markedly south of I-90 by 11PM, and by 4AM throughout the northern Champlain and St. Lawrence Valleys. ¶

¶

The heavy rain has all but ended for all but the Adirondacks and the Champlain Valley where another 1"-2" will accumulate through midnight. ¶ Street/urban ponding and flooding will subside by midnight in this region, yet main stem rivers will be on the rampage through Tuesday throughout all of eastern NY. ¶

Farther west no concerns for heavy rain or damaging wind for the next several days. ¶

¶

The next several days will be tranquil, sunny and dry. ¶

¶

Shall continue to monitor.¶

¶

P.W. Cousins¶

**Please do not reply to this message. Thank you.** ¶

## **A2. NOAA Hurricane Irene Statistics**

NOAA has posted data describing the impact of Hurricane Irene on the websites of their various offices. For New York, the Albany, Binghamton, Burlington VT, and Mt. Upton NOAA offices cover the geographic area impacted by Hurricane Irene. A summary of relevant statistics is included in this section. Some notable observations include:

- The hurricane extended farther to the West than forecast and caused significantly more damage through Eastern and Central New York than forecast
- Actual speeds for the Hudson Valley were in agreement with forecasted values.
- Actual wind speeds in Central NY were greater than forecast

**Hurricane Irene Track**  
**1958 UTC 8/27/11**



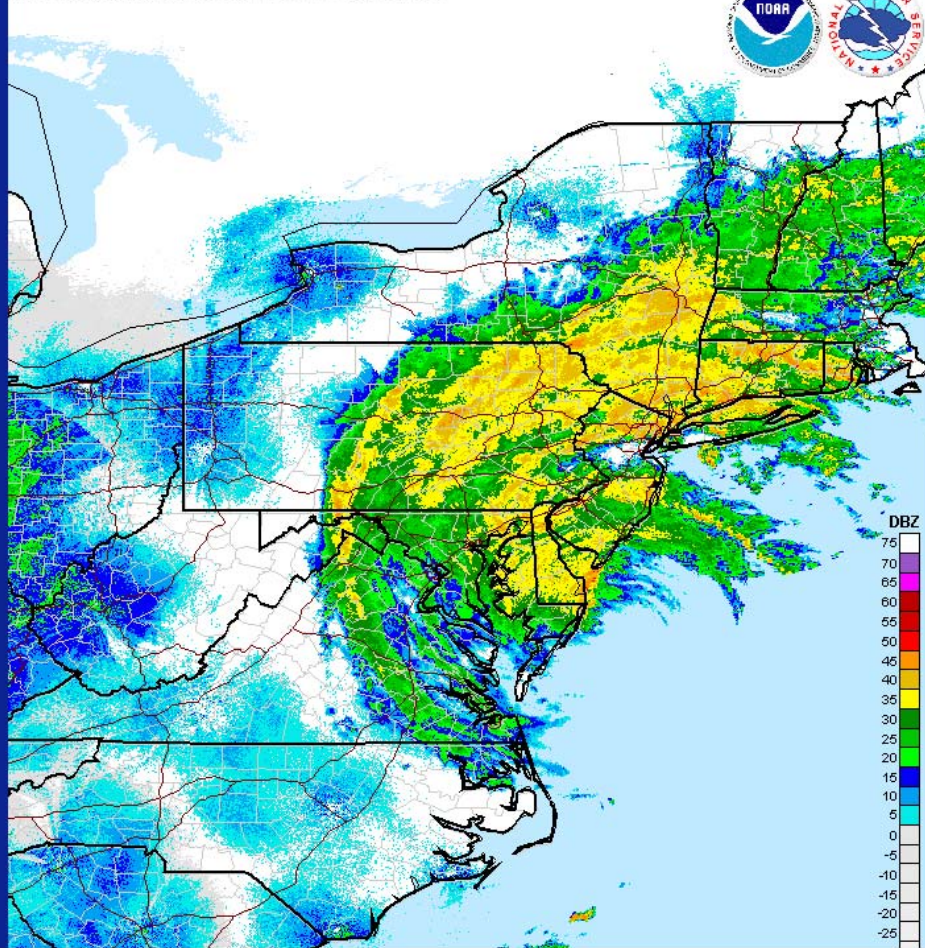
1958 UTC 8/27/11

# ***Irene Flood Event***

## ***August 28, 2011***

This is a 0.5 Base Reflectivity loop staring at 11:58 AM EDT (1558 UTC) August 26 and ends at 11:58 PM EDT (0358 UTC) August 28, 2011.

NWS Radar Mosaic for 0558 UTC 08/28/2011



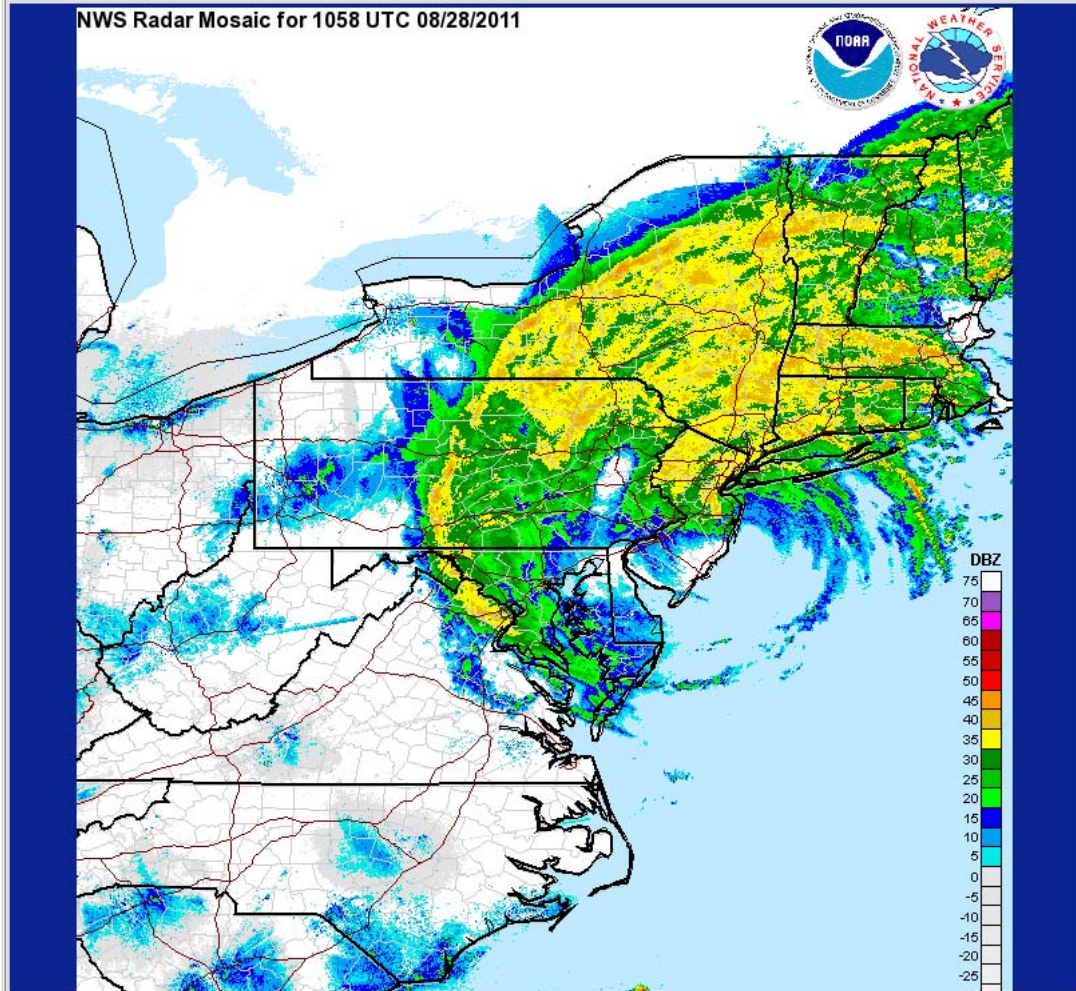
1058 UTC 8/28/11

# ***Irene Flood Event***

## ***August 28, 2011***

This is a 0.5 Base Reflectivity loop starting at 11:58 AM EDT (1558 UTC) August 26 and ends at 11:58 PM EDT (0358 UTC) August 28, 2011.

