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September 25, 2006

Hon. Jaclyn A. Brilling  
Secretary  
New York State Department of Public Service  
Three Empire State Plaza  
Albany, New York 12223

Re: Part 105 Filing Concerning Long Island City Electric Service Restoration

Dear Secretary Brilling:

In accordance with Part 105.4(c) of the Public Service Commission's rules, enclosed for filing is Consolidated Edison Company of New York, Inc's review of its preparation and service restoration performance for the power outages that occurred in the Long Island City network during the week of July 16, 2006.

Please contact me if you need additional information.

Very truly yours,

John Mucci  
Vice President  
Electric Operations

Enclosure (original and five copies)

**Part 105 Compliance Filing by  
Consolidated Edison Company of New York, Inc.**

**Event Preparation, Recovery, and Communication**

**Power Outages in Northwest Queens**

**July 2006**



September 25, 2006

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## **1. INTRODUCTION**

Beginning July 17, 2006, primary feeder failures in Con Edison's Long Island City (LIC) network caused damage to portions of the network's secondary grid and interruptions of service to customers. Part 105 of the New York State Public Service Commission's (PSC) rules requires that following an emergency event where the service restoration period exceeds three days, the company must submit to the PSC within 60 days of completion of service restoration a review of its preparation and system restoration performance. Con Edison is submitting this filing in compliance with the PSC rules.

This filing reviews Con Edison's advance preparation for this event, its actions to restore the LIC network and customers to service, and its communications during this event.

Con Edison has undertaken a comprehensive study of the LIC outage event to review the causes of that event and to evaluate measures to strengthen the reliability of the company's network system, including the LIC network, as well as mitigate the potential for equipment failures to affect service to network customers. In addition, that study is examining, among other things, how the company can improve its methods for identifying the interactions between the high voltage primary system and the low voltage secondary system and the effects of equipment failures on network customers, as well as how such improvements can, in turn, promote enhancements in the company's emergency preparations, response, and communications.

On October 12, 2006, the company plans to issue a comprehensive report on its study of the LIC outage event, including proposals for addressing the causes of the event, enhancing network reliability, improving customer counting methods, reviewing secondary system monitoring, reviewing network shutdown process, and augmenting the company's processes for emergency preparation, response and communication.

## **2. OVERVIEW OF LONG ISLAND CITY OUTAGE**

During the week of July 16, 2006, New York City experienced an extreme heat wave with peak temperatures of 96 degrees Fahrenheit and a heat index of 102 degrees Fahrenheit. Indeed, official peak temperatures at La Guardia Airport for that period, tracked by the National Weather Service, reached 100 degrees Fahrenheit on Tuesday, July 18. Starting on Monday, July 17, the LIC network began to experience the loss of primary feeders. By Tuesday, July 18, additional primary feeders failed with 10 of the network's 22 feeders out of service at the same time. The company worked to restore feeders expeditiously and reduce electric demand in order to stabilize the network.

The series of primary feeders out of service, however, led to damage to Con Edison's 120/208 volt secondary grid and, based on company estimates, resulted in outages to approximately 25,000 of the network's 115,000 customers. Once the network supply was stabilized, a major effort ensued to repair or replace the damaged components and restore customers. This effort involved a force of over 2,000 responders, including Con Edison crews, crews from 14 other utilities and contractors. This major effort was supported by the full resources of the company and was completed on Tuesday, July 25.

### **3. ONGOING PREPARATION FOR HEAT WAVES**

#### **3.1 General Heat Wave Classification and Escalation**

Con Edison personnel monitor the electric system and anticipate weather conditions 24 hours a day, 365 days a year throughout the company's service territory. The company carefully monitors the weather forecast for periods of hot weather since the resulting high demand for electricity during such periods increases the operating temperatures of distribution system components. Heat places stress on the distribution system and its components and, at high levels, can cause components to fail. The company identifies heat events in three categories.

The first category is when the system peak demand is expected to be greater than 10,500 MW.

When this occurs, the System Operation department declares an "Extreme Weather Criteria" heat event. In preparation for such anticipated high demand, the following actions are taken:

- No primary feeders are removed for scheduled work so that the primary distribution system has the maximum capacity available.
- All feeders that are out of service are returned to service as quickly as possible, which also maximizes primary distribution system capacity.
- Work on equipment is not scheduled, except for work that does not reduce the capability of the distribution system and does not increase the possibility of feeder outage.

The second category of heat event is when the weather forecast indicates hourly wet/dry bulb average temperatures greater than 80 degrees Fahrenheit<sup>1</sup> for three consecutive hours, for a period of two or more consecutive weekdays. When these conditions occur, the following additional actions are taken:

- The Distribution Engineering Command Post (DECP) is activated and acts as a centralized coordination center to monitor system conditions, provide

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<sup>1</sup> The temperature variable is a weighted average of dry and wet bulb temperatures.

engineering support, coordinate response with regional control centers, and provide periodic system updates.

- The regional control centers and DECP are placed under the Incident Command System (ICS) as shown in Figure 3-1.
- The Call Center is staffed to manage increased call volumes.
- There is additional staffing of field personnel, such as substation operators, switching personnel, field operators, splicers, supervisors, and other groups participating in repairs and restoration.
- A dedicated communicator from Substation Operations is assigned to each regional control center to assist in the rapid restoration of equipment by acting as a liaison between the regional control center and the area distribution stations.

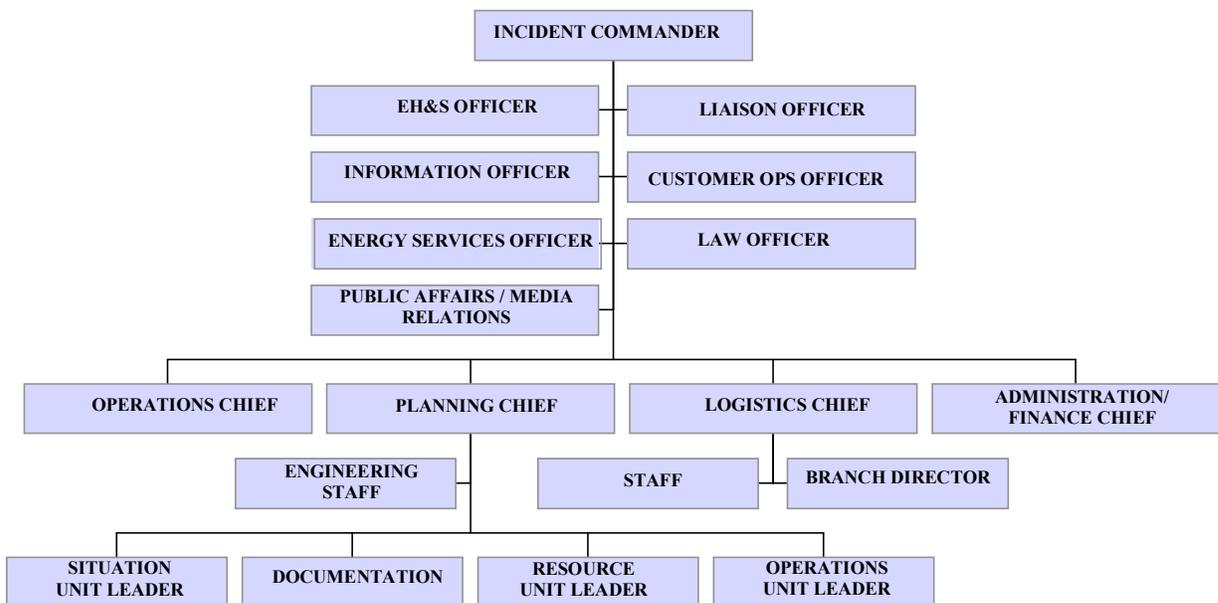
During a corporate emergency, such as the LIC network outage, Con Edison escalates the ICS structure by expanding the DECP and ultimately mobilizing the Corporate Emergency Response Center (CERC).

The third category of heat wave is a Full Scale Incident. It is declared when equipment is significantly overloaded (exceeding emergency rating), 15,000 customer outages or more exist, or an entire network is out. The CERC can be activated and supports and supplements the regional control centers by:

- Providing strategic management of an emergency incident from a central location.
- Bringing all of the resources of the corporation to bear on the emergency.
- Coordinating Con Edison's regional control centers for information and decision making.
- Coordinating company forces, including Environment, Health and Safety (EH&S), Customer Operations, Public Affairs, and Logistics.
- Coordinating with outside agencies, including the New York City Office of Emergency Management (NYCOEM), the New York City Police Department (NYPD) the Fire Department of New York (FDNY), and the Department of Public Service (DPS).
- Coordinating crewing needs from all company areas (such as Brooklyn/Queens, Staten Island, Bronx/Westchester, and Manhattan).
- Coordinating external crewing resources, including outside contractors, mutual assistance from other utilities, and mobile generator-related personnel.

### **3.2 Emergency Response Structures**

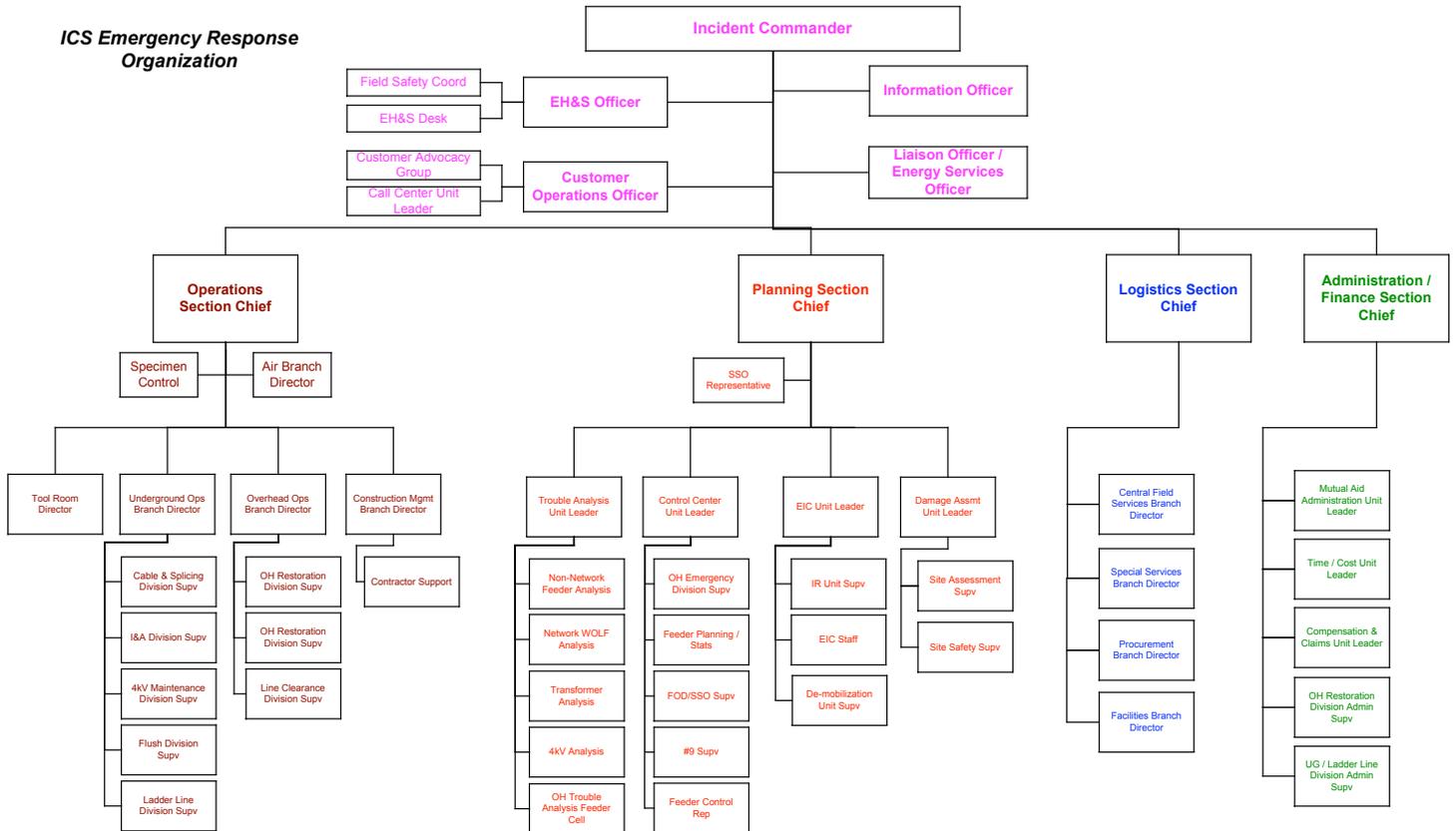
Managing the flow of information and establishing a centralized command structure for decision making is critical to effective emergency response. Con Edison utilizes an Incident Command System (ICS) at both the corporate level and the regional level to respond to system emergencies. Figure 3-1 provides an overview of the ICS positions at the CERC.



**Figure 3-1 - Incident Command System (ICS)**

In addition, Con Edison’s Regional Electric Operations organizations operate regional control centers with emergency plans. The LIC network is served by the Brooklyn/Queens Regional Control Center, which is responsible for the engineering, design, construction, maintenance, and operations of Con Edison’s electrical distribution system in the boroughs of Brooklyn and Queens, including the LIC network. The Brooklyn/Queens Emergency Plan contains a

“Decision Matrix” to guide actions in the regional control room by the shift manager and other control room positions during each of the events described above. The emergency plan also establishes an ICS structure and required levels of control room and field crew staffing during each event. Figure 3-2 shows the Brooklyn/Queens ICS organizational structure.



**Figure 3-2  
Brooklyn/Queens Control Center Incident Command System**

### **3.3 Electric Operations Emergency Plan**

Con Edison’s Electric Operations Emergency Plan directs overall storm response including heat wave preparation and restoration. The scope of Con Edison’s Electric Operations Emergency Plan has several key areas that specifically apply during a heat wave:

- Incident Command System structure, which was discussed above
- Underground Contingency Plan
- Recovery Preparedness/Readiness.

In addition to the overall emergency plan, the company maintains emergency plans for the regional Electric Operations organizations. Con Edison's emergency plan for its Brooklyn/Queens region provides planning guidance to all personnel having a role in emergency response. The mission is to maintain the integrity of the distribution system and respond to any emergency with the aim of prompt service restoration and continuous information flow, both internally and externally. The plan provides for public safety requirements and a hierarchy of critical needs directed at facilitating permanent restoration. At the same time, it provides for a continuous flow of information that will enable employees to advise customers, public officials, and the media of estimated times of restoration, including the areas involved and affected sensitive customers. Personnel requirements, organizational structure, workflow and coordination, communications, material requirements, and environmental responses are detailed in the emergency plan. The Brooklyn/Queens Electric Operations Emergency Response Plan is reviewed and updated annually.

### **3.4 Summer 2006 Heat Event Preparations**

Every year, prior to the summer peak demand period, Con Edison reviews and completes a number of tasks and initiatives in preparation for extreme weather conditions and peak system demand. These include drills, training, inspections, and planned maintenance.

### **3.4.1 Drills**

Con Edison conducts drills throughout the year to help personnel prepare for various events that may arise. In advance of the summer period, each regional operating area in the Con Edison service territory conducts heat event drills that simulate the operation of the distribution system under contingency conditions. The main participants in these drills are System Operation, Substation Operations, Electric Operations, Customer Operations, and the Distribution Engineering Command Post (DECP). The drill scenario covers a multi-contingency event and evaluates each department's response to the scenario. Drills are generally conducted prior to June 15.

Prior to the summer, Con Edison's Brooklyn/Queens Engineering and the Brooklyn/Queens Regional Control Center reviewed the company's heat storm plan (HSP) for heat waves, through tailboard discussions and a tabletop drill. The Brooklyn/Queens region conducted a heat wave drill on May 11, 2006, that simulated a fourth contingency in a network with equipment overloads. Management employees who would assume positions in the ICS participated in the drill. Other company employees acted as facilitators and observers to make sure the drill objectives were met, and that issues that arose were captured for a review. Following the drill, participating employees reviewed a formal critique of the drill.

### **3.4.2 Training**

Con Edison provides training for employees with underground emergency responsibilities to prepare them to respond and implement the Emergency Response Plan. Training requirements are designed to enable emergency response participants to be effective in performing their assigned duties. Con Edison's Regional Control Centers and field crews

perform emergency response work routinely for conditions such as equipment failure and manhole events. The company also provides training for these employees. Field personnel participate in an 18-month apprenticeship training followed by two months of formal, hands-on training in splicing methods. The employee must then pass both a written and practical test to qualify as a splicer. Ongoing and refresher training includes splicing in primary and secondary underground systems, troubleshooting, carbon monoxide procedures, manhole events, fire protection and prevention, electrical safety, respiratory protection, and personal protective equipment.