NWS Radar Mosaic for 1058 UTC 08/28/2011



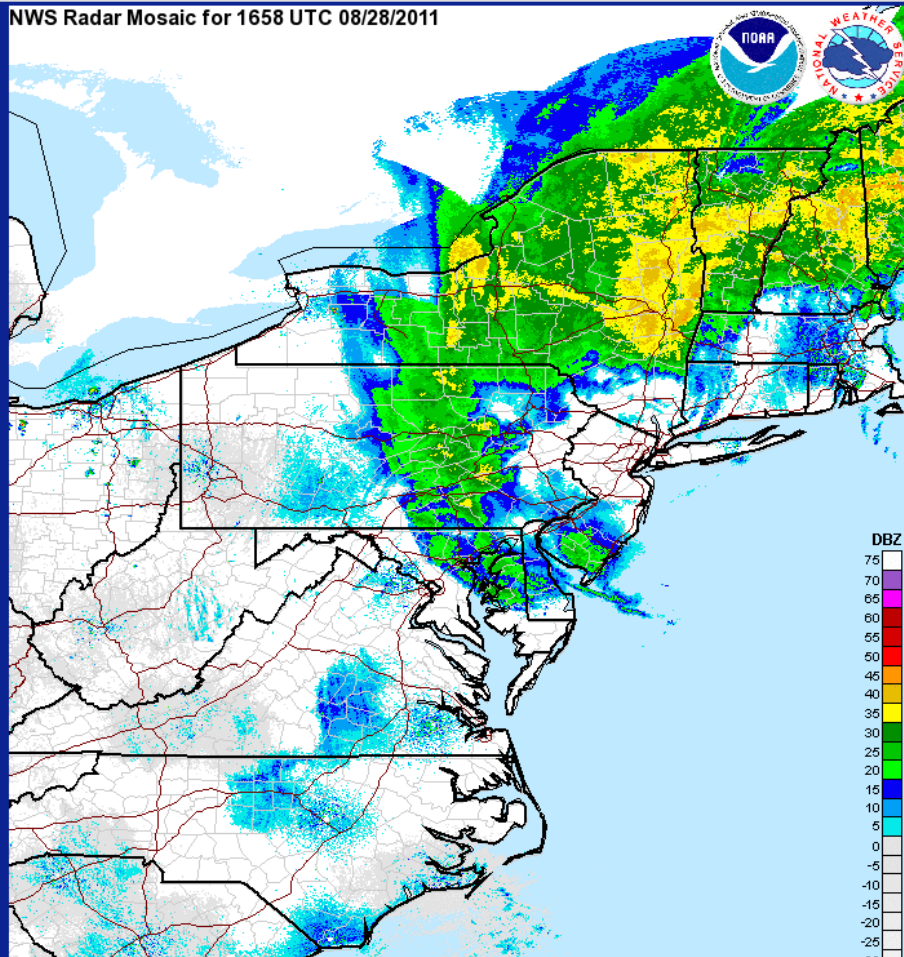
1658 UTC 8/28/11

# ***Irene Flood Event***

## ***August 28, 2011***

This is a 0.5 Base Reflectivity loop staring at 11:58 AM EDT (1558 UTC) August 26 and ends at 11:58 PM EDT (0358 UTC) August 28, 2011.

NWS Radar Mosaic for 1658 UTC 08/28/2011



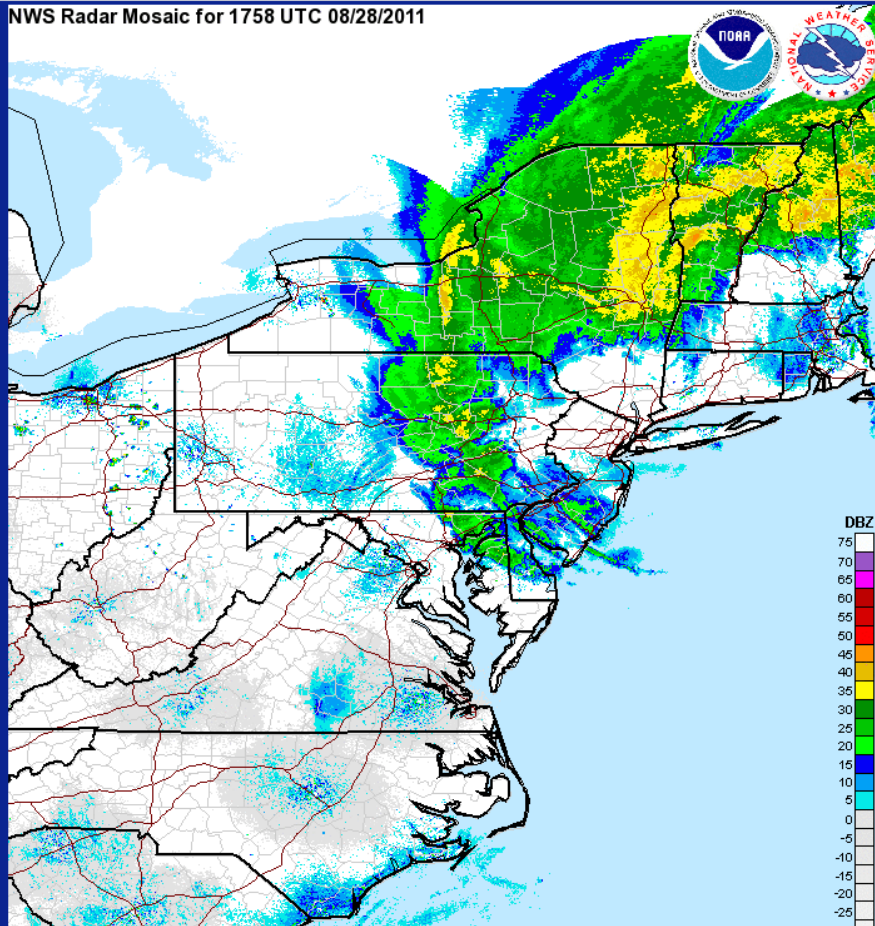
1758 UTC 8/28/11

# ***Irene Flood Event***

## ***August 28, 2011***

This is a 0.5 Base Reflectivity loop starting at 11:58 AM EDT (1558 UTC) August 26 and ends at 11:58 PM EDT (0358 UTC) August 28, 2011.

NWS Radar Mosaic for 1758 UTC 08/28/2011



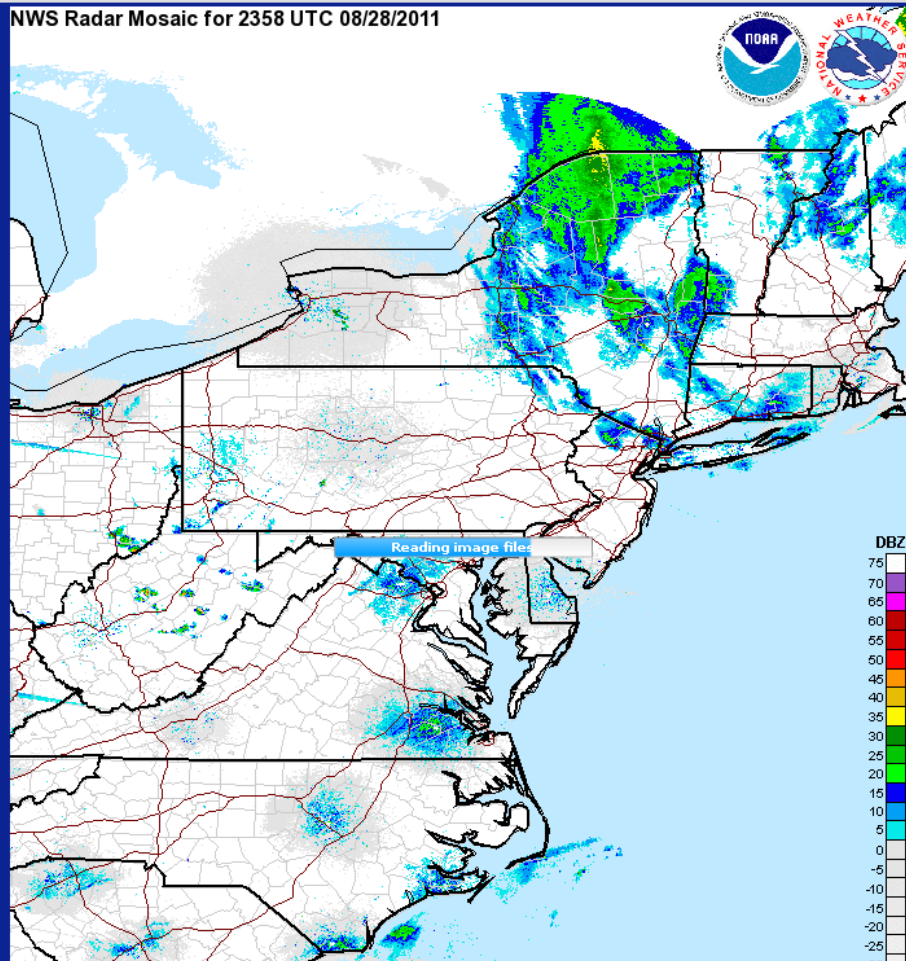
2358 UTC 8/28/11

# ***Irene Flood Event***

## ***August 28, 2011***

This is a 0.5 Base Reflectivity loop starting at 11:58 AM EDT (1558 UTC) August 26 and ends at 11:58 PM EDT (0358 UTC) August 28, 2011.

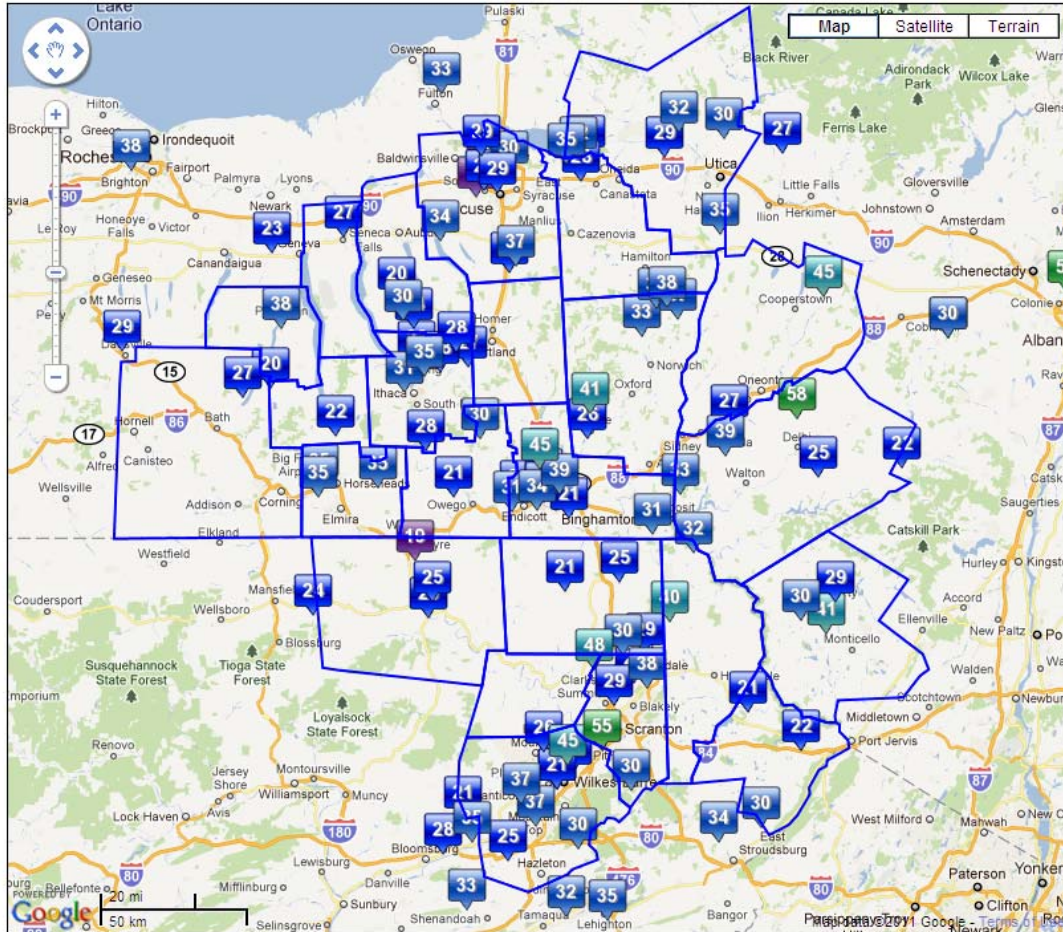
NWS Radar Mosaic for 2358 UTC 08/28/2011



## Central NY Wind Speeds

# Irene Flood Event August 28, 2011

Highest wind gust reported over a 24 hours from Midnight August 28 to Midnight August 29, 2011. This is preliminary data.