Control Center personnel are trained in communication and reporting techniques, including emergency communication, and in control center emergency management. Experienced field people are brought into the Control Center and receive formal training and are mentored by experienced control room personnel until they are qualified to fill a specific position.

Each year, Con Edison conducts a review of the company's feeder process activities to identify actions that can minimize the amount of time required to restore a feeder. This review, which the company conducts before each summer, has resulted in substantial improvements since 1999 in the average amount of time required to restore a feeder.

In preparation for the summer of 2006, Con Edison district operators received refresher training to prepare for work during periods of peak demand. District operators are responsible for the operation of the distribution system. The refresher training included drills on the application and removal of portable grounds, and reviews and updates of the feeder management system (FMS) and the transmission operation management system (TOMS). In addition, prior to the summer period, district operators reviewed system operation procedures

and completed a quarterly load management training module, which includes the system operation computer (SOCCS-X) startup and shutdown process for area stations.

### **3.5 System Readiness**

#### **3.5.1 Brooklyn/Queens Readiness**

Before the start of each summer peak demand period, Con Edison prepares the system for forecasted electric demand growth by (1) primary feeder cable upgrades, (2) transformer upgrades, and (3) the reliability program, described below:

(1) Primary feeder cable upgrades: System demand is reviewed at the end of each summer and portions of feeders requiring increased reinforcements, based on demand growth and forecasted demand, are identified and upgraded prior to the next summer. In Brooklyn/Queens, for 2006, 591 sections of underground primary cable, 251 spans of overhead cable, and 27,817 feet of conduit were installed. In addition, 73 primary feeders were deloaded.

(2) Transformer upgrades: Similarly, transformer capability is reviewed at the end of each summer. Increased demand needs are met by upgrading existing transformers or adding new transformers to increase capacity to meet the forecasted peak demand for the network. Through this program, 87 new transformers were installed in Brooklyn, and 79 new transformers were installed in Queens for 2006. Over 230 sections of underground cable were installed associated with this transformer work.

(3) Reliability Program: The feeder reliability program replaces portions of the system with better performing components and performs high potential (hi-pot) testing of feeders to identify weak components. The feeder reliability work for 2006 involved work on 14 Brooklyn and six Queens primary feeders. The company installed 605 sections of underground cable and 210 spans of overhead cable on feeders. For the 2006 hi-pot program in the Brooklyn/Queens region, Con Edison tested 68 feeders and replaced 141 components identified during these tests.

Overall, between September 2005 and May 2006 in Brooklyn/Queens, Con Edison repaired or replaced 1,952 secondary cable (mains), 486 transformers, and 436 cable joints in preparation for the summer.

Specifically for the LIC network, Con Edison visually inspected 355 transformers and network protectors before June 1, and another 102 transformers between June 1 and July 16. These inspections resulted in the replacement of 38 transformers and network protectors. The company also installed six transformers of additional capacity in the LIC network as part of the 2006 load relief program, and upgraded 12 transformers to provide additional reinforcement in critical areas of the network. In addition, the company installed cathodic protection, a corrosion prevention measure, on 74 transformers and completed remote monitoring system (RMS) repairs to 94 units in the LIC network before the 2006 summer.

### **3.5.2 Substation Operations Readiness**

Substation Operations implements special programs for a period when high customer demand and loads are predicted. These programs include inspections and testing of key station components, such as breakers, transformers, and capacitor banks.

Several specific steps are taken when a temperature variable (as defined earlier) in excess of 80 degrees Fahrenheit is projected. These steps include increased staffing of qualified substation operators and maintenance crews as well as adding supervision.

In addition, a dedicated communicator from Substation Operations is assigned to each regional control center to assist in the rapid restoration of equipment. The communicator's role is to act as liaison between the regional control center and the area distribution stations. The communicator adjusts staffing at distribution stations to accommodate feeder processing needs in anticipation of changing conditions. The Substation Operations communicator monitors the estimated times of completion for work in the field by staying in direct communication with the feeder boss and the shift managers on duty at the regional control center.

In advance of the summer period and prior to each high-demand period, all test equipment used for the processing of distribution feeders is verified as operational and available for use.

This includes equipment such as:

- Station high voltage test sets to locate faults and perform dielectric proof testing
- Low voltage test sets to perform phase identification testing
- Mobile high voltage test trucks to provide additional capability
- Portable grounds to supply safe working conditions

The stations also are checked to ensure that the proper personal protective equipment is available for personnel to use during the processing of distribution feeders.

### **3.5.3 Materials and Tools Inventory Readiness**

Central Field Services (CFS) and Purchasing departments manage all emergency logistics support. In a corporate emergency, large-scale purchase and delivery functions are directed by the logistics desk at the Corporate Emergency Response Center (CERC).

CFS support encompasses garages for vehicle repair and maintenance, storerooms for daily and critical inventory needs, fleet operations for transportation and field deliveries of materials and equipment, protective equipment testing, capital tools, and waste management operations. On an emergency basis, many services may be scaled up to meet increased volume and expanded requirements. Specific additional emergency responsibilities may include, but are not limited to, ice and dry ice distribution to customers, emergency generator procurement and deployment, meal deliveries, staging, hotels and transportation for mutual assistance crews, and management of the mobile command buses. As required, overtime and emergency duty call-in lists are utilized to scale up resources for unanticipated events.

Purchasing maintains lists of suppliers and commodities with emergency vendor contact information. In the event of an emergency, Purchasing contacts major suppliers to alert them that emergency requests may be forthcoming. During an emergency, Purchasing monitors the situation and stays in contact with operating departments to better determine immediate needs and to arrive at forecasted needs for materials, equipment, and services. Purchasing reviews the on-hand quantities of material in inventory and, if required, places replenishment orders on an expedited basis. In addition, the company relies on its cross-docking procedures, whereby material and equipment are delivered directly from vendors and issued to field crews, eliminating the need to maintain certain inventory levels.

If contracted vendors are unable to meet increased needs, Purchasing seeks other distributors, manufacturers, and service providers to obtain the required materials or services. Purchasing works with Engineering and Environment, Health and Safety (EH&S) to ensure that the technical and environmental needs of the organizations are met.

Before a CERC is established, both CFS and Purchasing participate in a pre-event conference call to plan for required coverage. CFS also establishes a presence at the Distribution Engineering Command Post (DECP) to act as a liaison and coordinate and track emergency generator activities.

CERC logistics contacts various vendors to monitor adequate supplies and services and expedite deliveries. Examples include underground cables, connectors, splices, safety equipment, cable reels, dry and wet ice, emergency generators, and contractors to assist in restoration activities.

CFS establishes an on-site Incident Command System (ICS) to coordinate with the logistics desk at the CERC, as well as to respond to any emerging needs from other regions. During emergencies, CFS provides 24/7 coverage at its facility in Astoria (the main warehouse and field command post site), as well as in regional locations. The Emergency Operations section of CFS implements all generator deployment and fueling activities. CFS augments its workforce with employees from other departments to complete the wide range of emergency functions previously listed.

Purchasing assigns buyers and managers to the CERC on a 24/7 basis and has additional buyers and managers in the office supporting the effort. Purchasing personnel at the CERC desk work with CFS to be sure vendors are prepared to meet emergency needs.

### **3.6 Customer Readiness**

Con Edison provides information to its customers to help them prepare for emergencies. The company's *Customer News* is sent to all customers six times per year. Each year, several issues include articles that tell customers how to prepare for an emergency involving the loss of electricity and who to contact at Con Edison if the customer needs assistance. The company's Web site also includes important information for customers on storm preparations, including pre-storm preparation, safety precautions, storm tips, and the use of generators. All this information is designed to help customers make informed decisions as the company works to restore electric service. The following is an overview of this information:

- Keeping safe from fallen power lines during storms
- Disconnecting appliances and electric circuits during power outages
- Using emergency generators safely
- Handling food and water safely in an emergency
- Using a checklist to prepare for a storm
- Reporting outages and fallen power lines to the Con Edison at 1-800-75-CONED

#### **4. LONG ISLAND CITY EVENT RESPONSE**

The electric demand forecasted for July 17 to July 21, 2006, was expected to be greater than 10,500 MW. As a result, the System Operations department declared an “Extreme Weather Criteria” heat event. In preparation for this demand, no work that would reduce the capability of the distribution system or increase the possibility of feeder outages was permitted.

Equipment used for processing of distribution feeders was checked as operational.

Because the extended weather forecast for July 17 to July 21 indicated hourly wet/dry bulb average temperatures greater than 80 degrees Fahrenheit for three consecutive hours, for a period of two or more consecutive weekdays, the following additional actions were taken:

- On Sunday, July 16, 2006, the Distribution Engineering Command Post (Command Post) was activated as a centralized coordination center to monitor system conditions, provide engineering support, coordinate response with regional control centers, and provide periodic system updates.
- The regional control centers and DECP were placed under Incident Command System (ICS).
- Call Center staffing was increased to manage added customer call volume.
- Staffing of field personnel, such as substation operators, switching personnel, field operators, splicers, supervisors, and other groups participating in repairs and restoration, was increased and placed on 12 hour shifts.
- A dedicated communicator from Substation Operations was assigned to each regional control center to assist in the rapid restoration of equipment by acting as a liaison between the regional control center and the area distribution stations.

##### **4.1 System Operations Pre-Event Actions**

Prior to the heat wave period, System Operation adjusted the staffing requirements for a forecasted demand of more than 12,000 MW. A dedicated feeder boss and an associate chief district operator were assigned to each shift in the company’s Energy Control Center in Manhattan for the duration of the anticipated heat wave. This staffing increase resulted in doubling the typical number of district operators on each shift, including two

upper level managers in the control room overseeing the operation. The company also assigned support staff responsible for maintaining Feeder Management System (FMS) and supervisory control and data acquisition (SCADA) systems to provide 24-hour coverage in the event of a system problem.

#### **4.2 Brooklyn/Queens Pre-Event Actions**

Beginning Wednesday, July 12, Brooklyn/Queens Electric Operations took several actions to prepare for the period of extreme weather and high demand that was predicted for the following week. These actions included conducting an operational review of the Brooklyn/Queens distribution system and reviewing and prioritizing the steps to be taken to restore any primary voltage distribution equipment out of service.

The Brooklyn/Queens region mobilized at 18:00 on Sunday, July 16, following the guidelines outlined in the heat storm plan (HSP). Brooklyn/Queens held its initial status update meeting on Monday, July 17, at 07:30. The organization adjusted its work schedule from a Monday to Friday schedule to a round-the-clock schedule to increase support during critical periods and reduces response time to events during the critical, high demand periods. The schedule was designed to provide additional coverage on the off-shifts and weekend.

#### **4.3 Substation Operations Pre-Event Actions**

The staffing in Queens was increased to prepare for the expected high system demand prior to the incident beginning on Monday, July 17. Each of the area distribution stations in Queens (Jamaica, Corona, Glendale, and North Queens) were staffed with two operating crews, a maintenance crew, and a supervisor. This doubled the area's normal staffing of distribution station operators

In anticipation of the extreme heat and system loading expected during the week of July 16, 2006, a Substation Operations communicator was assigned to the Brooklyn/Queens Control Center at 07:00 on Saturday, July 15. This position was continuously staffed throughout the event. Additionally, Substation Operations provided increased staffing at the Energy Control Center in Manhattan. This provided additional focus on the needs of the various area stations.

#### **4.4 Corporate Emergency Response Center**

##### **4.4.1 Organization**

On Thursday, July 20, as a result of the damage to the secondary distribution system, Con Edison declared a corporate emergency, organized the Corporate Emergency Response Center (CERC) at its corporate headquarters, and established two operations centers in Queens to more effectively manage the company's resources and restore customers in the LIC network as quickly as possible. The organization chart is shown in Figure 3-1.

In order to effectively manage the incident, CERC staff assumed their Incident Command System (ICS) positions and carried out their assigned functions, communicated actions taken, and planned actions in a uniform and cooperative manner. CERC staff participated in video conference calls with other activated emergency locations every four hours under the direction of the incident commander. Those locations included the Brooklyn/Queens Electric Operations Emergency Information Center; both the Astoria and College Point restoration teams, where operations staff were dispatching Con Edison and mutual assistance repair teams into the Long Island City area; and the Energy Control Center, where system conditions and feeder protections are managed.

#### **4.4.2 CERC Responsibility**

CERC provided the following:

- Incident Status meetings, which provided pertinent information to all activated areas.
- Regular updates of the Incident Action Plan.
- Tracking of customer restoration by zone and Mains and Services (M&S) plates.
- Logistical support of the incident.
- Guidance on safety and environmental protection issues.
- Information Resources and audio-visual support.
- Coordination of generator deployment.

#### **4.4.3 Information Flow/Analysis**

Each person who served in CERC positions as seen in Figure 3-1 (including their assistants, deputies and support staff) shared information. Interaction among participants was enhanced by information requests related to public health, safety, and welfare concerns from outside agencies such as the New York City Office of Emergency Management (NYCOEM), the New York City Police Department (NYPD), and the New York State Department of Public Service (DPS). Staffs from these outside agencies were present in the CERC 24/7, which helped ensure timely communication and meaningful interactions. The incident commander held numerous conference calls, and there was wide-scale use of CERC documents. In addition, organizational charts were available and an Incident Action Plan (IAP) was updated regularly. Information, such as press releases and customer Voice Response Unit (VRU) messages, were routed through the incident commander for approval. Video conferencing enhanced the quality and understanding of information being discussed as compared to just teleconference meetings.

## **5. LONG ISLAND CITY RESTORATION**

### **5.1 Response to Primary Feeder Outages**

Before the LIC network outage, the company was preparing for forecasted extreme weather conditions and peak customer demand. In anticipation of and during periods of hot weather, the company mobilizes into an Incident Command System (ICS) structure, under which specific roles and responsibilities are defined and the response organization operates under two 12-hour shifts. The Brooklyn/Queens region mobilized under ICS and completed its staffing and crew assignments.

As each feeder tripped in the LIC network, alarms and visual displays in the Brooklyn/Queens control center notified the operators of the trip. Operating personnel then coordinated a response based on telemetry, field information, and system impact. Listed below are the various systems that Con Edison operators and engineers monitored to make decisions during the LIC network outage:

- The distribution information system provides feeder loading versus ratings.
- The rapid restore system provides an electronic means to send and track operating orders to selected operating personnel.
- The feeder management system tracks the status of distribution feeder processing and gathers information from the rapid restore system.
- The network remote monitoring system (NetRMS) provides status, loads, adjacent transformer information, and load cycle graphs for network transformers.
- The emergency control system (ECS) tracks emergency calls including customer outages, manhole events, low voltage complaints, and flicker light calls.
- The Outage Manager program is a Web-based application that presents information from the ECS in format that operators use to monitor the total number of customers out service and customers restored to service during an event.
- Poly Voltage Load flow (PVL) is a load flow program that models primary feeders and transformers.
- System Operations Computer Control System - Expansion (SOCCS-X) provides a graphical display of the equipment status at area substations, including breaker position and feeder loads and voltages.

- Alarm Monitor provides alarms from various sources to provide the operators with both visual and audible indication of changes in system conditions.

The Brooklyn/Queens Engineering department ran exception reports to determine overloaded transformers. They provided locations for cooling of transformers as well as a review of adjacent units where switches can be closed to improve the load balance among nearby transformers. In addition, the company monitored customers supplied by dedicated transformers and high-tension customer installations to assess the impact of the changing system conditions for demand reduction measures. The company also reviewed and contacted customers with local generation capability to request their assistance in reducing system demand.

From Monday, July 17, through Friday, July 21, the LIC network event involved thirteen<sup>2</sup> 27,000-volt primary network feeders that opened auto over a five-day period. These feeders experienced 34 total feeder outage events.

During the LIC network outage, feeder restoration and stabilizing the LIC network were Con Edison's primary goals. Additional challenges experienced during the event involved feeder faults where secondary burn outs were preventing safe access into the manhole. As secondary burnout volume increased, emergency crew resources were fully engaged in manhole events to clear burn outs at splicing locations to expedite feeder restoration. The affected LIC feeders were processed in an expedited manner.

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<sup>2</sup> The company's August 2, 2006, report, "Initial Report On The Power Outages In Northwest Queens In July 2006," stated that 14 feeders were involved; however, because one feeder provides service to an isolated customer, it is not a network feeder.