## Eastern NY Wind Observations

PUBLIC INFORMATION MESSAGE  
NATIONAL WEATHER SERVICE ALBANY NY  
1226 PM EDT MON AUG 29 2011

THE FOLLOWING ARE UNOFFICIAL OBSERVATIONS TAKEN DURING THE PAST 24 HOURS FOR THE STORM THAT AFFECTED OUR REGION. APPRECIATION IS EXTENDED TO HIGHWAY DEPARTMENTS...COOPERATIVE OBSERVERS...SKYWARN SPOTTERS AND MEDIA FOR THESE REPORTS. THIS SUMMARY IS ALSO AVAILABLE ON OUR HOME PAGE AT WEATHER.GOV/ALBANY

\*\*\*\*\*PEAK WIND GUST\*\*\*\*\*

LOCATION	MAX WIND GUST MPH	TIME/DATE OF MEASUREMENT	COMMENTS
CONNECTICUT			
...LITCHFIELD COUNTY... TORRINGTON	43	932 AM 8/28	AMATEUR RADIO
MASSACHUSETTS			
...BERKSHIRE COUNTY... PITTSFIELD	47	620 PM 8/28	ASOS
NORTH ADAMS	47	926 PM 8/28	ASOS
NEW YORK			
...ALBANY COUNTY... GLENMONT	59	922 AM 8/28	WXNET6
1 NE SHAKERS	54	942 AM 8/28	ALBANY ASOS
1 ENE MCKOWNVILLE	54	845 AM 8/28	NWS OFFICE
...DUTCHESS COUNTY... POUGHKEEPSIE	43	615 PM 8/28	ASOS
...HAMILTON COUNTY... LAKE PLEASANT	40	1259 PM 8/28	COOP
...HERKIMER COUNTY... HERKIMER	40	946 AM 8/28	TRAINED SPOTTER
...MONTGOMERY COUNTY... PALATINE BRIDGE	43	1025 AM 8/28	WEATHERNET6
HESSVILLE	40	347 PM 8/28	WEATHERNET6
...RENSSELAER COUNTY... EAST GREENBUSH	41	800 PM 8/28	COOP
BUSKIRK	39	1044 PM 8/28	
...SARATOGA COUNTY... SARATOGA SPRINGS	48	1130 AM 8/28	WEATHERNET6
...SCHENECTADY COUNTY... SCOTIA	56	100 PM 8/28	WEATHERNET6
PRINCETOWN	51	1212 PM 8/28	WEATHERNET6
...WARREN COUNTY... GLENS FALLS	45	920 PM 8/28	ASOS

# NEW YORK

## ...ALBANY COUNTY...

ALTAMONT 2.7 SSW	9.21	655 AM	8/29	COCORAHs
RENSSELAERVILLE	6.78	700 AM	8/29	COCORAHs
LOUDONVILLE	5.85	1100 PM	8/28	TRAINED SPOTTER
VOORHEESVILLE 2.0 NNE	5.75	900 AM	8/29	COCORAHs
MEDUSA	5.61	650 PM	8/28	WEATHERNET6
LATHAM	5.50	755 AM	8/29	
LATHAM 1.5 SSW	5.33	830 AM	8/29	COCORAHs
GREEN ISLAND	5.20	655 PM	8/28	WEATHERNET6
1 ENE MCKOWNVILLE	5.11	800 PM	8/28	NWS OFFICE
ALBANY 0.7 W	5.09	700 AM	8/29	COCORAHs
BOGHT CORNERS	4.95	748 PM	8/28	TRAINED SPOTTER
2 W ALBANY	4.86	730 PM	8/28	NWS EMPLOYEE
COHOES	4.83	954 PM	8/28	WEATHERNET6
1 NE SHAKERS	4.83	700 AM	8/29	ALB ASOS
NEWTONVILLE	4.71	140 PM	8/28	PUBLIC
COLONIE	4.67	1022 PM	8/28	WEATHERNET6
ALBANY 0.7 E	4.18	700 AM	8/29	COCORAHs

## ...COLUMBIA COUNTY...

HUDSON 8.2 S	8.27	700 AM	8/29	COCORAHs
LIVINGSTON	8.26	613 PM	8/28	WEATHERNET6
LIVINGSTON	7.75	700 AM	8/29	COOP
HUDSON	7.05	346 PM	8/28	WEATHERNET6
GHENT	7.00	525 AM	8/29	WEATHERNET6
KINDERHOOK	6.92	630 PM	8/28	TRAINED SPOTTER
CHATHAM CENTER	6.90	632 PM	8/28	WEATHERNET6
TAGHKANIC	6.81	1254 PM	8/28	WEATHERNET6
GERMANTOWN	5.25	540 PM	8/28	WEATHERNET6
ANCRAMDAL	4.72	657 PM	8/28	WEATHERNET6
NORTH CHATHAM	4.54	448 PM	8/28	WEATHERNET6

## ...DUTCHESS COUNTY...

RHINEBECK	8.80	242 PM	8/28	TRAINED SPOTTER
RED HOOK	8.53	1238 PM	8/28	COOP
RHINEBECK	8.27	700 AM	8/29	COOP
POUGHKEEPSIE	7.74	415 PM	8/28	TRAINED SPOTTER
HOPEWELL JUNCTION	7.31	700 AM	8/29	COCORAHs
STORMVILLE	7.29	920 PM	8/28	
HOPEWELL JUNCTION	7.29	310 PM	8/28	TRAINED SPOTTER
POUGHKEEPSIE	7.14	700 AM	8/29	ASOS
WAPPINGERS FALLS	7.05	700 AM	8/29	COCORAHs
MILLS NORRIE ST PK	6.98	700 AM	8/29	COOP
POUGHKEEPSIE 4.7 ESE	6.98	900 AM	8/29	COCORAHs
RED OAKS MILL	6.15	502 AM	8/29	TRAINED SPOTTER
DOVER PLAINS	6.06	1128 AM	8/28	TRAINED SPOTTER
CLINTON CORNERS	6.00	700 AM	8/29	COOP

## ...FULTON COUNTY...

BROADALBIN	4.76	440 PM	8/28	WEATHERNET6
PECK LAKE	4.04	700 AM	8/29	COOP
FISHHOUSE	3.51	632 PM	8/28	WEATHERNET6
JOHNSTOWN	3.35	700 AM	8/29	COOP
NORTHVILLE	3.15	550 PM	8/28	WEATHERNET6

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...GREENE COUNTY...
EAST DURHAM      13.30   214 PM   8/28   PUBLIC
EAST JEWETT      12.22   145 PM   8/28   TRAINED SPOTTER
SOUTH DURHAM     10.30   945 AM   8/28   PUBLIC
FREEHOLD         7.12    300 PM   8/28   PUBLIC
PRATTSVILLE    7.00   1219 PM   8/28   WEATHERNET6
CAIRO            7.00    517 AM   8/29   WEATHERNET6
CATSKILL         6.78    231 PM   8/28   TRAINED SPOTTER

...HAMILTON COUNTY...
INDIAN LAKE      3.77    700 AM   8/29   COOP
WELLS            3.50    409 PM   8/28   TRAINED SPOTTER
LAKE PLEASANT    3.24    700 AM   8/29   COOP
INLET            3.05    658 AM   8/29   TRAINED SPOTTER
INLET 2.2 ESE    3.00    700 AM   8/29   COCORAHS

...HERKIMER COUNTY...
COLUMBIA CENTER  7.56    600 PM   8/28   TRAINED SPOTTER
ILION            6.88    733 AM   8/29   TRAINED SPOTTER
CHEPACHET        6.10    700 AM   8/29   COOP
ELIZABETHTOWN    3.65   1150 AM   8/28   TRAINED SPOTTER
LITTLE FALLS 7.5 NW  2.87    550 AM   8/29   COCORAHS
LITTLE FALLS     2.51    700 AM   8/29   COOP
3 N LITTLE FALLS  2.37    623 PM   8/28   TRAINED SPOTTER
OLD FORGE 0.8 SE  2.12    445 AM   8/29   COCORAHS
HERKIMER         2.00    310 PM   8/28   TRAINED SPOTTER
FAIRFIELD        1.83    152 PM   8/28   TRAINED SPOTTER

...MONTGOMERY COUNTY...
HESSVILLE       6.56    700 AM   8/29   WEATHERNET6
GLEN             4.12    742 PM   8/28   WEATHERNET6
FONDA            3.80    607 PM   8/28   WEATHERNET6
AMSTERDAM        3.68    610 PM   8/28   WEATHERNET6
PALATINE BRIDGE  2.89    516 AM   8/29   WEATHERNET6
FORT PLAIN 0.2 SE  2.03    700 AM   8/29   COCORAHS

...RENSSELAER COUNTY...
BUSKIRK          6.53   1025 PM   8/28   TRAINED SPOTTER
AVERILL PARK     6.19    803 AM   8/29   COCORAHS
POESTENKILL      6.18    417 PM   8/28   PUBLIC
EAST NASSAU      5.90    631 AM   8/29   TRAINED SPOTTER
VALLEY FALLS 2.1 SE  5.90    700 AM   8/29   COCORAHS
NORTH GREENBUSH  5.70    255 PM   8/28   PUBLIC
BUSKIRK          5.62    700 AM   8/29   COOP
STEPHENTOWN      5.60    646 AM   8/29   WEATHERNET6
CENTER BRUNSWICK  5.58   1045 PM   8/28   WEATHERNET6
MELROSE          5.55    700 AM   8/29   COOP
EAST GREENBUSH   5.52    700 AM   8/29   COOP
BRUNSWICK        5.40    700 AM   8/29   COOP
SYCAWAY          5.38    855 PM   8/28   NWS EMPLOYEE
BRUNSWICK        5.40    700 AM   8/29   COOP
EAGLE MILLS      4.99    538 PM   8/28   TRAINED SPOTTER
SPEIGLETOWN      4.30    444 PM   8/28   WEATHERNET6

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...SARATOGA COUNTY...
GANSEVOORT          6.75    626 PM  8/28  WEATHERNET6
SARATOGA SPRINGS    6.60    609 AM  8/29  WEATHERNET6
WILTON              5.33   1259 PM  8/28  TRAINED SPOTTER
MALTA               4.91    600 AM  8/29  COCORAHS
CHARLTON            4.90    800 PM  8/28  TRAINED SPOTTER
MALTA               4.85    700 AM  8/29  COOP
HICKEYS CORNERS     4.80    630 AM  8/29  RETIRED NWS EMPLOYEE
SARATOGA NHP        4.51    700 AM  8/29  COOP
CLIFTON PARK        4.48    727 PM  8/28  TRAINED SPOTTER
BALLSTON SPA 4.7 WNW 4.47    700 AM  8/29  COCORAHS
SARATOGA SPRINGS 0.5S 4.43    600 AM  8/29  COCORAHS
SARATOGA SPRINGS    4.37    700 AM  8/29  COOP
GANSEVOORT 1.3 WNW  4.35    645 AM  8/29  COCORAHS
ROUND LAKE          4.01    700 PM  8/28  TRAINED SPOTTER
BALLSTON SPA        3.93    726 PM  8/28  WEATHERNET6
VISCHER FERRY       3.90    303 PM  8/28  WEATHERNET6
HADLEY              3.78    700 AM  8/29  COOP
MILTON              3.66    935 PM  8/28  WEATHERNET6
MECHANICVILLE      3.04   1058 PM  8/28  WEATHERNET6
CORINTH             2.94    546 PM  8/28  WEATHERNET6

...SCHENECTADY COUNTY...
DELANSON            10.28    700 AM  8/29  COOP
DUANESBURG          8.55    536 AM  8/29  WEATHERNET6
SCOTIA              5.90   1019 PM  8/28  WEATHERNET6
ROTTERDAM           5.50    345 PM  8/28  TRAINED SPOTTER
NISKAYUNA           5.17    700 AM  8/29  COOP
1 NNE HAWTHORNE HILL 5.15    630 PM  8/28  NWS EMPLOYEE
SCHENECTADY 3.3 E    4.92    900 AM  8/29  COCORAHS
SCOTIA 1.1 NW       4.23    600 AM  8/29  COCORAHS

...SCHOHARIE COUNTY...
SUMMIT              8.88    607 PM  8/28  WEATHERNET6
NORTH BLENHEIM      8.00    331 PM  8/28  TRAINED SPOTTER
RICHMONDVILLE      5.85    952 PM  8/28  WEATHERNET6
CHARLOTTEVILLE    5.50   1004 PM  8/28  WEATHERNET6
FULTON              5.40    316 PM  8/28  WEATHERNET6
COBLESKILL          5.15    700 AM  8/29  COOP
CHARLOTTEVILLE    4.71    700 AM  8/29  COOP
JEFFERSON           4.60   1109 PM  8/28  WEATHERNET6

...ULSTER COUNTY...
SLIDE MOUNTAIN      11.53    700 AM  8/29  COOP
NEW PALTZ 2.4 S     8.27    715 AM  8/29  COCORAHS
MARLBORO            7.96   1251 PM  8/28  TRAINED SPOTTER
KINGSTON            7.85    211 PM  8/28  TRAINED SPOTTER
LAKE KATRINE        7.65    917 PM  8/28  WEATHERNET6
KINGSTON 1.1 W      6.97    700 AM  8/29  COCORAHS
SAUGERTIES          6.02    800 AM  8/28  WEATHERNET6
BEARSVILLE          4.91    908 AM  8/28  TRAINED SPOTTER
HIGHLAND            3.97    957 AM  8/28  PUBLIC