Con Edison follows a detailed, step-by-step process to repair and restore primary feeders to service. The goal of the feeder process is to expeditiously restore the feeder to service while ensuring the safety of the public and workers. Several areas within the Con Edison system share responsibility for primary feeder restoration. System Operation serves as the overall coordinator of feeder work while Substation Operations and Electric Operations perform functions associated with the protection and restoration of the feeders.

The feeder restoration process is broken down into six key steps: (1) isolate substation sources of electricity; (2) ground the feeder; (3) locate the fault; (4) prepare the feeder for work; (5) repair the feeder; and (6) prepare the feeder for service.

(1) Isolate substation sources of electricity: When a component fails on a feeder, large amounts of energy will flow to the damaged component. The system utilizes circuit breakers to de-energize the feeder at the substation, to isolate the feeder and faulted component from the system. This action limits the extent of the problem, and prevents additional damage to the equipment attached to the feeder.

(2) Ground the feeder: For safety, the feeder needs to be grounded at the substation and, often, sources of electrical back feed are isolated. Sometimes the feeder energizes because electric energy feeds back from the secondary system through distribution transformers. The source of this backfeed must be located and removed by opening the switch at the transformer. Once all sources of backfeed are removed, the feeder is verified as de-energized at the substation, where it is then grounded. Where possible, the grounding and isolation operations are done in parallel to expedite the process. Once the feeder is grounded and isolated, crews work to locate the fault. Subsequent steps in the process require removing the feeder ground when

testing for faults and then re-applying the ground during repair. This process may be repeated several times.

(3) Locate the fault: The process of locating a fault involves applying high voltage on the feeder cables; this is referred to as high potential (hi-pot) testing. The high voltage creates a detectable signal at the fault location. Prior to applying high voltage on the feeder, voltage-sensitive equipment, such as shunt reactors, are disconnected from the feeder. The feeder ground is also removed during the test. Operating orders are issued to establish the high-voltage signal that is used to locate the fault on the feeder. The route of the cable is surveyed with equipment that senses the signal until the fault location is found.

Once the fault is located, the high-voltage is removed and operating orders are issued to once again, apply the ground to the feeder at the area substation.

(4) Preparing the feeder for work: After the feeder is re-grounded at the station, the next block of steps to restore a feeder involves preparing the feeder for work. Preparing the feeder for work involves positively identifying the cables at the work locations and applying protective grounds surrounding the repair locations. Protective grounds are required to protect the workers from any inadvertent energizing of the feeder. To positively identify the feeder, operating orders are issued to apply tracing current on the feeder from the area substation. The tracing current is used to positively identify the faulted feeder in the structure.

Once field personnel report that the feeder has been identified and tagged, the company issues operating orders to remove the tracing current and re-ground the feeder at the area substation. Concurrently, the field personnel apply several protective field grounds at manholes

surrounding the work location. With the feeder grounded in the station and the field, the district operator reviews the job to verify that the feeder is properly isolated and protected, and then issues a work permit to initiate the repair work. Vehicles parked over a manhole, flooded underground structures, or environmental conditions can sometimes impede a crew's ability to access a structure and inspect the fault. Operations personnel determine the scope of the work, typically either making repairs or disconnecting the faulted equipment from the feeder.

(5) Repairing the feeder: The crew at the repair location then requests a work permit. The company tightly controls this process to verify that people are in the correct location and that they follow established procedures. Once the work permit is issued, the next block of steps involves making repairs or separating the faulted equipment from the feeder. Once the repairs are made and the working group no longer requires the field grounds, the field personnel report this status to the control center. Operating orders are then issued to remove grounds.

(6) Preparing the feeder for service: After the ground switches used for protection are removed, the feeder is tested by applying low and, at times, high voltages to determine whether there are additional problems. The high-voltage application during the testing phase may identify incipient faults on the feeder. If additional problems are encountered during the testing phase, these steps detailed above are repeated until the feeder passes the high voltage test.

### **5.1.1 Feeder Restoration Considerations**

Depending on the cause of the feeder failure, emergency workers will expedite feeder restoration by separating a damaged piece of equipment from the feeder, typically a transformer, and insulating the feeder section end, allowing the feeder to be re-energized. This

technique is referred to as a “live end cap” and was used during the LIC network outage to reduce the repair time of a faulted feeder. The open auto feeders (feeders whose circuit breakers opened automatically to de-energize the feeder in response to a fault) in the LIC network were reviewed for possible live end caps and processed accordingly.

In addition, the company used a technique called the “known-point splice” during the LIC event as a means to disconnect a portion of the feeder. Since the location is documented and maintained as a “known point,” conventional methods of identifying the cable are not required. This technique shortens feeder processing times.

### **5.1.2 Alive on Back Feed**

The condition of “alive on back feed” increased processing time of some feeders. This condition results when power from the secondary system flows back into the primary system because a network protector (switch) remains closed. When this condition occurs, field crews are dispatched to individual transformers to verify the position of the network protector (closed or open). If a network protector is found closed, the crew will open the network protector to clear the back feed. Sometimes more than one network protector will be found closed, and this process of clearing the back feed can take several hours. An additional means of clearing a back feed condition would be to apply grounds at the substation in order to blow fuses at the network protector and isolate the feeder from the secondary system. During the event, alive on back feed feeders were processed in different ways depending on the operational configuration of the network at the time of the back feed. The major categories of processing feeders were as follows:

1. If the open auto feeder was alive on back feed and there were no relay targets indicating a fault, the feeder was cut in.
2. If the open automatic feeder was alive on back feed, and relay targets indicating a fault was reported, a three-phase ground was applied in attempt to clear the back feeding network protector.
3. If steps one and two were unsuccessful in clearing the back feed, field crews were dispatched to check individual network protector status.

### **5.1.3 Expedited Feeder Processing**

During the Long Island City event, Con Edison followed a special set of operating rules for five feeder events based on operator judgment. This change in feeder processing approach reduced feeder processing time by eliminating the need to identify the cable at the fault location. While this approach expedited the restoration of certain feeders, it delayed feeder processing work on other feeders due to safety considerations.

### **5.2 Transformer Response**

When the Con Edison electric distribution network experiences feeder contingencies, the regional engineering department, supplemented by field forces and the regional control center, monitor the network transformer status (loading, voltage, temperature, and alarms). When the transformer's loading exceeds design levels, an analysis of nearby transformers is performed to identify opportunities to shift the loads to nearby transformers. Locations are identified and crews are dispatched on a prioritized basis. These priorities can shift as feeder outages change. Locations are also checked to determine whether a network protector switch can be closed to balance the load from other nearby transformers.

When the analysis or field inspection determines that there is no opportunity to reduce the load by addressing nearby transformers with open switches or blown fuses, crews are then directed to cool the overloaded units.

Water is sprayed onto the units or, in some instances, the vault is flooded, then pumped out and the process is repeated until the temperature is reduced. Another method of cooling utilizes special air conditioning units that circulate chilled air over the units to reduce the oil temperature.

As the contingency level increased in the LIC network, Con Edison crews from outside the Brooklyn/Queens area were used to check switches and blown fuses. The use of supplemental crews to cool transformers during the LIC event was an added resource to the response team, allowing them to dedicate the majority of network crews to switch checks.

From Monday, July 17, to Friday, July 21, field crews cooled 59 transformers and an additional 24 transformers were addressed through the closing of switches or replacing blown fuses.

Starting on Friday, July 21, Con Edison began removing failed transformers in the LIC network in preparation for replacement. In addition, transformer crews were provided by Manhattan and the Bronx to support transformer replacements. With the assistance of the Bronx and Manhattan crews, the Brooklyn/Queens Equipment group changed out 24 defective transformers in the first week of operation.

### **5.3 Substation Response**

#### **5.3.1 Emergency Response to the Incident**

As the incident progressed, additional operating crews were deployed to the North Queens substation to address the increased volume of operating orders issued. The staffing in the station was ramped up in anticipation of subsequent feeder outages. This allowed the senior

station operators to process the increasing rate of operating orders and minimized feeder processing delays. Two additional operating crews (for a total number of four crews) were called to the station upon occurrence of the second feeder outage on Monday, July 17. At the height of the LIC network outage, between five and eight senior operators were on duty with enough assistant operators and maintenance mechanics at the North Queens substation to provide between five and eight operating crews to process distribution feeders.

Management personnel, including a station supervisor and a field operations planner, were also in the station serving as on-site operational coordinators to communicate with the Brooklyn/Queens Control Center and the feeder boss position at the Energy Control Center to avoid feeder processing delays. In addition, they coordinated job activities on-site to avoid delays. Throughout the event, there was an area manager, general manager, and/or vice president at the station to provide support and monitor performance. A senior operator was assigned the specific task of communicating with the district operator to facilitate the issuance of operating orders. This provided a constant open line of communication between the station and the Energy Control Center and ensured that operating orders issued by the district operator were immediately acted upon by a station operator.

Personnel from other groups within substation operations also staffed the North Queens substation during the incident. This included mechanics from Auxiliary Systems Maintenance (ASM) and the Transformer Group as well as electrical technicians from Protective Systems Testing (PST). Representatives from these groups were either on hand or on call in anticipation of any service that might be required. For example, PST technicians would be

assigned to investigate relay targets. ASM mechanics worked to check availability of the spare low voltage test sets and determine whether they were ready for operation.

Additional steps were also taken to facilitate feeder processing in the North Queens substation during the incident. Two mobile test trucks were set up as alternate measures, to facilitate processing feeders from the feeder pothead compartments in the instances when the station test bus was occupied. Additional high-voltage test leads from surrounding stations were also brought to North Queens as back up. Numerous leads were run from the station high-voltage test set to every aisle in the station. This minimized the time required to prepare for high voltage testing. The response to the event in the LIC network (the increased staffing and the additional test equipment brought to the station) was conducted in conjunction with maintaining the required heat contingency staffing at the other area distribution stations throughout the Con Edison service territory.

#### **5.4 Demand Reduction Actions**

During the event, Con Edison sought to reduce demand in the network through a number of mechanisms. These mechanism included voltage reduction, demand reduction requests to large and small commercial customers, requests to customers to move to alternate sources of supply where available, direct customer appeals made by employees in the field in impacted areas, appeals broadcast by the NYPD with mobile public address systems, and broadcast media appeals to reduce usage.

A team of personnel focused on reducing demand and tracking the demand in the Long Island City network. While this team was aware there were customer outages, they were unable to

accurately determine how much demand reduction was a result of public appeals and how much demand reduction was a result of customer outages.

To illustrate the process that this team used during the Long Island City network event, the following is an analysis of the network demand on Wednesday, July 19:

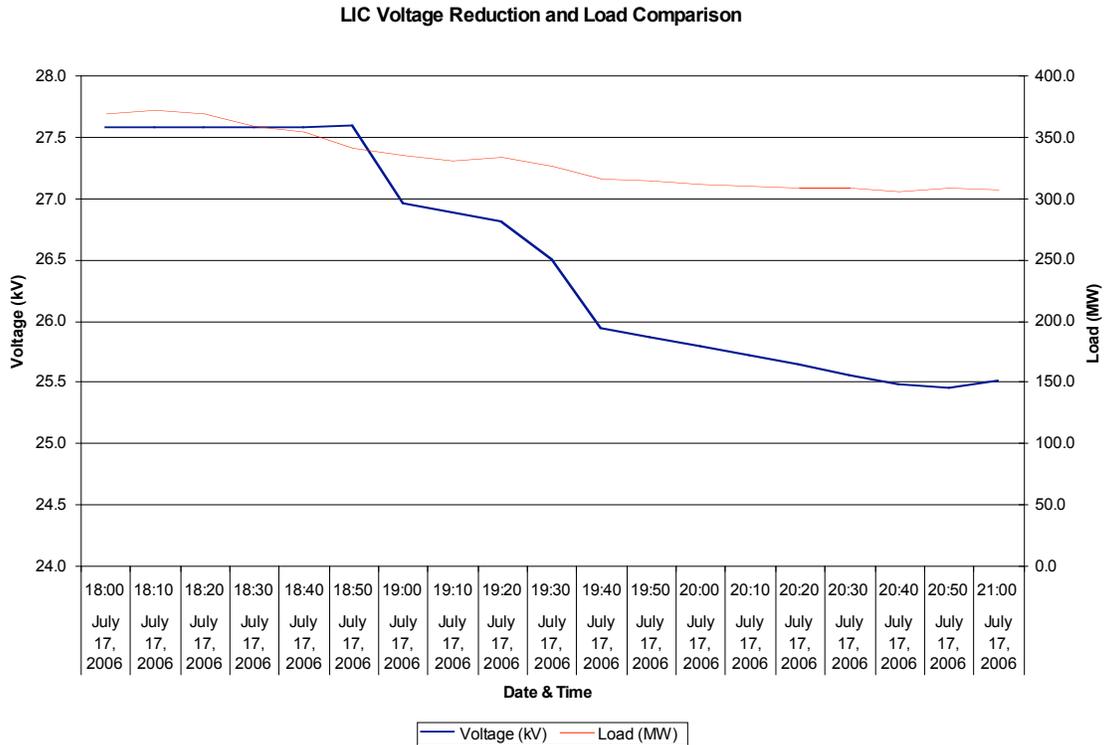
- Based on a temperature adjusted demand for Wednesday, July 19, the projected demand with no demand control measures and no customer outages for the LIC network would have been approximately 330 MW.
- The large customers contacted as part of the demand reduction effort included La Guardia Airport, the Bowery Bay Wastewater Treatment Plant, Rikers Island, the Citicorp building, MetLife, the Long Island Rail Road, Mount Sinai Hospital, the Memorial Sloan Kettering Research Facility, and the Triborough Bridge and Tunnel Authority.
- The Metropolitan Transportation Authority had reconfigured its system to remove demand from the feeders in the LIC network.
- Voltage reduction was in place on July 19, which further reduced demand.

During the outreach effort, Con Edison personnel made 400 calls to large customers within the network. Customers were apprised of current system conditions and requested to shift to emergency generation, if available, eliminate the use of all nonessential electric appliances, and reduce lighting and air conditioning use where possible. In addition, direct customer appeals were made by employees in the field in the impacted areas, and broadcast media appeals to reduce usage were made for the entire area.

#### **5.4.1 Voltage Reduction**

Con Edison follows American National Standards Institute standards that allow utilities to reduce voltage in emergency situations. Con Edison will reduce voltage by either 5% or 8% to help lower the electric usage on the network. The events of the Long Island City network

outage unfolded quickly and Con Edison moved directly to an 8% voltage reduction. Figure 5-1 displays the voltage reduction over time.



**Figure 5 – 1: Voltage Reduction**

Voltage reduction is effective because many of the electronic devices utilized by customers use power in proportion to the voltage level. If voltage drops, equipment demand should reduce correspondingly. However, various customers’ loads respond differently. Experience indicates that an 8% voltage reduction may result in a 5.2% power reduction.

**5.4.2 Demand Reduction Requests**

**Company Facilities in LIC Network**

Con Edison facilities reduced nonessential demand on Tuesday, July 18, and Wednesday, July 19. Con Edison’s Learning Center, located in the LIC network, closed, thereby reducing network demand by an estimated 400 kW.

## **Customer Facilities**

In addition to reducing energy consumption at Con Edison facilities within the affected area, company personnel actively appealed to all customers using press releases, messages broadcast from police vehicles, and leaflets distributed in the LIC network by company personnel.

At the inception of the LIC network event, Monday evening, July 17, Energy Services personnel contacted large customers located in the network. Con Edison maintains a secure database of large customer account listings and contact information known as the Emergency Operating System (EMOPSYS). Many of these customers, such as hospitals and other large businesses, have their own emergency generators on site, and, in addition to reducing demand, may be able to shift demand to emergency generation.

Con Edison's contact efforts included notification of an 8% voltage reduction in addition to requesting that customers take steps to conserve energy by eliminating nonessential usage. This customer outreach effort continued for much of the week. Multiple calls were made to these same customers apprising them of the evolving status and re-affirming the request for energy conservation. Through efforts including customer phone calls, press releases, and in-field outreach, the network demand was significantly reduced from the peak that was experienced on Monday, July 17.

In response to Con Edison's initial call for assistance, several customers switched to existing on-site emergency generation, including Citicorp, the Bowery Bay Wastewater Treatment Plant, and the Triborough Bridge and Tunnel Authority. In certain cases, Con Edison

supplemented customers' on-site generation with additional mobile generators; this was the case at the Bowery Bay Wastewater Treatment Plant and Rikers Island.

On Wednesday, July 19, calls were made to specific customers requesting that they curtail operations and take steps to eliminate all electricity use. Customers responded by halting industrial operations and shortening office hours. In addition, Citicorp and MetLife decided to shut down on portions of Wednesday. Figure 5-2 displays the response of Citicorp on Wednesday, July 19, and Thursday, July 20, relative to Monday, July 17, and Tuesday, July 18.

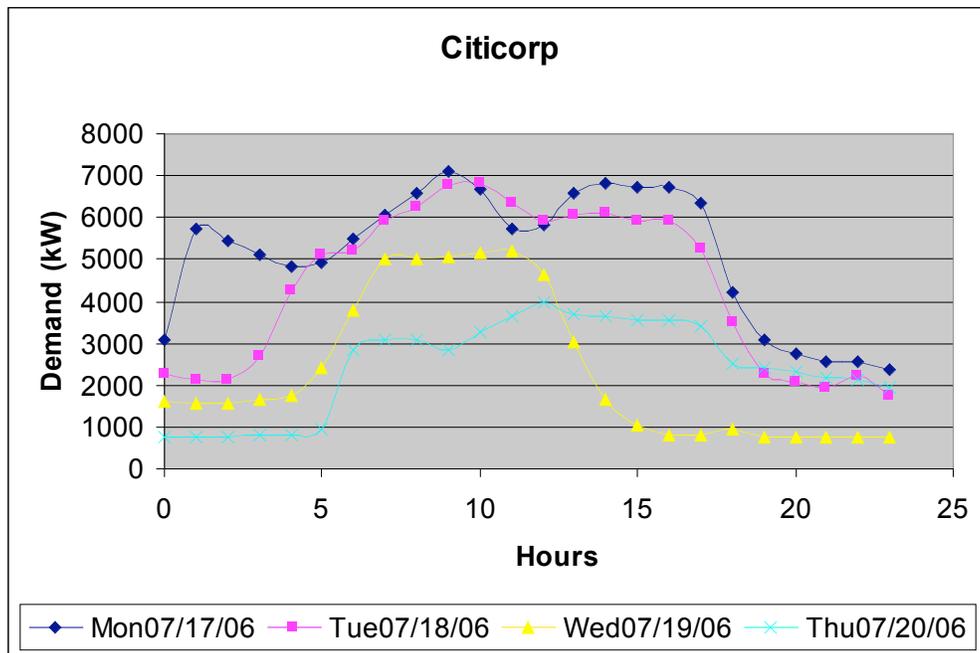


Figure 5-2: Citicorp Daily Electric Demand

Energy Services personnel made efforts to contact over 400 large customers in the LIC network between Monday, July 17, and Thursday, July 20. The calls were made to solicit customer conservation efforts, give updates on system status, and provide customers with an opportunity to identify specific needs. Con Edison estimates that 65 MW of demand from large customers was removed from the LIC network as a result of direct customer appeals, diversion to emergency generation and, in the case of La Guardia Airport, a shift of electric loads from the West to Central Substation.

In addition, in response to requests from critical customers, Energy Services personnel worked to deploy generators to Mount Sinai Hospital, Memorial Sloan Kettering Research Facility, Bowery Bay Wastewater Treatment Plant, and New York City Department of Corrections – Rikers Island.

#### **5.4.3 Demand Response Programs**

Con Edison's Marketing and Sales group offers demand-management and energy-efficiency-related activities and programs. Among these are a Targeted Demand-Side Management (DSM) program and a System Wide program that NYSERDA and Con Edison jointly promote to foster effective DSM opportunities and new DSM initiatives through a coordinated marketing plan in the company's service area. A critical and ongoing part of this DSM initiative is the promotion of strategic demand-management opportunities that shape customer demands, such as the NYISO's Emergency Demand Response (EDRP) and Special Case Resources (ICAP) programs and Con Edison's Distribution Load Relief Program (DLRP) and Direct Load-Control (DLC) program. These programs help balance supply and demand for

electricity, especially during times of peak customer demand, and increase the overall reliability of the electric system.

Con Edison annually solicits customers to participate in demand response programs. The New York Independent System Operator (NYISO) estimates that in the Con Edison service territory there are 470 MW of demand reduction enrolled either through Con Edison or other providers. Con Edison also has approximately 90 MW of demand reduction enrolled in its Distribution Load Relief Program (DLRP).

Con Edison Marketing and Sales account executives promote these programs, which enable the NYISO and Con Edison to call upon these large customers to curtail their energy usage during times of need. Additionally, the account executives can, and often do, reach out to assigned customers who have decided not to actively participate in these programs. Due to the relationship developed by the account executive and the education of the customer on the potential problem, virtually all customers contacted reduced energy requirements in their facilities. Their willingness to assist Con Edison during these periods is a direct result of the relationship fostered and the proper and timely exchange of information.

#### **Emergency Demand Response Program (EDRP) and Special Case Resources (SCR)**

Con Edison facilitates NYISO demand reduction programs in its service territory. Customers enrolled in these programs are called upon to reduce demand during a NYISO-called emergency. NYISO indicated to Con Edison after the event that it estimated a reduction of almost 13 MW in the LIC network.

### **Distribution Load Relief Program (DLRP)**

This program works similar to the EDRP program, but is sponsored by Con Edison.

Approximately 1.1 MW is enrolled under DLRP within the LIC network.

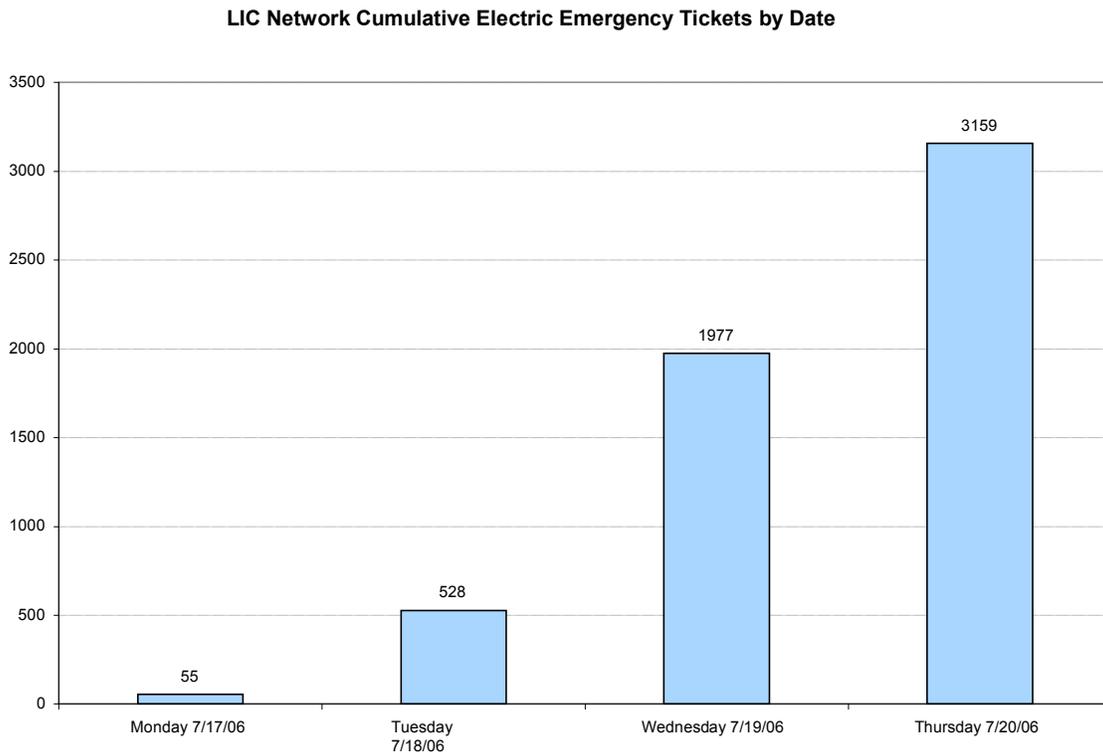
### **Direct Load Control Program (DLC)**

Con Edison operates a system-wide Central Air Conditioning Direct Demand Control Program in which a customer agrees to allow Con Edison to adjust the on-off cycles of the customer's air-conditioner while the fan continues to operate. To date, Con Edison has installed more than 15,000 units in residential facilities capable of reducing demand by 19 MW, and more than 4,000 thermostats in small businesses capable of reducing demand by 6.1 MW. Con Edison utilized this program to reduce customers' central air-conditioning demand and remove approximately 0.6 MW off the LIC network.

## **5.5 Outage Assessment – Determining Customers Interrupted**

### **5.5.1 Customer Calls**

Figure 5-3 illustrates the cumulative number of trouble tickets generated in the LIC network from July 17 to July 20.



**Figure 5-3: LIC Network Cumulative Electric Emergency Tickets by Date**

Customers and others (such as municipal agencies and public safety offices) relay service-related problems to Con Edison by contacting the Con Edison Customer Service Call Center (Call Center) at 1-800-75-CONED. Service related problems include no lights (NL), no light area (NLA), side off or partial service (SO), manhole fire or a smoking manhole, a wire down in the street, a service wire down, and any number of other trouble types. The Call Center

representative records the customer's problem and creates a service request (trouble ticket or B ticket) that is managed by Con Edison's Emergency Control System (ECS). Trouble tickets are sent to the appropriate Control Center where they are dispatched in priority order based on various factors such as safety, customer impact, and system condition. The company's Outage Manager System accumulates the number of reported outages from ECS to provide an overall count.

In network-supplied areas, ECS updates the trouble ticket with the proper network designation. The customer outage count associated with each job can also change based on the following criteria:

- If the job is in a network-supplied area, the initial customer outage count will be "one." The customer outage count can be increased by an operator in the control center. The outage count can also change when an operator combines multiple jobs into a single or "lead" job. This determination is usually made by the operator reviewing the map of the area where the outages are occurring, or from field verification.
- If the job is in not in a network, ECS has rules that associate service requests to common transformers and feeders to determine if they are out of service. This entry can also be manually changed by an operator to reflect actual conditions found in the field.
- If the job is initially created as a non-outage job, the operator can manually make a customer count entry if conditions indicate customers were affected.
- An operator can decrease the customer outage count by using the partial restoration function. A partial restoration indicates the portion of customers restored on that service request. A service request may have multiple partial restorations noted. The customer outage count is decreased each time a partial restoration is noted.

Under normal conditions, the Control Center emergency operating general supervisor (EOGS) and the troubleshooter dispatcher (Emergency Desk) will review the trouble ticket and dispatch the appropriate troubleshooter (overhead or underground crew) to correct the problem. Under storm or emergency conditions, the EOGS has the primary responsibility to

oversee the prioritization process. If the volume of trouble tickets becomes too large, skilled crews from other areas within the region, or outside the region, are utilized to manage the excess trouble jobs.

During the initial stages of the LIC event, the Control Center EOGS was prioritizing and dispatching the work. As the network contingency worsened, the control center did not dispatch crews to every trouble job. Field resources were prioritized for response to public safety calls (e.g., smoking and burning manholes) and support for primary feeder restoration.

### **5.5.2 Outage Data Collection**

Customer calls are important in a network area in order to determine the number of customers affected. Unlike a radial supplied area (overhead), the loss of a feeder does not equate to a loss of customers. That is, if a feeder de-energizes, the design of the system allows the electricity to flow to the customer through another feeder, keeping the customer on. This is true even during multiple contingencies.

On Monday, July 17, when the system entered the fifth and sixth contingency, customer call activity increased. On Tuesday, July 18, the network contingencies escalated. There was increased trouble ticket volume as the feeder contingencies impacted the secondary system. As the evening progressed and the contingencies increased, the emergency desk was directed to collate the smoking manhole and manhole event jobs, and maintain them in a separate queue for later review and response. Emergency crews were dispatched to the priority jobs that involved feeder faults or manhole burnouts with customer outages. The manhole events during the tenth contingency indicated approximately 33 pending manhole jobs.

On Wednesday, July 19, during the beginning of the network demand pickup, the LIC network was in a ninth contingency and the number of manhole events had increased from the day before. Customer outages calls increased throughout the day. During the evening hours on Wednesday, as feeders were being restored, Brooklyn/Queens engineering reviewed all trouble tickets to map the locations of the trouble calls to assist the effort to locate, identify, and repair equipment and restore customers after the primary system was stabilized. The customer counts listed for Long Island City on Outage Manager only indicated approximately 1,000 customer outages. This information was notated on the zone map with the number of secondary manhole events for the most apparent impacted areas. Upon review of the visual plot, it became apparent that the locations of most of the trouble tickets were concentrated in three areas of the network that were then designated zones 1, 2, and 3. The northern section of the network was designated zone 2, the central section of the network was designated zone 1, and the southern section of the network was designated zone 3.

On Thursday, July 20, based upon the observations of Con Edison employees and other reports, Con Edison suspected that the customer outages reported by Outage Manager and ECS did not accurately reflect conditions in the LIC network. As a result, the company conducted a field survey of the area encompassing the three zones where damage could be expected in order to get a better understanding of the affected area and number of customers out of service.

### **5.5.3 Field Surveys**

The area of the Long Island City network where the secondary system was damaged initially comprised an area described by 62 Mains and Service (M&S) plates (or geographic maps of

sections of the network). On Thursday night, July 20, employees were dispatched to survey these areas by automobile and annotate on the M&S, by street, areas that had no power. A public appeal was made to customers who had power to leave their lights on in order to aid in the assessment of customer outages.

By Friday morning, July 21, the company developed an estimate, based on field surveys of 39 plates and an estimate of 17 other plates, of the number of customers without service in the three zones. The company provided a rough estimate of approximately 25,000 customer outages for the affected area.

The use of field surveys to estimate the number of customers out of service produced rough estimates. This process, however, provided the best estimates under the circumstances, and was more accurate than relying on calls from customers.

The company also used the initial survey results during the restoration process — because the survey results identified streets, they helped the company dispatch crews for damage assessment and repair. Ongoing assessments identified additional secondary damage on nearby plates that were combined into one of the three initial zones and assigned to work crews to expedite restoration. The zone 1 and zone 3 restorations were coordinated from the company's Astoria facility. The restoration of zone 2 was coordinated from the company's College Point facility.

## **5.6 Secondary Underground Assessment**

Unlike an overhead system where damage can be assessed visually by observing downed wires, transformers, and poles, assessing the condition of an underground network system is more difficult because there is no simple way to know the status of the components.

Inspection of manholes and service boxes can diagnose problems with cables and splices contained within the given structure, but some problems on the secondary system occur in the secondary cables running underground between manholes and service boxes, and these problems also need to be identified and addressed. In addition, the restoration process often involves pumping liquids out of underground structures in order for crews to gain access.

Until all damage assessment is completed, the full extent of the repairs and the time necessary to restore customers to service is unknown.

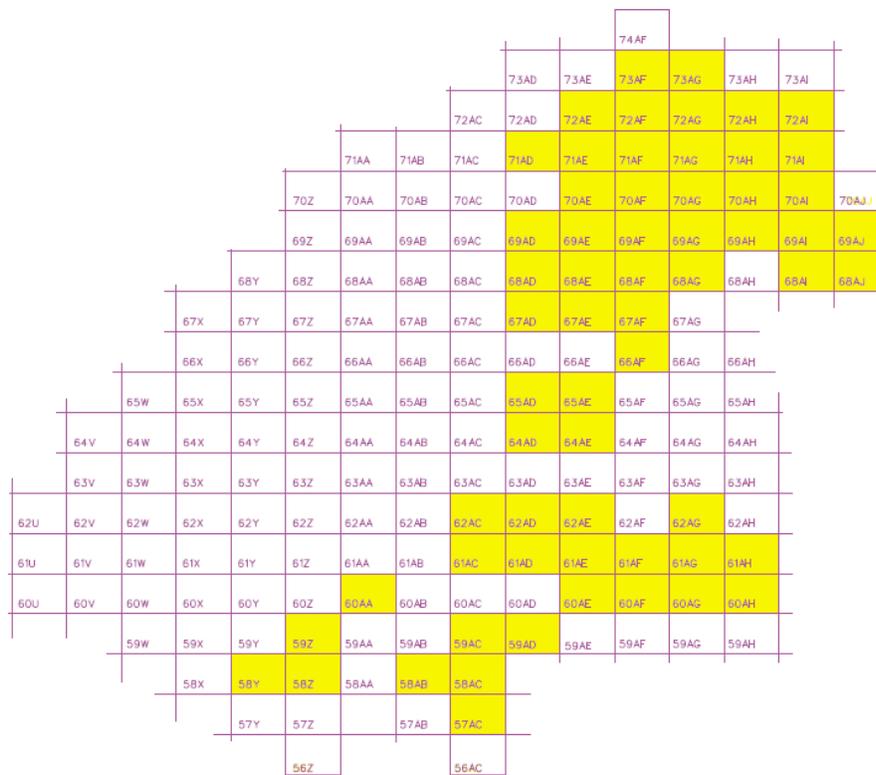
As problems with the underground components were evaluated, sections of secondary cable that were known to have failed were cut away from the rest of the secondary system.