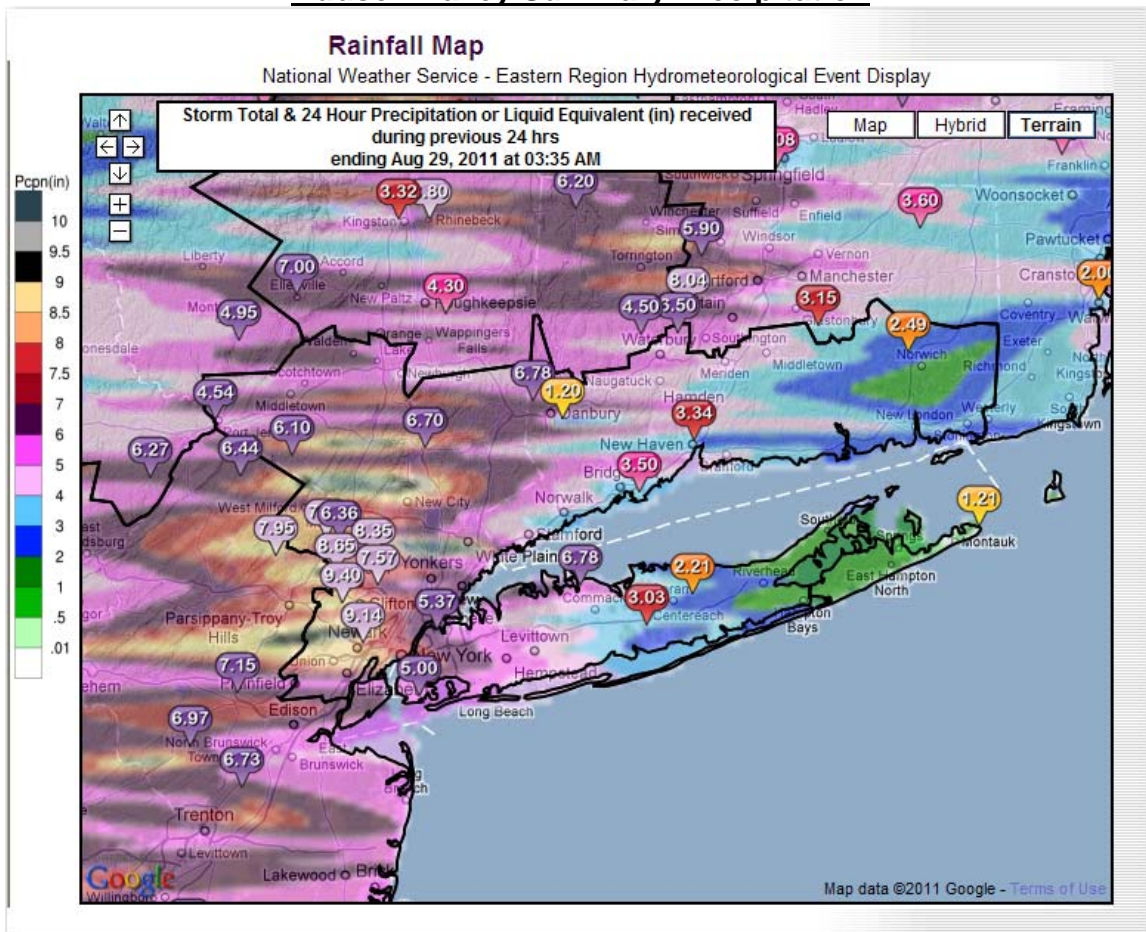
...WARREN COUNTY...
QUEENSBURY          5.32    413 PM  8/28  WEATHERNET6
LAKE GEORGE         4.96    700 AM  8/29  TRAINED SPOTTER
WARRENSBURG         4.90    750 PM  8/28  TRAINED SPOTTER
LAKE LUZERNE        3.97    654 PM  8/28  WEATHERNET6
BRANT LAKE          3.88    457 PM  8/28  TRAINED SPOTTER
GLEN FALLS          3.68    700 AM  8/29  COOP
NORTH CREEK         3.65    700 AM  8/29  COOP

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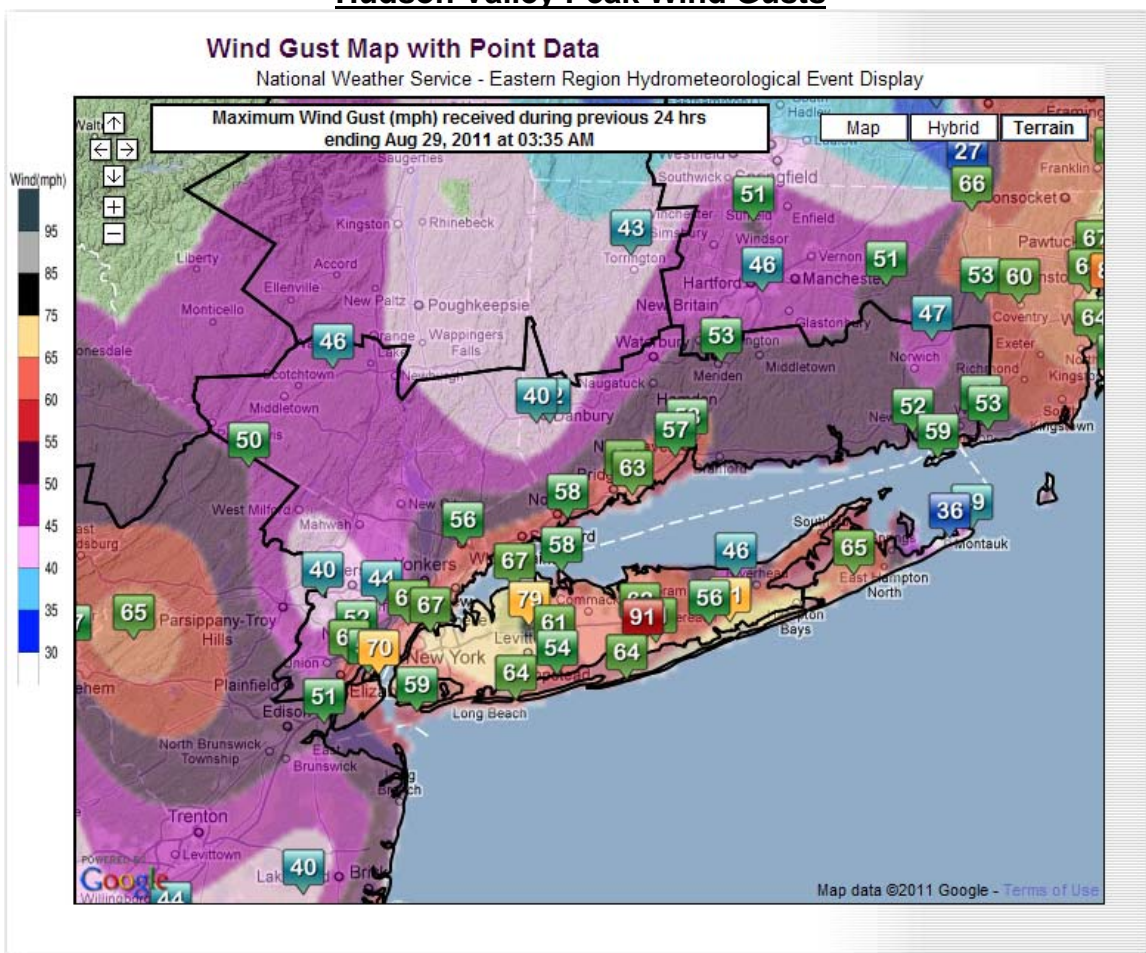
...WASHINGTON COUNTY...

HUDSON FALLS	7.00	700 AM	8/29	TRAINED SPOTTER
NORTH HEBRON	6.52	700 AM	8/29	COOP
EASTON	6.46	700 AM	8/29	COOP
SALEM	5.00	428 PM	8/28	WEATHERNET6
COSSAYUNA	4.85	648 AM	8/29	WEATHERNET6
FORT EDWARD	4.13	621 PM	8/28	WEATHERNET6
WHITEHALL	2.19	700 AM	8/29	COOP

## Hudson Valley Summary Precipitation



## Hudson Valley Peak Wind Gusts



## Eastern New York Precipitation Summary

### PUBLIC INFORMATION STATEMENT

#### SPOTTER REPORTS

NATIONAL WEATHER SERVICE NEW YORK NY

821 PM EDT SUN AUG 28 2011

THE FOLLOWING ARE UNOFFICIAL OBSERVATIONS TAKEN DURING HURRICANE IRENE.  
APPRECIATION IS EXTENDED TO HIGHWAY DEPARTMENTS...COOPERATIVE OBSERVERS...  
SKYWARN SPOTTERS AND MEDIA FOR THESE REPORTS. THIS SUMMARY IS ALSO  
AVAILABLE ON OUR HOME PAGE AT WEATHER.GOV/NYC