Aboveground cable sections known as “shunts,” were installed to bypass underground sections of secondary that were known to be defective. As the restoration process continued, a computerized voice response unit (VRU) called customers who were believed to have had power restored to confirm that, in fact, it had been. They were immediately put in communication with a customer service representative if they indicated that they were not back in service.

### **5.6.1 Restoration Prioritization**

The restoration progress within zones was further divided by M&S plates. The plates were categorized by customer outages into lead and adjacent plates. Initially, the three zones were

comprised as follows: zone 1 included 17 M&S plates; zone 2 included 27 M&S plates, and zone 3 included 18 M&S plates. Figure 5-4 illustrates the outage area in the LIC network based on the initial 62 M&S plates. In addition, secondary repair work identified on nearby plates was linked to one of the 62 original M&S plates in order to more effectively manage the restoration work.



**Figure 5-4: Graphical Display of LIC Network Depicting Affected Areas**

The zones were organized with a zone boss who coordinated the work activity in terms of customer restoration and field assessment. In addition, field bosses managed the field activities, which included generator and shunt installations, limiter repairs, cable installation, and cable splicing in various manholes. These self-sufficient cells included Underground

Cable and Splicing, Installation and Apparatus, Equipment and Services, Engineering, Overhead, Maintenance Services, Information Resources, Facilities, Clerical, Field Survey Teams, and Mutual Assistance and Contractor crews. Restoration targeted M&S plates that had the greatest numbers of customers interrupted, affording the opportunity to restore the greatest number of customers in the least amount of time.

The restoration process used by the crews working in numerous locations throughout the zones was as follows:

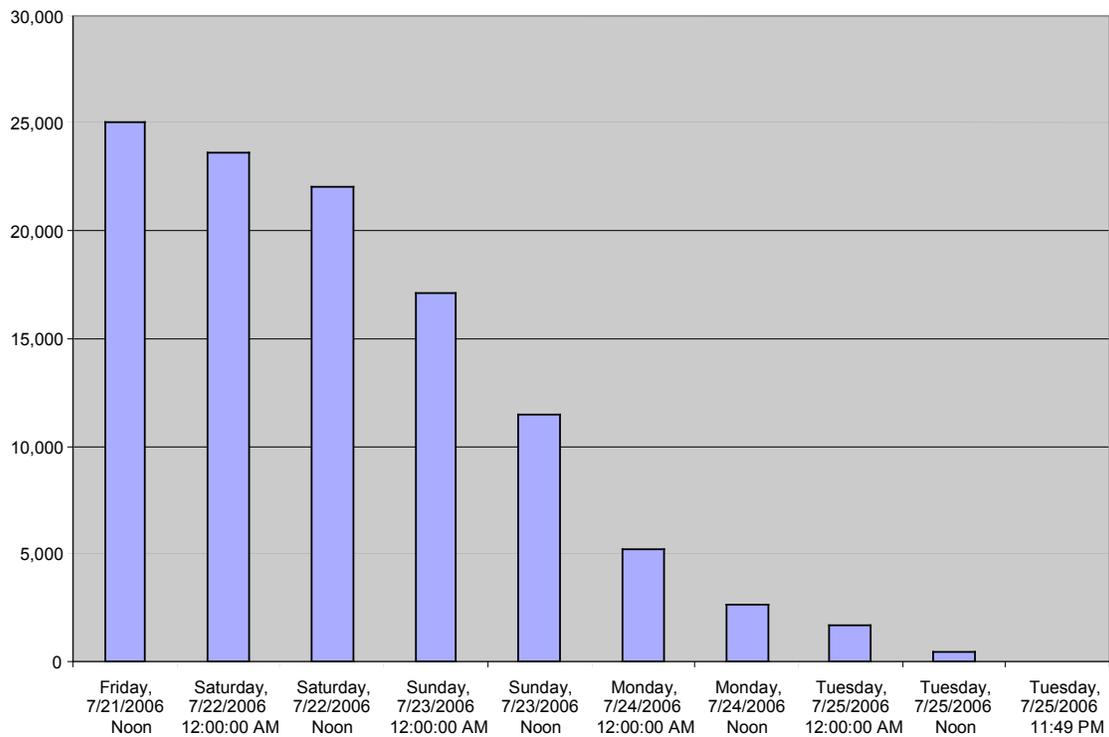
- Determine which transformers on the M&S plate had a primary supply
- Inspect transformer line hole for problems (blown limiters, etc.)
- Isolate the secondary by cutting mains on each corner
- Close network protector to restore customers for one block in each direction
- Once several transformers in an area had been restored, splice the mains previously cut
- Continue this process until all customers in the zone are restored
- Conduct follow-up field surveys to verify customers were restored

In addition, generators were used to restore customers in individual buildings and residential areas supplied from cable risers off the network distribution system. During the outage, a location was selected for a generator and the appropriate risers were cut isolating a selected group of residential customers. These customers were then transferred to a generator supply. The crews then followed up on checking risers and replacing them as necessary.

Once all customers were restored, a number of strategic structures on each M&S plate were selected where voltage and amperage readings were taken to make sure that there was continuity in all directions. Deficiencies were noted and referred for follow-up repair.

In the field, a central command site was established for the crews to meet and receive direction from the field boss. This was a point of contact for the crews to get briefings on job details and restoration status. The field bosses communicated routinely with the zone bosses on job status, crewing, material, and priority. There were conference calls held every four hours between each zone and the Corporate Emergency Response Center (CERC) to discuss restoration status.

Figure 5-5 represents the restoration progress beginning Friday, July 21, 2006. All customers were restored by Tuesday, July 25.



**Figure 5-5: Display of Customer Outage by Date**

### **5.7 Mutual Assistance, Contractor, and Company Forces**

Beginning on Thursday, July 20, the Corporate Emergency Response Center (CERC) contacted 14 utilities and four contractor companies to obtain underground field crews. The first six underground mutual assistance crews arrived on Friday, July 21, from KeySpan and the Long Island Power Authority (LIPA). Additional crews continued to arrive on Saturday, July 22, and Sunday, July 23. Approximately 130 mutual assistance crews and contractor crews with underground skills were deployed during this event. Most of the mutual assistance crews were recalled by their companies between Thursday, July 27, and Monday, July 31, because of a forecasted heat wave approaching their own service territories. To help with the restoration, Con Edison made a second call for mutual assistance on Friday, August 4, and Saturday, August 5. Table 5-1 shows the mutual assistance Con Edison received.

**Table 5-1: Mutual Assistance Utility Underground**

Company	Crews
KeySpan/LIPA	12
National Grid	4
Duquesne Light Co.	5
PHI-PEPCO Holdings Inc.	5
AEP	3
NSTAR	9
PSE&G	34
Energy East	3

Table 5-2 shows the contractor crews deployed during the Long Island City Event.

**Table 5-2: Underground Contractor Crews**

Company	Crews
WA Chester	4
Hawkeye	23
Welshbach	8
State Electric	20

Table 5-3 shows when contractor and mutual assistance crews arrived and were released.

**Table 5-3: Crew Mobilization and Demobilization**

	# of Crews	Contacted	Arrived	Left
<b>Contractor Crews</b>				
WA Chester	4	7/21/2006	7/22/2006	7/24/2006
Hawkeye	23	7/21/2006	7/22/2006	8/12/2006
Welshbach	2	7/22/2006	8/3/2006	On going
State Electric Corp.	20	7/31/2006	8/1/2006	8/12/2006

<b>Mutual Aid Crews</b>				
Dusquesne Light Co.	5	7/21/2006	7/22/2006	7/27/2006
National Grid	4	7/20/2006	7/21/2006	7/28/2006
PHI-PEPCO Holding	5	7/20/2006	7/22/2006	7/30/2006
KeySpan/LIPA	12	7/20/2006	7/21/2006	8/3/2006
Energy East	3	7/21/2006	7/23/2006	7/30/2006
NSTAR	9	7/21/2006	7/23/2006	7/31/2006
AEP	3	7/20/2006	7/22/2006	7/31/2006
PSE&G	34	7/21/2006	7/23/2006	8/1/2006
NSTAR	9	8/4/2006	8/7/2006	8/13/2006
AEP	4	8/4/2006	8/5/2006	8/13/2006
PSE&G	18	8/4/2006	8/7/2006	8/12/2006

Table 5-4 shows the Con Edison resources assigned to help with the LIC event on Tuesday, July 25, 2006.

**Table 5-4: Company Resources Assigned to Long Island City Response**

<b>ORGANIZATION</b>	<b>Crews</b>
<b>I &amp; A</b>	<b>166</b>
Manhattan	40
Bx/West	20
Brooklyn/Queens	84
Staten Island	1
Maintenance Services	21
<b>UNDERGROUND</b>	<b>180</b>
Manhattan	68
Bx/West	27
Brooklyn/Queens	60
Staten Island	9
Maintenance Services	16
<b>CABLE</b>	<b>25</b>
Manhattan	5
Bx/West	3
Brooklyn/Queens	12
Staten Island	1
Maintenance Services	1
Construction Management	3
<b>FLUSH</b>	<b>33</b>
Manhattan	4
Bx/West	3
Brooklyn/Queens	19
Staten Island	1
Clean Ventures	6
<b>EMERGENCY</b>	<b>33</b>
Manhattan	6
Bx/West	0

Brooklyn/Queens	27
Staten Island	0
<b>OVERHEAD</b>	<b>32</b>
Bx/West (Hawkeye Crews)	7
Brooklyn/Queens	25
Staten Island	0
<b>CONTRACTORS - EXCAVATION</b>	<b>26</b>
Construction Management	26
<b>GAS OPERATIONS (people)</b>	<b>68</b>
MH/Pump/Site Safety/Shunts, etc.	49
Mutual Assistance	6
Ice Cutting and Delivery	13
SSC	0
Brooklyn/Queens	0
<b>ENERGY SERVICES (people)</b>	<b>29</b>
CPM	13
CSR	16

At peak, there were over 600 Con Edison, contractor, and mutual assistance crews working on the restoration of the LIC network.

### 5.7.1 Process

The Engineering Analysis group at the CERC was responsible for reaching out to the different utilities and contractors to request crews. In Astoria and College Point, a group was established to manage mutual assistance crews and contractors. When confirmation was obtained that a utility or contractor was going to release crews, the Engineering Analysis Group would then obtain the roster for the crew and the estimated time of arrival. A staging area was set up in Astoria. This information was provided to logistics for hotel reservations and to the group that was established at Astoria to receive and process the crews. The

Engineering Analysis Group also made arrangements with the training coordinator to make sure trainers were ready upon the arrival of the crews. The company provided the training, equipment, and tools required to perform the work as necessary.

Experienced retirees as well as company personnel were assigned as crew guides, managing approximately six to seven mutual assistance crews each. They assigned the work, facilitated communications, arranged material deliveries, and provided general technical support.

Utility vehicles were left parked at Astoria Yard at the end of the shift and the crews were transported to their respective hotels. Hotel reservations were made in three nearby hotels by La Guardia Airport.

### **5.8 Emergency Generators**

Deployment of mobile generators supported LIC network restoration effort in a number of ways by providing:

- Area customer restoration (overhead pick-up)
- Support to isolated critical customers (Mount Sinai Hospital, Rikers Island, etc.)
- Targeted area relief by picking up individual demand centers (Phipps Housing, etc.)
- Support/cautionary measures to the electric system (Rainey PURS Substation).

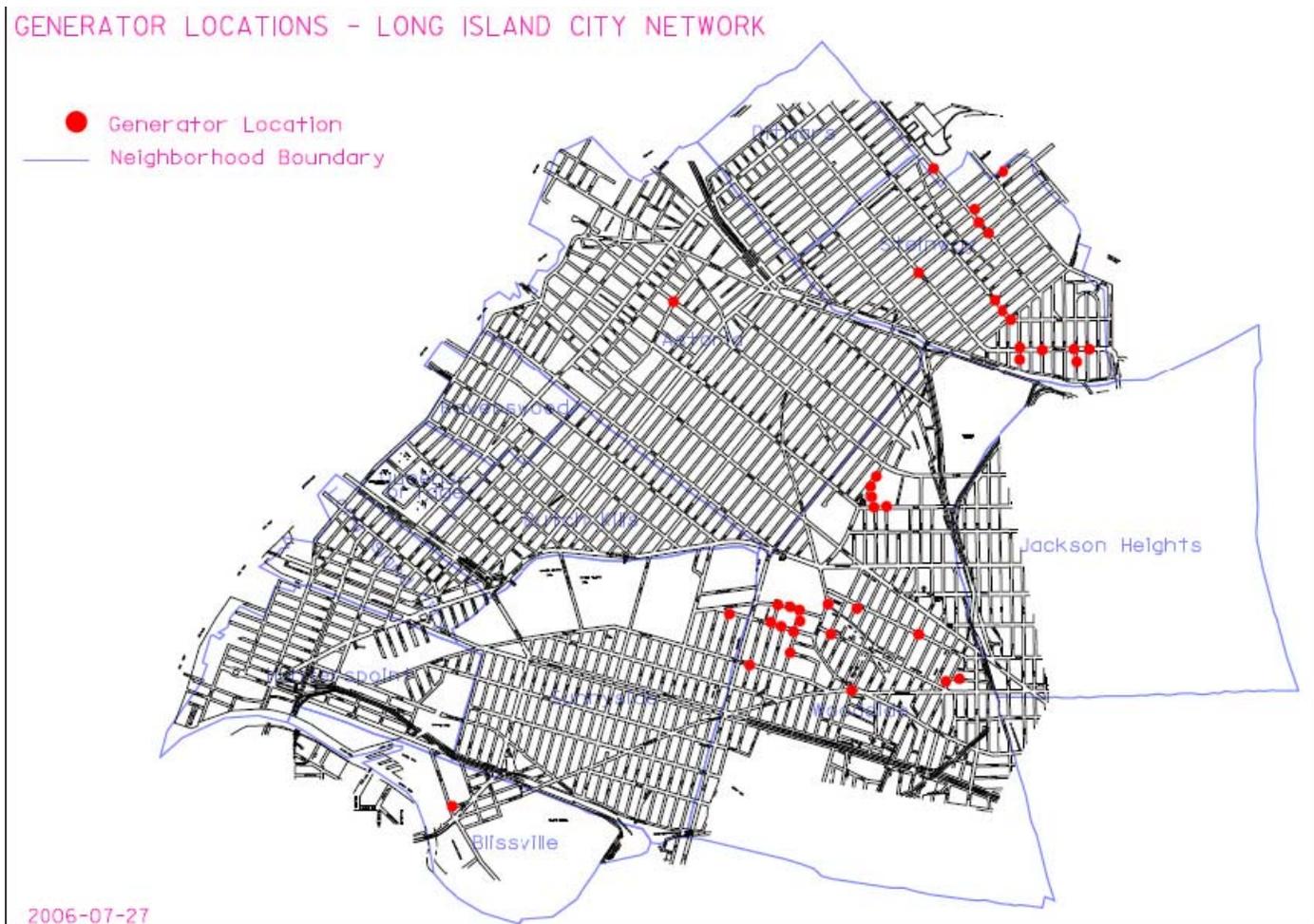
As the LIC network emergency unfolded on Monday, July 17, Con Edison began preparing and dispatching mobile generators. These activities were initially coordinated through the Distribution Engineering Command Post (DECP), which had a Central Field Service (CFS) position manned around the clock. Customers provided with mobile generators included Mount Sinai Hospital, the Bowery Bay Wastewater Treatment Plant, the Memorial Sloan

Kettering Research Facility, and Rikers Island. On Thursday, July 20, the Corporate Emergency Response Center (CERC) was mobilized and the Energy Services desk assumed responsibility for coordinating generator deployment activities. By Wednesday evening, July 19, Con Edison had approximately 16 generating units available for customer needs and was working with various vendors to secure additional units. The logistics desk continued its efforts in securing additional units from its vendor contacts throughout the Northeast.

By Sunday, July 23, Energy Services through its coordination with the various interacting organizations had placed on-line and energized 32 units, representing a total capacity of 13.6 MW. Con Edison then began a two-pronged approach: installing generators on isolated portions of the overhead distribution system and at specific residential and commercial demand centers so as to supply power to as many customers as possible. By Friday, July 28, the company had procured, deployed, and energized 43 generators, with a total capacity of 18.3 MW.

By Friday, August 4, the company had 54 units on-line and energized, representing a total capacity of 24 MW, which supplies over 2,100 residential and commercial customers within the LIC network.

In the weeks that followed, Energy Services coordinated the generator demobilization effort as all customers were restored to the system. Figure 5-6 displays the geographical extent of the generator deployment in the LIC network.



**Figure 5-6: Geographic deployment of emergency generators on July 27, 2006**

Once Con Edison established the CERC, the Energy Services department functioned as the single point of contact between CFS and all other groups in coordinating requests for generators. The responsibilities associated with this coordination effort expanded to including generation deployment status information, generator logistical support, engineering analysis, crew deployment for physical generator hook-up/disconnect, and customer communication issues concerning generator maintenance outages and safety-related remediation issues.

The following summarizes the roles and responsibilities assumed by various Con Edison organizations for generator deployment:

Electric Operations (Engineering) - analyzed demand pockets and/or customers who could provide additional load relief to the local distribution if shifted to a mobile generator.

Central Field Services - made contacts with vendors, identified unit availability (type and size), physically secured requested generators, mobilized units to requested locations, and established/maintained the operational capability (start-up, maintenance and fueling) of all deployed/energized units.

Emergency Management - acted as the principal liaison with the New York City Office of Emergency Management (NYCOEM) for generator deployment considerations as identified by governmental agencies.

Public Affairs - acted as the principal liaison with various local elected officials, for generator deployment considerations.

Electric Operations – Construction Forces - responded to generator deployment locations to perform the initial generator to customer/distribution hook-up (cable runs, connections, etc.) and to establish the initial site safety set-up (barricades, cones, shunt boards, etc.). They were also called upon to record the generator's operational performance (load, fuel, etc.), monitor unit and site conditions and eventually disconnect the unit.

Environment, Health and Safety (EH&S) - acted as subject-matter experts in site-safety related issues and performed periodic inspections of these energized sites to evaluate the safety status of the set-ups. Deficiencies were reported to the Energy Services Desk in the CERC.

Security Services - provided security related assistance in terms of acquiring security officers working around the clock to guard the generating units against theft and vandalism, and for safeguarding the general public at each location. Security Services and personnel from the Facilities Group performed spot inspections on the security guards at the generator sites. In addition, the generators themselves were surrounded with barricades and tape, and high voltage signs were displayed as visual cues reminding the public to remain at a safe distance. Figure 5-7 shows these precautions.



**Figure 5-7: Mobile Generator Set Up in LIC**

Distribution Engineering - functioned as a technical support group and the authors of various company specifications and/or operational procedures, including grounding requirements associated with the use of mobile generators. Some generators, as determined by engineering analysis, required field grounding as an added precaution.

## **5.9 Environment, Health and Safety Response**

Corporate and field Environment, Health and Safety (EH&S) organizations both responded to events associated with the LIC network outage. Field EH&S staff worked around the clock in the LIC network throughout the event providing EH&S guidance and support (including applicable safety talks) and ensuring that safe work practices were followed. Corporate EH&S mobilized on Thursday, July 21, at approximately 13:00 to support the CERC. CERC and the EH&S Control Room were initially staffed primarily by individuals shown on the on-call schedule for the week of July 17. Twelve-hour relief schedules were established to assure continuous staffing at those two locations and in critical field-support positions. The Chemical Lab personnel were mobilized to satisfy sampling and analysis needs, and Environmental Response Team (ERT) personnel provided continuing on-site support. Full staffing at the CERC was maintained through Wednesday, July 26. Overall, EH&S functioned as an integral component of the emergency management structure while simultaneously addressing the day-to-day requirements in the field.

Upon activation, EH&S personnel assessed the environmental, health and safety aspects of the incident and, in conjunction with field EH&S groups, provided technical subject matter expertise and resources to address the following:

### EH&S Communication

- Developed content for the environmental, health and safety-related aspects of the incident action plan (IAP) and field safety talks.

- Developed and communicated daily safety messages addressing such topics as work area protection, atmospheric testing, personal protective equipment, electrical safety, and heat stress.
- Worked with field EH&S personnel to analyze injury events and disseminate critical safety information as well as lessons learned.
- Established and maintained ongoing communication with environmental regulatory agencies.

#### Regulatory Interaction

- Secured emergency authorizations and established reporting protocol for emergency generators.
- Negotiated administrative relief associated with removal of asbestos-containing material (ACM) from electrical subsurface structures.
- Established and communicated hazardous substance release-reporting protocol during the emergency.
- Communicated with EPA that emergency operating conditions were in effect for PCB spill cleanups.

#### Procedure and/or Training Curricula Development

- Worked with The Learning Center and Distribution Engineering to develop specialized training curricula for underground emergency response. Provided training for mutual-assistance crews and retired employees.

- Established guidelines for mutual-assistance crews with regard to the use of uninsulated tools.
- Provided EH&S-related input for on-the-job training material developed for support personnel from other Con Edison organizations (Gas Operations and Substations).
- Developed on-the-job training for site safety representatives and generator guards
- Developed guidelines for the safe handling of dry ice for employees and the public.
- Revised existing heat stress on-the-job training to specifically incorporate actual conditions associated with the response.
- Worked with Electric and Gas Operations to develop a secondary cable component handling/collection guideline.

#### Safety Equipment

- Coordinated the procurement of safety equipment for mutual-assistance crews and Con Edison response support with the logistics section, including safety harnesses, rescue devices, and safety vests.

#### In-the-Field Support

- Conducted field visits for around-the-clock observations of work crews over a seven-day period. Focused on reinforcing safe work practices, distributing water to promote hydration, and emphasizing the daily safety message of the incident action plan.

- Conducted field inspections of emergency diesel generator setups, specifically in the context of public and employee safety. Identified site-protection improvement opportunities. Worked on grounding issues with field personnel and verified acceptability of earth grounding on diesel generators connected to overhead secondary.
- Identified shunt-protection improvement opportunities for areas exposed to high public traffic.

Between July 17 and July 25, two company employees were reported as injured, while several vehicles were damaged due to manhole fires or from transformer explosions. No members of the public were injured.

## **6. COMMUNICATIONS**

During power outages and other emergencies, Con Edison communicates with customers, city and state agencies, elected officials, the news media, and other individuals and entities. Over the course of the LIC event, Con Edison communicated with customers, the public and elected officials, and communicated and coordinated with the Department of Public Service (DPS), New York City Office of Emergency Management (NYCOEM), the New York City Police Department (NYPD), the Fire Department of the City of New York (FDNY), and other agencies and organizations.

A communications chronology, with a time line of the events and communication that took place between Monday, July 17, and Friday, July 26, 2006, is provided in the Appendix attached hereto.

### **6.1 Communication with Department of Public Service**

Con Edison has an established communications infrastructure through which it communicates with DPS staff . In accordance with company practice, from July 16 through July 26 – that is, from the time the company mobilized its resources in anticipation of extreme weather and peak customer demand, until all LIC network customers were restored – Con Edison systematically communicated with DPS staff.

The DPS had representatives at the Distribution Engineering Command Post (DECP) from July 17 to July 20, when CERC opened. The DPS representative monitored system events and had access data screens and activities in the DECP, including the status-report meetings that the DECP held every four hours with the Brooklyn/Queens control room to discuss

events taking place on the LIC network. During this period, a DECP liaison provided the DPS staff representative with updates on system events, including LIC network feeder outages and other data. The DPS staff representative was provided with a desk and telephone.

Con Edison's DECP liaison, an engineer with the company's Distribution Engineering department, also communicated, primarily by e-mail, but also by telephone, with DPS representatives monitoring system events from other locations. Beginning at 20:37 on July 17, the DECP liaison e-mailed a status report to the DPS staff generally on a two-hour basis (00:00, 02:00, 04:00, etc.). The reports provided detailed information about the LIC event, as well as service outages caused by thunderstorms in Westchester County. The reports contained the following status information (not all topics were covered in all reports):

- La Guardia Airport and Rikers Island status
- Feeders out in Long Island City network
- Generator status
- Voltage reductions
- Customer communications
- Emergency Demand Response Program (EDRP)/special case resources (SCR) requests
- Westchester estimated time of restoration (ETR)
- Mutual assistance crews at Long Island City and Westchester
- Long Island City demand
- Customer outages in Long Island City
- Customer outage list for Westchester by municipality
- Feeder status

The DECP liaison sent these reports until the afternoon of July 20, after the CERC was established and became responsible for communications with staff. During this time, the DECP liaison sent the DPS staff more than 70 e-mails, including 26 two-hour status reports and numerous responses to staff's requests for information.

When Con Edison opened the CERC, the DPS staff was provided with a round-the-clock desk position in the CERC with telephones, VPN and wireless Internet access. The DPS personnel staffed the desk at the CERC everyday, until service was restored to all Long Island City customers. The DPS staff also had round-the-clock access to a Con Edison legal liaison.

During the CERC, company personnel were available at all times to communicate with and answer inquiries from the DPS staff in person or by telephone or e-mail. The DPS representatives had access to all data screens in the CERC and participated in the CERC status conferences that were generally conducted every four hours. Upon request, the company's senior vice president of Electric Operations spoke with DPS staff. The legal liaison provided documents requested by staff, and tours of CERC and the LIC network area were arranged for visiting commissioners from the Public Service Commission (PSC) and other DPS personnel. These tours included visits to the Brooklyn/Queens command centers, customer service areas, and work sites.

DPS staff was updated with periodic reports on Con Edison's efforts to restore customers to service in Long Island City, as well as in Westchester County, where thunderstorms had interrupted service to about 45,000 customers. Reports containing the following status information were sent by e-mail on a two hours basis beginning at 16:00 on July 20 until 18:00 on July 21:

- Feeders out in Long Island City
- New York City Police Department assistance
- Outages in Long Island City
- Voltage reductions
- Customer communications
- Emergency demand response program (EDRP)/special case resources (SCR) requests

- Westchester estimated time of restoration (ETR)
- Customers out in LIC network
- Long Island City demand
- Mutual assistance crews
- Customers contacted re: demand reductions
- Customer outage list for Westchester by municipality
- Feeder status
- Generator status

Beginning at 20:00 on July 21 and continuing until all LIC network customers were restored, reports containing the following status information were sent to the DPS staff at about 08:00, 12:00, 16:00, and 20:00 each day:

- Feeders out in Long Island City
- Mains and service plates restored
- Voltage reductions
- Customer communications
- Long Island City ETR
- Westchester ETR
- Customers out in LIC network
- Long Island City demand
- Customers contacted re: demand reductions
- Other items, including Rikers Island restoration
- Mutual assistance crews in LIC and Westchester\*
- Customer outage list for Westchester by municipality\*
- Other items, including Rikers Island restoration

\*Provided at 08:00 and 16:00

DPS staff was notified at 23:49 on Tuesday, July 25, 2006, that the restoration of customers had been completed. In addition, the legal liaison provided staff with copies of press or media releases. The legal liaison also responded to e-mail, telephone, and in-person requests for information from DPS staff. In addition to numerous telephone conversations between DPS staff and various company personnel over this period, the legal liaison sent more than 100 e-mails to staff, including 35 periodic reports and responses to other information requests .

Con Edison maintains a Central Information Group (CIG), which is available around the clock to communicate current system information to company personnel and external groups, including DPS staff, on an around-the-clock basis. DPS staff normally receives alerts from CIG about system events. At the onset of the Long Island City event, CIG quickly responded to a request from the DPS staff to add particular staff members as recipients of CIG's system status report and other communications concerning the LIC event.

CIG prepared and issued a system status report every two hours during the LIC event. CIG sent this report by e-mail to people inside and outside of Con Edison, including the three DPS staff members who directly monitored events occurring on the LIC network, as well as other events on the distribution system during that period.

The system status report updated the status of Con Edison's electric system in the following areas:

- Customer outages – number of customers out of service by borough/county
- Distribution feeder status – feeders out of service by feeder number and network, time of outage, estimated time of restoration, and number of multiple contingencies, including the LIC network feeder outages
- Crewing – number of crews by shift, type, and region; number and types of crews transferred among regions
- System demand – forecast and instantaneous current system demand
- Transmission system information
- Weather forecast and weather alerts
- Status of Distribution Engineering Command Post (DECP)

CIG sent a total of 114 system status reports to staff from July 16 to July 26.

Throughout the LIC network event, CIG prepared and issued alerts concerning electric system incidents. These alerts were sent via the Communication Notification System (CNS) to

people inside and outside of Con Edison, including the three members of the DPS staff who monitored events occurring on the LIC network, as well as other events on the distribution system during that period. The company uses CNS alerts to notify DPS staff of events on the distribution system and events that must be reported under PSC guidelines. The CNS sends a voice message, plus a follow-up e-mail containing the text of the CNS message that provides a near-real-time alert describing events on the company's electric system. The CNS messages and e-mails for events occurring on the LIC network covered incidents such as:

- Voltage reduction in Long Island City network
- Manhole and carbon monoxide evacuation events
- Customer outages over threshold levels triggering performance-mechanism communication requirements
- Emergency Demand Response Program (EDRP)/Special Case Resources (SCR) program activation
- Feeder outages, multiple contingencies, and next-worst contingencies; analyses and impacts on sensitive customers
- Activation of the Distribution Engineering Command Post (DECP) and Corporate Emergency Response Center (CERC)

From July 16 to July 26, CIG sent to DPS staff a total of 42 CNS messages concerning events that occurred on the LIC network.

## **6.2 Customer Communications**

Con Edison has a robust infrastructure in place to respond to incidents and emergencies, including customer communications, the handling of emergency calls received from customers, and customer care efforts.

When an event occurs, the Con Edison Call Center staffing increases and customer care efforts are initiated. Special messages are placed on the Call Center automated menu. Calls are made to customers using life-sustaining equipment (LSE) and those with medical

hardships. Customer care efforts, such as the mobilization of the company's Outreach van and distribution of ice, are undertaken.

Prior to and at the onset of the LIC event the company communicated with its customers about emergency preparedness in a number of ways. These activities are detailed below.

### **6.2.1 Communicating to Customers About Emergencies**

During the course of the year, Customer Operations strives to educate customers regarding storm preparedness and energy issues, and to make them aware of the need to report emergencies.

Customer Operations uses a number of methods to communicate information to customers about reporting emergencies. The company's Web site advises customers to call the company during an outage and specify the location and extent of the damage in their neighborhood. Customers are also advised that should they see a hazardous condition, such as fallen electric wires, they should contact the company at the toll-free number.

This information is also featured in *Customer News*, the Con Edison newsletter, which is mailed to customers six times a year, and in *Spotlight*, a special publication for senior and disabled customers, which is mailed twice each year. These newsletters, as well as special summer and winter mailings to more than 1,000 community-based and human-services organizations also provide information on Con Edison's services and programs, safety tips, and storm and emergency preparedness.

For customers who depend on electricity to power life-sustaining equipment (LSE), Con Edison has a program that enables the company to contact them with important information in case of power outages. All residential customers receive an invitation to enroll in this program twice each year via an article and application in *Customer News*, and in the rights and responsibilities notice, which customers receive annually. Customers are also asked if they use LSE when they apply for service. Information about LSE can also be found on the Con Edison Web site. Customers can notify the company at any time regarding their LSE status by calling the Con Edison toll-free number (1-800-75-CONED) or by visiting the Web site and completing an application online.

In addition, letters are mailed each year to LSE manufacturers and emergency agencies advising them of the program and encouraging them to alert those who purchase this equipment to register with Con Edison. All LSE customers on record with Con Edison receive a letter each spring reminding them that they are registered and outlining the LSE program.

Customers who have a medical hardship have an opportunity to enroll as a medical-hardship case each year. An application for enrollment is included with the rights and responsibilities notice mailed annually to every Con Edison customer. Customers can also enroll at any time by calling the company's toll-free number or by visiting the Con Edison Web site.

Throughout the year, Customer Outreach staffs local community events and accommodates requests for presentations to individual community groups. They bring and discuss materials related to Con Edison's services and programs and speak with people one on one or in groups about these programs. Staples of these discussions are the safe and wise use of energy, and

how to prepare for and what to do in emergency situations, such as storms, power outages, and extreme weather conditions. Con Edison's *In Case of a Storm* brochure is an example of one of the publications the advocates distribute on a regular basis. This brochure provides storm-emergency tips, including avoiding fallen power lines, tells customers to call Con Edison when they have a power outage, and includes information on preventing damage to electrical equipment. This brochure is available on the Con Edison Web Site.