#### \*\*\*\*\*STORM TOTAL RAINFALL\*\*\*\*\*

LOCATION	STORM TOTAL RAINFALL /INCHES/	TIME/DATE OF MEASUREMENT	COMMENTS
CONNECTICUT			
...FAIRFIELD COUNTY...			
MONROE	7.40	612 AM 8/28	SKYWARN SPOTTER
DANBURY	6.72	500 PM 8/28	SKYWARN SPOTTER
DANBURY AIRPORT	6.34	900 AM 8/28	ASOS
GREENWICH	6.00	715 AM 8/28	EMERGENCY MANAGEMENT
BROOKFIELD	4.89	630 AM 8/28	SKYWARN SPOTTER
BRIDGEPORT AIRPORT	3.50	200 PM 8/28	ASOS
SHELTON	3.35	1000 AM 8/28	PUBLIC
STAMFORD	2.92	900 AM 8/28	MESONET
BRIDGEPORT	2.87	800 AM 8/28	NWS CO-OP
NORWALK	2.85	1053 AM 8/28	PUBLIC
BETHEL	1.20	930 AM 8/28	SKYWARN SPOTTER
...MIDDLESEX COUNTY...			
ESSEX	5.83	715 AM 8/28	EMERGENCY MANAGEMENT
MIDDLETOWN	5.25	1200 PM 8/28	SKYWARN SPOTTER
...NEW HAVEN COUNTY...			
OXFORD	6.69	1230 PM 8/28	SKYWARN SPOTTER
WOLCOTT	6.50	715 AM 8/28	EMERGENCY MANAGEMENT
WEST HAVEN	6.00	200 PM 8/28	SKYWARN SPOTTER
MIDDLEBURY	6.00	715 AM 8/28	EMERGENCY MANAGEMENT
MERIDEN	4.59	200 PM 8/28	ASOS
WALLINGFORD	3.75	200 PM 8/28	MESONET
NORTH HAVEN	3.47	1200 PM 8/28	PUBLIC
NEW HAVEN	3.34	200 PM 8/28	ASOS
EAST HAVEN	2.56	900 AM 8/28	MESONET
NORTH BRANFORD	1.30	900 AM 8/28	MESONET
...NEW LONDON COUNTY...			
MYSTIC	3.10	200 PM 8/28	SKYWARN SPOTTER
NORTH LYME	3.10	715 AM 8/28	EMERGENCY MANAGEMENT
COLCHESTER	3.09	717 AM 8/28	PUBLIC
YANTIC	2.49	200 PM 8/28	MESONET
GROTON	1.78	200 PM 8/28	ASOS
GALES FERRY	0.97	618 AM 8/28	SKYWARN SPOTTER

# NEW JERSEY

## ...BERGEN COUNTY...

GARFIELD	9.06	1030 AM	8/28	SKYWARN SPOTTER
WOODCLIFF LAKE	8.69	200 PM	8/28	MESONET
RAMSEY	8.35	1200 PM	8/28	SKYWARN SPOTTER
RIDGEWOOD	8.35	1200 PM	8/28	SKYWARN SPOTTER
TETERBORO	8.22	200 PM	8/28	ASOS
PARK RIDGE	7.88	200 PM	8/28	MESONET
LODI	7.74	200 PM	8/28	MESONET
SADDLE BROOK	7.57	1200 PM	8/28	SKYWARN SPOTTER
LYNDHURST	7.50	1010 AM	8/28	SKYWARN SPOTTER
OAKLAND	6.36	200 PM	8/28	MESONET
RIVERVALE	5.60	600 AM	8/28	PUBLIC

## ...ESSEX COUNTY...

ORANGE	9.96	200 PM	8/28	MESONET
CEDAR GROVE	9.40	600 PM	8/28	SKYWARN SPOTTER
BLOOMFIELD	9.00	900 AM	8/28	SKYWARN SPOTTER
NEWARK AIRPORT	8.92	200 PM	8/28	ASOS
MAPLEWOOD	8.88	200 PM	8/28	MESONET
CALDWELL AIRPORT	8.34	200 PM	8/28	ASOS
ESSEX FELLS	7.32	200 PM	8/28	MESONET

## ...HUDSON COUNTY...

HARRISON	9.14	400 PM	8/28	SKYWARN SPOTTER
KEARNY	4.10	1230 AM	8/28	PUBLIC

## ...PASSAIC COUNTY...

WAYNE	10.20	1005 AM	8/28	SKYWARN SPOTTER
WEST PATERSON	8.76	200 PM	8/28	MESONET
WEST MILFORD	8.66	1110 AM	8/28	SKYWARN SPOTTER
LITTLE FALLS	8.60	200 PM	8/28	MESONET
HAWTHORNE	8.35	100 PM	8/28	SKYWARN SPOTTER
RINGWOOD	7.96	200 PM	8/28	MESONET
HEWITT	6.46	945 AM	8/28	SKYWARN SPOTTER
CLIFTON	1.10	900 PM	8/27	SKYWARN SPOTTER

## ...UNION COUNTY...

MOUNTAINSIDE	8.52	200 PM	8/28	MESONET
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NEW YORK

...KINGS COUNTY...

GRAVESEND	6.78	930 AM	8/28	NWS CO-OP
SHEEPSHEAD BAY	5.00	530 AM	8/28	SKYWARN SPOTTER

...NASSAU COUNTY...

OLD BEHPAGE	5.28	945 AM	8/28	SKYWARN SPOTTER
PLAINVIEW	5.20	1000 AM	8/28	SKYWARN SPOTTER
WANTAGH	5.14	1050 AM	8/28	SKYWARN SPOTTER
SYOSSET	3.60	645 AM	8/28	SKYWARN SPOTTER
NORTH MASSAPEQUA	3.26	1130 PM	8/27	PUBLIC
MUTTONTOWN	1.96	100 AM	8/28	SKYWARN SPOTTER

...NEW YORK COUNTY...

CENTRAL PARK	6.87	200 PM	8/28	ASOS
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...ORANGE COUNTY...

TUXEDO PARK	11.48	1000 AM	8/28	PUBLIC
HARRIMAN	10.45	300 PM	8/28	SKYWARN SPOTTER
CORNWALL-ON-HUDSON	8.15	1120 AM	8/28	SKYWARN SPOTTER
MONTGOMERY	6.65	200 PM	8/28	ASOS
NEW WINDSOR	6.25	100 PM	8/28	SKYWARN SPOTTER
WARWICK	5.90	650 AM	8/28	SKYWARN SPOTTER
NEWBURGH	4.85	745 AM	8/28	PUBLIC
PORT JERVIS	4.00	630 AM	8/28	SKYWARN SPOTTER

...QUEENS COUNTY...

NYC/LA GUARDIA	5.37	900 AM	8/28	ASOS
NYC/JFK AIRPORT	5.02	200 PM	8/28	ASOS
HOWARD BEACH	4.10	230 AM	8/28	SKYWARN SPOTTER
1 W NYC/JFK AIRPORT	1.25	930 PM	8/27	

...ROCKLAND COUNTY...

NEW CITY	8.75	200 PM	8/28	SKYWARN SPOTTER
NANUET	8.00	200 PM	8/28	MESONET

...SUFFOLK COUNTY...