### **6.2.2 Customer Care Efforts During the Long Island City Event**

During the LIC event, company forces were mobilized to provide customer care. Customer Outreach advocates and Customer Operations personnel were located at the Customer Outreach customer information mobile vehicle as well as at other field locations in the affected area. They provided information to customers, answered their questions, and provided claim information and assistance.

In all, Customer Operations personnel staffed the following five field locations:

- Ditmars and Steinway
- Newton Street and 30<sup>th</sup> Avenue
- PS 2 – 75<sup>th</sup> and 21<sup>st</sup> Avenue
- 65<sup>th</sup> Street and 37<sup>th</sup> Avenue
- Astoria Boulevard and 29<sup>th</sup> Street

Each location was open for a minimum of 12 hours a day, starting in some locations at 06:00 and ending between 20:00 and 22:00.

The Con Edison personnel at these locations, as well as at the many claims- and ice-distribution locations discussed below, were Con Edison's visible presence in the communities. They directly communicated the company's concern and commitment to

restore electricity as soon as possible. These representatives remained in the community every day until electricity was restored. Furthermore, company outreach personnel continue to meet with the public at two locations in the LIC network to show Con Edison's concern and commitment.

### **6.2.3 Customer Claims**

Con Edison's electric rate schedule provides for a maximum of \$350 in reimbursement to residential customers for food-spoilage losses, and a maximum of \$7,000 in reimbursement to commercial customers for losses of perishable merchandise. The company has adopted a flexible and liberal reimbursement policy for residential customers to address the extraordinary circumstances of this event and is making extensive efforts to assist customers in presenting claims for reimbursement.

With the approval of the PSC, Con Edison is reimbursing residential customers up to \$350 for spoilage of food and medicine without the need for receipts or itemization of their losses. In addition, the \$10 million cap on total reimbursements has been removed for claims relating to this event.

Due to the potential size of the impacted area and to facilitate the prompt processing and speedy payment of claims (the company sought to make payment within one week), the company established a large area of the network as eligible for reimbursement of spoilage losses. This avoided substantial claim-payment delays while the company sought to determine if a particular claimant had lost service. This eligible area included not only the restoration work zones (Zone 1, Zone 2, and Zone 3), but also adjacent areas encompassed by M&S plates where additional secondary damage was found and repaired. Furthermore,

claims payments are not limited to direct customers of Con Edison. Indirect customers living in the designated plate area who submit claims are also being reimbursed.

In a parallel effort to mitigate hardship to customers in these same areas of the LIC network, the company, with the approval of the PSC, temporarily suspended normal collection activities, such as service disconnections, late-payment charges, and no-access fees, whether or not those customers were affected by outages.

In order to facilitate the claims process, the company made claim forms and information about filing claims widely available. Customer Operations personnel – as well as bilingual representatives from Customer Outreach, Customer Operations, and Law – distributed claim forms in the affected areas and assisted customers with information and instructions about filing claims. Claim forms were available in English, Spanish, Italian, Korean, Greek, and Chinese.

In all, claim forms were distributed by Customer Operations employees at 12 locations. Claims information, forms, and assistance were also provided at ice-distribution locations and at senior centers. In order to assist commercial customers with the claims process, over a five-day period beginning on July 24, teams walked the affected areas and visited more than 500 open stores with perishable merchandise. Claims personnel have continued to work in the affected area and have resolved several hundred claims on site based on a visual evaluation. Con Edison is continuing to conduct field visits to assist commercial customers in filing claims for loss of perishable merchandise. On an ongoing basis, the company reviews all commercial claims submitted and, where necessary, contacts the claimant by phone or conducts an on-site visit to resolve the claim.

Four claims-processing centers were operated at:

- YMCA on Queens Boulevard and 32<sup>nd</sup> Street (opened July 21 and closed August 26)
- Sunnyside Community Center, 43-31 39<sup>th</sup> Street (opened July 26 and closed September 2)
- Commerce Bank, 31-04 Ditmars Boulevard (opened July 27 and remains open)
- La Guardia Community College, 31-10 Thompson Avenue (opened July 25 and remains open)

The YMCA was open Monday to Friday, from 08:00 to 20:00, and on Saturday and Sunday, from 09:00 to 17:00. The Sunnyside Community Center was open Monday to Friday, from 08:00 to 20:00, and on Saturday and Sunday, from 09:00 to 16:00. La Guardia Community College is open Monday to Friday, from 08:00 to 18:00. Commerce Bank is open Monday to Friday, from 08:00 to 20:00, on Saturday, from 09:00 to 16:00, and on Sunday from 11:00 to 16:00.

Claims information and assistance were also provided at the Public Statement Hearings conducted by the PSC, which were held on August 3, August 9, and August 10. Con Edison advocates, a Customer Operations manager, and bilingual Customer Operations representatives were present in the Outreach customer information van at the hearing locations.

As of September 23, 2006, Con Edison has provided reimbursements totaling \$13.1 million to approximately 39,000 claimants affected by this outage consisting of customers and claimants who are not customers. Con Edison is the only utility in New York State that provides reimbursement for spoilage losses resulting from a local distribution outage.

#### **6.2.4 Ice Distribution**

Dry ice was distributed in protective paper bags that were placed into plastic bags. Safe-handling instructions were provided in both English and Spanish. The initial distribution point for dry ice was at Steinway Street and Ditmars Boulevard, the main outpost of the Red Cross for the event. The company added other locations based on need – a total of 10 locations throughout the affected area. A list of dry-ice distribution locations was provided via the Con Edison Web site home page and press releases. During the event 40,950 pounds of dry ice were distributed. Wet ice was also provided at these centers.

#### **6.3 Call Center Activities**

Con Edison's Customer Operations Call Center operates 24 hours a day, seven days a week, 365 days a year, to accept reports of report outages and emergencies. When customers call the company's toll-free number, they reach the Call Center and an automated menu. After selecting the language, the first menu item is to report an emergency. Customers may report emergencies either via a self-service option or by talking to a customer service representative (CSR). The self-service option is designed so that customers' responses to questions help determine the type of problem they are experiencing. Similarly, the Call Center is equipped with a robust emergency application on the customer information system. This system assists the CSRs to identify the nature of the problem and to issue a trouble ticket to the Con Edison Emergency Control Center(s), which dispatch emergency crews in response. All CSRs are trained to use the desktop application, are coached by supervisors, and receive informational newsletters on the use of the call system throughout the year.

### 6.3.1 Messages

Customer calls to the toll-free number, 1-800-75-CONED, originate from all parts of the company's service territory. The automated menu provided to callers at the start of the call is designed to prioritize emergency calls. After making the initial language selection (English or Spanish), customers are offered the following option:

*To report an electric outage, a gas leak, a steam emergency, or other hazardous condition, press 1*

If 1 is pressed, the customer is given the option to report an electric outage, a gas leak, a steam emergency, or other hazardous condition.

When a storm or system event occurs, the automated menu provides a *special message* to inform callers about the nature and location of the event, and to direct customers who are currently experiencing service problems to use the self-service option or speak to a representative to report individual outages, wires down, trees on wires, and other hazardous conditions. Following the special message, the customer is given the option to press 1 to report an electric service problem, downed wires, or other electric condition. Special messages were utilized and updated throughout the LIC outage event.

In addition, based on the level of activity and the wait time for calls in emergency queues, the *storm mode* is activated, which provides a message at the start of the call informing callers with billing or credit issues about the event and asking them to call back later. Storm mode messages were utilized and updated throughout the LIC outage event.

### **6.3.2 Staffing**

Since the event occurred on a weekday during normal business hours, the Call Center was fully staffed. Throughout the event, off-hours staffing was increased to accommodate the call volume.

### **6.4 Call Center Volume**

From July 17 through July 26, 2006, and for its entire service territory including parts of Westchester, Con Edison's Call Center received a total of 565,710 calls, and 535,486 of these calls were answered either through the self-service option or by a customer service representative (CSR), for an answering percentage of 94.7%. This volume reflects all types of calls, including those on billing and credit as well as emergencies.

For the same period, Con Edison also reviewed the number of customers who received a busy signal when they dialed the main number, 1-800-75-CONED. Con Edison's telephone carrier, Sprint, provided specific details on the number of calls and the actual phone numbers that received a busy signal when they called the Sprint numbers. From July 17 through July 26, 9,727 calls received a busy signal, which equals 5,786 unique calling numbers. Con Edison has confirmed through the Sprint data that 4,924 of these calling numbers, or 85%, called back during the period and made direct contact with the company.

### **6.4.1 Emergency Tickets**

From July 17 to July 21, trouble calls received as the result of outages in Westchester were higher than those received from the Long Island City area. From July 17 through July 26, 2006, a total of 35,492 trouble-tickets were received from the entire Con Edison service

territory. Of those, 8,103 trouble tickets were from customers in the LIC network, and 15,348 trouble tickets were from customers in Westchester County.

The following tables show in detail the company’s experience with the issuance of trouble tickets by borough and area during the event.

On July 17, 2006, a total of 4,252 trouble tickets was issued. During this period, the highest volume of trouble tickets was issued for Westchester County and Brooklyn.

TROUBLE TICKETS ISSUED												
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL	% QN	% LIC	%LIC of QN	
07/17 - MIDNIGHT TO 9AM	64	10	17	2	14	15	26	146	11.6	1.4	11.8	
07/17 - 9AM TO 5PM	384	58	102	9	43	1022	57	1666	6.1	0.5	8.8	
07/17 - 5PM TO MIDNIGHT	257	40	255	55	421	1383	84	2440	10.5	2.3	21.6	
TOTALS	705	108	374	66	478	2420	167	4252	9%	2%	18%	

On July 18, 2006, from 00:00 to 09:00, a total of 608 trouble tickets was issued. The number of trouble tickets issued continued to be highest in Westchester County (248 tickets).

TROUBLE TICKETS ISSUED												
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL	% QN	% LIC	%LIC of QN	
07/18 - MIDNIGHT TO 9AM	90	20	191	63	22	248	37	608	31.4	10.4	33.0	

On July 18, 2006, from 09:00 to 17:00, a total of 1,471 trouble tickets was issued. Within the LIC network, trouble tickets were issued for 236 customers.

TROUBLE TICKETS ISSUED												
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL	% QN	% LIC	%LIC of QN	
07/18 - 9AM TO 5PM	216	70	602	236	104	369	110	1471	40.9	16.0	39.2	

On July 18, 2006, from 17:00 to 23:59, a total of 2,197 trouble tickets was issued. Calls from Westchester County accounted for the majority of trouble tickets issued during this time period – 1,261 trouble tickets, or 58% of the total number of tickets issued. Calls from Long Island City accounted for 174 trouble tickets, or 7.9% of the total number of tickets issued.

TROUBLE TICKETS ISSUED												
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL	% QN	% LIC	%LIC of QN	
07/18 - 5PM TO MIDNIGHT	153	40	487	174	106	1261	150	2197	22.2	7.9	35.7	

On July 19, 2006, from 0:00 to 09:00, a total of 2,457 trouble tickets was issued for the entire system, with 1,868, or 76%, issued for Westchester County, and 311, or 13%, issued for Long Island City.

TROUBLE TICKETS ISSUED												
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL	% QN	% LIC	%LIC of QN	
07/19 - MIDNIGHT TO 9AM	41	26	464	311	22	1868	36	2457	18.9	12.7	67.0	

On July 19, 2006, from 09:00 to 17:00, a total of 3,619 trouble tickets was issued, with 2,176, or 61%, from Westchester County, and 848, or 23%, from Long Island City.

TROUBLE TICKETS ISSUED												
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL	% QN	% LIC	%LIC of QN	
07/19 - 9AM TO 5PM	148	71	1140	848	24	2176	60	3619	31.5	23.4	74.4	

On July 19, 2006, from 17:00 to 23:59, a total of 1,418 trouble tickets was issued, with 875 of those tickets, or 62%, from Westchester County, and 279, or 20%, from Long Island City.

TROUBLE TICKETS ISSUED												
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL	% QN	% LIC	%LIC of QN	
07/19 - 5PM TO MIDNIGHT	114	25	370	279	19	875	15	1418	26.1	19.7	75.4	

On July 20, 2006, a total of 4,151 trouble tickets was issued, with 2,078 of those tickets, or 50.1%, from Westchester County, and 1,182, or 28.5%, from Long Island City.

TROUBLE TICKETS ISSUED												
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL		% QN	% LIC	%LIC of QN
07/20 - MIDNIGHT TO 9AM	121	11	114	70	9	316	14	585		19.5	12.0	61.4
07/20 - 9AM TO 5PM	191	49	661	502	15	1230	42	2188		30.2	22.9	75.9
07/20 - 5PM TO MIDNIGHT	37	9	755	610	17	532	28	1378		54.8	44.3	80.8
<b>TOTALS</b>	<b>349</b>	<b>69</b>	<b>1530</b>	<b>1182</b>	<b>41</b>	<b>2078</b>	<b>84</b>	<b>4151</b>		<b>36.9%</b>	<b>28.4%</b>	<b>77.3%</b>

On July 21, 2006, from 00:00 to 09:00, a total of 601 trouble tickets was issued, with 215, or 35.8%, from Westchester County, and 214, or 35.6%, from Long Island City.

TROUBLE TICKETS ISSUED												
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL		% QN	% LIC	%LIC of QN
07/21 - MIDNIGHT TO 9AM	54	11	302	214	10	215	9	601		50.2	35.6	70.9

On July 21, 2006, from 09:00 to 17:00, a total of 3,323 trouble tickets was issued, with 1,517 of those tickets, or 45.7%, from Westchester County, while 945, or 28.4%, were from Long Island City.

TROUBLE TICKETS ISSUED												
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL		% QN	% LIC	%LIC of QN
07/21 - 9AM TO 5PM	149	92	1344	945	166	1517	55	3323		40.4	28.4	70.3

On July 21, 2006, from 17:00 to 24:00, a total of 1973 trouble tickets was issued, with 622, or 31.5%, from Westchester County, and 250, or 12.7%, from Long Island City.

TROUBLE TICKETS ISSUED												
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL	% QN	% LIC	%LIC of QN	
07/21 – 5PM TO MIDNIGHT	183	18	905	250	213	622	32	1973	45.9	12.7	27.6	

On July 22, 2006, a total of 2,376 trouble tickets was issued, with 765 of these tickets, or 32.2%, from Westchester County, and 907, or 38.2%, from Long Island City.

TROUBLE TICKETS ISSUED												
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL	% QN	% LIC	%LIC of QN	
07/22 - MIDNIGHT TO 9AM	42	6	172	120	8	108	21	357	48.2	33.6	69.8	
07/22 - 9AM TO 5PM	47	33	558	418	170	286	25	1119	49.9	37.4	74.9	
07/22 - 5PM TO MIDNIGHT	32	10	467	369	11	371	9	900	51.9	41.0	79	
TOTALS	121	49	1197	907	189	765	55	2376	50%	38%	76%	

On July 23, 2006, from 0:00 to 09:00, a total of 196 trouble tickets was issued, with 33, or 16.8%, from Westchester County, and 105, or 53.6%, from Long Island City.

TROUBLE TICKETS ISSUED												
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL	% QN	% LIC	%LIC of QN	
07/23 - MIDNIGHT TO 9AM	13	0	143	105	2	33	5	196	73.0	53.6	73.4	

On July 23, 2006, from 09:00 to 17:00, a total of 942 trouble tickets was issued, with 126, or 13.4%, in Westchester County, and 549, or 58.3%, in Long Island City.

TROUBLE TICKETS ISSUED											
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL	% QN	% LIC	%LIC of QN
07/23 - 9AM TO 5PM	41	14	709	549	46	126	6	942	75.3	58.3	77.4

On July 23, 2006, from 17:00 to 23:59, a total of 511 trouble tickets was issued, with 50, or 9.8%, from Westchester County, and 308, or 60.3%, from Long Island City.

TROUBLE TICKETS ISSUED											
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL	% QN	% LIC	%LIC of QN
07/23 - 5PM TO MIDNIGHT	14	25	401	308	8	50	13	511	78.5	60.3	76.8

On July 24, 2006, a total of 1,682 trouble tickets was issued, with 320, or 19.0%, from Westchester County, and 817, or 48.6%, from Long Island City.

TROUBLE TICKETS ISSUED											
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL	% QN	% LIC	%LIC of QN
07/24 - MIDNIGHT TO 9AM	29	17	134	104	5	35	5	225	59.6	46.2	77.6
07/24 - 9AM TO 5PM	95	30	569	433	43	202	33	972	58.5	44.5	76.1
07/24 - 5PM TO MIDNIGHT	33	10	331	280	13	83	15	485	68.2	57.7	84.6
TOTALS	157	57	1034	817	61	320	53	1682	61.5%	48.6%	79.0%

On July 25, 2006, a total of 1,073 trouble tickets was issued, with 171, or 15.9%, from Westchester County, and 466, or 43.4%, from Long Island City.

TROUBLE TICKETS ISSUED												
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL	% QN	% LIC	%LIC of QN	
07/25 - MIDNIGHT TO 9AM	31	14	88	65	2	35	9	179	49.2	36.3	73.9	
07/25 - 9AM TO 5PM	86	33	371	255	17	96	18	621	59.7	41.1	68.7	
07/25 - 5PM TO MIDNIGHT	19	14	186	146	1	40	13	273	68.1	53.5	78.5	
TOTALS	136	61	645	466	20	171	40	1,073	60.1%	43.4%	72.2%	

On July 26, 2006, a total of 2,642 trouble tickets was issued, with 234, or 8.9%, from Westchester County, and 355, or 13.4%, from Long Island City.

TROUBLE TICKETS ISSUED												
TIME FRAME	BK	MN	QN	LIC	SI	WS	BX	TOTAL	% QN	% LIC	%LIC of QN	
07/26 - MIDNIGHT TO 9AM	34	12	96	60	19	42	12	215	44.7	27.9	62.5	
07/26 - 9AM TO 5PM	59	28	298	198	983	109	19	1496	19.9	13.2	66.4	
07/26 - 5PM TO MIDNIGHT	24	13	150	97	649	83	12	931	16.1	10.4	64.7	
TOTALS	117	53	544	355	1651	234	43	2,642	20.6%	13.4%	65.3%	

#### 6.4.2 Outbound Calling

According to the normal protocol, upon completion of a job generated by customers' reports of "no lights," "no lights area," "flickering lights," "low voltage," and "side offs," customers received a call from Con Edison's automated calling system to confirm that their service was restored. The automated system provided customers with two options to communicate the status of their service:

- If the problem was resolved satisfactorily, the customer was advised to press 1.
- If this problem was not corrected, the customer was advised to press 2 and was connected with a CSR.

Also, as area restorations progressed, customers were called via an automated calling system to confirm that service was restored. Where customers indicated that service was not restored, a CSR called the customer.

### **6.5 Life-Sustaining Equipment (LSE)**

Con Edison has a number of measures in place that identify customers using life-sustaining equipment (LSE) at their premises. On July 17, 2006, from 07:40 to 09:45, outbound interactive voice-response-unit calls were made to all 2,376 LSE customers in the entire service area, including 58 LSE customers served by the LIC network.

The outbound call message for LSE customers referred to the severe weather and indicated that Con Edison's records showed there was LSE at the premises. The message recommended that the customer go to a hospital, call 911, or make other arrangements to make sure the equipment remained operable. The message also provided a priority toll-free number to call to speak to a representative and recommended battery backup for the equipment.

Additional calls were made to LSE customers in the LIC network as described below:

July 17, 2006

CSRs called all LIC network LSE customers about the 8% voltage reduction.

July 18, 2006

LSE customers in the LIC network were advised of the voltage reduction a second time through the company's automated calling system.

July 19, 2006

LSE customers in the LIC network were advised through the company's automated calling system of the steps they should take if they lose power.

July 20, 2006

Con Edison again called the 58 LSE customers served by the LIC network. Based on the revised outage estimate, Con Edison took the additional step of requesting the NYCOEM to check on the nine LSE customers Con Edison was unable to reach.

July 21 to July 28, 2006

CSRs continued to call LSE customers in the LIC network to check on the status of their service.

### **6.6 Medical-Hardship Customers**

A customer can claim medical-hardship status if he or she has been officially certified as such.

On July 17, Con Edison sent an outbound, interactive voice response unit call to all medical-hardship customers of record in the entire service area, including 44 served by the LIC network. The message to medical-hardship customers referred to the severe weather and indicated that the company's records showed there was medical hardship at the premises. The message recommended that the customer go to a hospital, call 911, or make other arrangements if necessary. The message also provided a priority toll-free number to call to speak to a representative.

Additional calls to medical-hardship customers were made as described below.

July 18, 2006

CSRs called all LIC network medical-hardship customers about the 8% voltage reduction.

July 19, 2006

Medical hardship customers in the LIC network were advised through the automated calling system that they could lose power.

July 20 - July 28, 2006

The company continued to call customers with medical hardships through the automated calling system to provide information.

### **6.7 Large and Critical Customer-Outreach Initiatives**

In conjunction with the company's summer-preparedness effort, Energy Services personnel participate in pre-summer heat-wave drills; attend Incident Command System (ICS) training; reconcile the Emergency Operating System (EMOPSYS) database of large, sensitive and critical customers; review the Distribution Load-Relief Management Plan; and prepare and distribute "hard copies" of customer-contact files in the event that electronic files are not available. Energy Services also attends periodic meetings with NYCOEM, Port Authority of New York and New Jersey (PANYNJ) and the Triborough Bridge and Tunnel Authority (TBTA).

Critical customers include hospitals, prisons, schools, nursing homes, water and sewage treatment plants, government agencies, and research institutions. Critical customers may also include those that the NYCOEM and Westchester County Emergency Operations Center have deemed critical. In this instance, Energy Services becomes the conduit for all operational activities within the various jurisdictions, working with local police, fire, and emergency responders.

During a system emergency, Con Edison works with large, sensitive, and critical customers to:

- Notify them of system emergencies
- Request that they switch to emergency generation equipment to reduce demand on Con Edison's network system
- Coordinate demand-reduction and conservation efforts
- Deploy mobile emergency generators as needed

Energy Services may also be called upon to contact those customers participating in the company's Distribution Load-Relief Program (DLRP), as well as customers with on-site generation that might be able to participate in voluntary demand-reduction efforts. Energy Services' EMOPSYS, a secure database of large, sensitive, and critical customer-account listings, contact information, and backup-generator availability and capacity, facilitates its ability to contact these customers during an emergency.

### **6.8 Demand-Side Management Communications**

As described in detail in Section 5.4 above, Con Edison took a number of actions during the event to reduce demand in the network, including demand reduction requests to large and small commercial customers, requests to customers to move to alternate sources of supply where available and direct customer appeals through employees in the field, the NYPD and media appeals. In addition, ISO and Con Edison demand-management programs were activated.

Table 6-1 below displays when and in which zones the various demand-management programs were implemented:

<u>Program</u>	<u>Date Start</u>	<u>Time Start</u>	<u>Date End</u>	<u>Time End</u>	<u>Network</u>
ICAP	7/18/2006	13:00	7/18/2006	22:00	Zone H,I,J
EDRP	7/18/2006	13:00	7/18/2006	22:00	Zone H,I,J
DLRP	7/18/2006	08:00	7/18/2006	13:00	LIC
DLRP	7/18/2006	13:00	7/18/2006	22:00	LIC Non-SCR Customers
DLC	7/18/2006	09:30	7/19/2006	08:00	Queens Only
DLC	7/18/2006	13:00	7/18/2006	22:00	All Non-Queens
ICAP	7/19/2006	10:35	7/19/2006	19:00	Zone J
EDRP	7/19/2006	10:35	7/19/2006	19:00	Zone J
DLRP	7/19/2006	07:00	7/19/2006	10:35	LIC
DLRP	7/19/2006	10:35	7/19/2006	22:00	LIC Non-SCR Customers
DLRP	7/19/2006	19:00	7/19/2006	22:00	LIC
DLC	7/19/2006	08:00	7/19/2006	07:00	All NYC
DLRP	7/20/2006	07:00	7/20/2006	19:00	LIC
DLC	7/20/2006	08:30	7/20/2006	19:00	Queens Only

**Table 6-1: Schedule of Demand-Management Programs During LIC Event**

Approximately 3.3 MW of demand-reduction had been registered with the NYISO under EDRP within Long Island City and approximately 9.6 MW under ICAP. In addition, Con Edison was aware of 1.1 MW enrolled under DLRP within Long Island City and approximately 390 customers under DLC for 0.6 MW.

## **6.9 Emergency Communications with New York City Agencies**

On a daily basis, the Con Edison Office of Emergency Management (EM) is in contact with two primary agencies in New York City – the New York City Office of Emergency Management (NYCOEM) and the New York City Police Department (NYPD) Operations Division. Both Con Edison’s daily and emergency-incident contacts with NYCOEM and NYPD officials concern electric, gas, and steam-system conditions, and projects of mutual concern, such as hurricane coastal storm planning. This communication is in addition to phone calls from Con Edison’s Central Information Group (CIG), which consist of formal electric, gas, or steam system condition notifications. The company also communicates through Emergency Response Group field responders, who speak to their NYCOEM responder counterparts at fires, building collapses, and Con Edison system problems as defined by NYCOEM response guidelines.

During heat, wind, winter storms, and other significant events, it is common for Con Edison to have trained Energy Services managers, Distribution engineers, and Emergency Response Group members at NYCOEM and NYPD facilities, who stay in contact with EM staff and agency officials. It is also common to have trained NYCOEM and NYPD responders and officers at Con Edison facilities. These established protocols include the following emergency facilities:

1. Distribution Engineering Command Post (DECP): if sent by NYCOEM and NYPD senior management, a NYPD officer and the NYCOEM responder provide logistical support (police escorts, moving cars, closing roads, etc.) from the facility and gather Con Edison system information for their agency. They interface with EM staff around the clock. Both NYPD and NYCOEM responders were in the DECP during the Long Island City outages.

2. Corporate Emergency Response Center (CERC): the NYPD officer and NYCOEM responder present in the DECP moved to the CERC when it opened on July 20. They staffed the CERC 24 hours a day, seven days a week.
3. NYCOEM Emergency Operations Center (EOC): on July 18, in response to Long Island City power events, the City of New York opened its EOC. More than a dozen New York City agencies were present in the EOC. A Con Edison Energy Services manager and a distribution engineer were also present 24 hours a day. The company representatives communicated with EM staff, NYCOEM management, and other agencies about Con Edison's power problems in Long Island City and in other parts of the city. The Con Edison representatives provided answers to specific agency concerns. The staffing of the NYCOEM EOC facility by Con Edison is an established emergency-management protocol that started in 2001.
4. NYCOEM Field Command Post: the OEM placed its command bus in Astoria Park on July 19. EM staff placed a former Emergency Response Group member on the bus to communicate with Con Edison and NYCOEM field responders about specific work taking place in the LIC network.

### **6.10 LIC Outage Liaison Activities**

During the LIC network power outage and the heat wave, the Emergency Management staff acted as liaison officers around the clock under the Incident Command System (ICS). The role of a liaison officer includes the following:

- Act as point of contact for staff from external response agencies such as the NYCOEM, the NYPD, and the Fire Department of New York (FDNY). By established protocol, EM provides information directly to NYCOEM, who then communicates with the New York State Emergency Management Office (NYSEMO).
- Act as a liaison with cooperating agencies such as the Port Authority of New York and New Jersey and the New York City Transit Authority
- Discuss the status of the event with these outside agencies, including such items as:
  - number of customer outages
  - geographic boundaries of such outages
  - sensitive customers without service
  - number of life-sustaining equipment (LSE) customers and contacts by the Customer Management Group
  - road closures

- property damage
- company's plans to mitigate the impact of the event and to return customers to service with estimated times of restoration
- immediate notification of significant events as they occur, such as the loss (or restoration) of an electric network or an outage to a major or sensitive customer

EM liaison activity communications from July 17 to August 4, 2006, took place in two locations:

1. DECP, from July 17, at approximately 10:00, until the DECP was closed and a full-scale CERC was declared on July 20
2. CERC, from July 20 to August 4

Con Edison and NYCOEM initiated communications on the morning of Monday, July 17, due to the heat wave and anticipated high electric demand. More than 30 city, state, and federal agencies participated in the NYCOEM-sponsored "heat-call" telephone conference. During this call, Con Edison described the status of the system at the time of the call and discussed any issues the company was aware of that might arise as a result of the severe weather.

Through the LIC network outage, Con Edison was in constant communication with NYCOEM. The company held regularly scheduled conference calls every three to four hours (except from 23:00 to 06:00 hours, when e-mail and phone calls were used) with the senior staff of NYCOEM. Con Edison provided status reports on the LIC network, such as feeder outages, customer outages, and, at times, more specific information as it pertained to major governmental customers, such as La Guardia Airport or the New York City Department of Environmental Protection's (NYCDEP) Bowery Bay Wastewater Treatment facility. Several of these customer-specific calls were held with senior officials at the Port Authority of New York and New Jersey and the Metropolitan Transportation Authority.

While Con Edison communicated primarily with NYCOEM, the company also had ongoing telephone discussions with the NYPD throughout the LIC network outage. Con Edison kept the NYPD informed of the status of the LIC network, and the NYPD provided support for Con Edison crews working on system restoration. For example, throughout the outage, the NYPD provided escorts for company crews working in the field, thus reducing the crews' emergency-response time.

### **6.11 Communications With Elected Officials and the Media**

Con Edison's Public Affairs organization comprises several different departments: Media Relations; Government Relations; Local Public Affairs; Employee Communications; Creative Services; Strategic Partnerships; and Economic Development. During large-scale company events, Media Relations and Government Relations serve as the company's primary communications organization to elected officials and the media.

Media Relations acts as the official voice of the company, communicating directly with all print, broadcast, and electronic media outlets. In order to assist the media in its coverage of events involving the company's electric, gas, and steam systems, there is a Newsroom page on Con Edison's Web site that contains general information, pertinent facts, and graphic depictions of the three energy systems. Every year, prior to the summer season, Media Relations releases information to the media on the company's hot-weather preparedness efforts and conducts interviews with interested reporters. The department also holds events for the press at the company's training center, where journalists receive instruction in the basics of electricity and the electric system, get to see the inside of a simulated manhole, and are able to put their questions to company experts.

Government Relations is responsible for communications with federal, state, and local elected officials, as well as with local community boards. The department is staffed with employees who have had significant experience working with elected officials at all levels of government. Throughout the year, Government Relations assists elected officials and their staffs with a wide range of energy-related issues. Government Relations also maintains local Public Affairs offices in each New York City borough that communicate with elected officials and community organizations at the local level about company information, such as planned infrastructure improvements and its summer-preparedness efforts.

In a crisis, the other sections of the Public Affairs organization support the communications effort in various ways: updating the Web site with pertinent information; producing graphic materials when needed; keeping employees updated on system conditions; reaching out to affected nonprofit organizations and businesses; and providing telephone support for Media Relations to better manage the influx of additional event-related phone calls to the company's press office.

Appropriate Public Affairs personnel have also received training in the Incident Command System (ICS) and are qualified to assume key roles during a corporate emergency. Public Affairs has a Crisis Communications Plan, which is under Con Edison's Corporate Policy statements.

Public Affairs is staffed around the clock. When the company opens the Distribution Engineering Command Post (DECP), Public Affairs plays an active role, including participation in the regularly scheduled conference calls. From July 17 through July 20, all customer-outage information was received from the DECP. Whenever there is a full-scale

event necessitating the activation of the CERC, Public Affairs plays an integral role in its day-to-day operations. Once the CERC was established on July 20, all information was received from the information liaison officer assigned to CERC and all press releases approved by the CERC incident commander.

Throughout the July heat wave and power outages in Queens, Media Relations staff distributed numerous press releases urging the public to conserve energy, giving updates on system conditions, and highlighting problems in the LIC network. Additional information regarding locations of ice distribution, and later, advice on submitting claims, were also the topics of press releases and media inquiries.

Local television and radio stations carried the energy-conservation message immediately.

Throughout the event, the press office initiated and responded to thousands of press calls. All press releases were blast faxed to an established list of media outlets and/or posted to PR Newswire. Starting on July 20, a special section of the home page on the corporate Web site was dedicated to providing pertinent information to customers. Messages included customer-assistance information, such as ice-distribution locations, claim-reimbursement information, links to claim forms, and restoration progress updates. In addition to the newsroom site, all press releases related to the Long Island City restoration were posted on this section as well.

In addition to using traditional media outlets, Public Affairs requested the Queens Chamber of Commerce and the Long Island City Business Development Corporation to urge their members, which include major businesses and community leaders in Queens, to reduce electric demand while