NORTHPORT	6.78	900 AM	8/28	MESONET
NORTH BABYLON	4.37	942 AM	8/28	PUBLIC
FIRE ISLAND	3.95	900 AM	8/28	MESONET
EAST FARMINGDALE	3.89	200 PM	8/28	ASOS
CENTEREACH	3.25	330 PM	8/28	NWS EMPLOYEE
ISLIP AIRPORT	3.03	200 PM	8/28	ASOS
UPTON	3.02	200 PM	8/28	NWS OFFICE
MIDDLE ISLAND	2.36	405 PM	8/28	NWS EMPLOYEE
RIVERHEAD	2.04	900 AM	8/28	MESONET
GREENPORT	1.98	200 PM	8/28	MESONET
BAITING HOLLOW	1.84	1000 AM	8/28	PUBLIC
SHIRLEY AIRPORT	1.52	200 PM	8/28	ASOS
BRIDGEHAMPTON	1.36	800 AM	8/28	NWS CO-OP
MONTAUK POINT	1.21	900 AM	8/28	ASOS
SAG HARBOR	1.19	900 AM	8/28	MESONET
1 N WESTHAMPTON BEAC	1.07	900 AM	8/28	ASOS

...WESTCHESTER COUNTY...

YONKERS	8.15	815 AM	8/28	SKYWARN SPOTTER
WHITE PLAINS	7.33	300 PM	8/28	SKYWARN SPOTTER
PEEKSKILL	6.70	1200 PM	8/28	SKYWARN SPOTTER
YORKTOWN HEIGHTS	6.35	930 AM	8/28	NWS CO-OP
RYE	4.83	1110 AM	8/28	PUBLIC
OSSINING	4.25	310 AM	8/28	SKYWARN SPOTTER

## Eastern New York Wind Gust / Sustained Wind Summaries

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*****PEAK WIND GUST*****
LOCATION                MAX WIND    TIME/DATE    COMMENTS
                        GUST          OF
                        MPH    MEASUREMENT

CONNECTICUT

...FAIRFIELD COUNTY...
  BRIDGEPORT AIRPORT    63    500 AM    8/28    ASOS
  1 NNE MILL HILL       61    530 AM    8/28    NWS CO-OP
  1 W BETHEL            42    930 AM    8/28    SKYWARN SPOTTER
  DANBURY AIRPORT       40    529 AM    8/28    ASOS

...NEW HAVEN COUNTY...
  NEW HAVEN             58    520 AM    8/28    ASOS
  WEST HAVEN           57    430 AM    8/28    SKYWARN SPOTTER
  MERIDEN              53    525 AM    8/28    ASOS

...NEW LONDON COUNTY...
  GROTON               52    546 AM    8/28    ASOS
  LISBON              47    942 AM    8/28    SKYWARN SPOTTER

NEW JERSEY

...BERGEN COUNTY...
  TETERBORO            44    139 PM    8/28    ASOS

...ESSEX COUNTY...
  NEWARK AIRPORT        61    454 PM    8/28    ASOS
  CALDWELL AIRPORT      40    459 AM    8/28    ASOS

...HUDSON COUNTY...
  1 NNE SAINT GEORGE    70    400 AM    8/28    ROBBINS REEF LIGHTHOUSE
  BAYONNE              52    430 AM    8/28    MESONET..20 METERS
  HARRISON             52    402 PM    8/28    SKYWARN SPOTTER

...UNION COUNTY...
  PERTH AMBOY JUNCTION  67    1255 AM    8/28    MESONET
  
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NEW YORK

...NASSAU COUNTY...

1 SE SYOSSET MOBILE	79	414 AM	8/28	SKYWARN SPOTTER
BAYVILLE	67	427 AM	8/28	MESONET-20 METERS
1 E POINT LOOKOUT	64	355 AM	8/28	JONES BEACH COAST GUARD
NORTH MASSAPEQUA	46	1130 PM	8/27	PUBLIC
MUTTONTOWN	42	148 AM	8/28	SKYWARN SPOTTER

...NEW YORK COUNTY...

CENTRAL PARK	60	358 AM	8/28	ASOS
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...ORANGE COUNTY...

MONTGOMERY	46	514 AM	8/28	ASOS
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...QUEENS COUNTY...

NYC/LA GUARDIA	67	410 AM	8/28	ASOS
BREEZY POINT	59	345 AM	8/28	MESONET
NYC/JFK AIRPORT	59	133 AM	8/28	ASOS

...SUFFOLK COUNTY...

SAYVILLE	91	702 AM	8/28	MESONET
EAST MORICHES	71	620 AM	8/28	MESONET
BRIDGEHAMPTON	65	700 AM	8/28	NWS CO-OP
FIRE ISLAND	64	900 AM	8/28	FIRE ISLAND COAST GUARD
ISLIP AIRPORT	62	448 AM	8/28	ASOS
BLUE POINT	61	1014 AM	8/28	MESONET
EAST FARMINGDALE	61	409 AM	8/28	ASOS
NORTH BABYLON	60	1240 AM	8/28	MESONET
FISHERS ISLAND	59	550 AM	8/28	MESONET
EATONS NECK	58	430 AM	8/28	MESONET
SHIRLEY AIRPORT	56	950 AM	8/28	ASOS
1 SW AMITY HARBOR	54	953 AM	8/28	GREAT SOUTH BAY MESONET
MONTAUK POINT	49	808 AM	8/28	ASOS
1 NE CALVERTON	46	815 AM	8/28	PUBLIC
MECOX	43	255 AM	8/28	MESONET
1 N WESTHAMPTON BEAC	37	105 AM	8/28	ASOS
MONTAUK	36	556 AM	8/28	ASOS
ORIENT	28	1047 PM	8/27	TRAINED SPOTTER

...WESTCHESTER COUNTY...

WHITE PLAINS	56	527 PM	8/28	ASOS
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\*\*\*\*\*SUSTAINED WIND\*\*\*\*\*

LOCATION	WIND SPEED MPH	TIME/DATE OF MEASUREMENT	COMMENTS
CONNECTICUT			
...FAIRFIELD COUNTY... BRIDGEPORT AIRPORT	46	331 AM 8/28	ASOS
...NEW HAVEN COUNTY... NEW HAVEN	43	836 AM 8/28	ASOS
NEW JERSEY			
...ESSEX COUNTY... NEWARK AIRPORT	45	454 PM 8/28	ASOS
NEW YORK			
...QUEENS COUNTY... NYC/LA GUARDIA	52	410 AM 8/28	ASOS
NYC/JFK AIRPORT	44	713 AM 8/28	ASOS
...SUFFOLK COUNTY... ISLIP AIRPORT	47	609 AM 8/28	ASOS
EAST FARMINGDALE	46	1250 AM 8/28	ASOS
SHIRLEY AIRPORT	41	854 AM 8/28	ASOS

### ***A3. Road Closures Due To Hurricane Associated Damage and Flooding***

Immediate prior to, during, and after the hurricane crossed New York road and travel conditions proved very difficult. All major bridges across the Hudson River were closed for a period of time as a safety precaution. Due to flooding and damage numerous major roadways were closed to travel.

These road closings made it very difficult, in some cases impossible, to move resources into some affected areas for a period of time on 8/28 through 8/28, or beyond in many cases.

A summary of the 8/29/11 NYS DOT road condition map is provided below:

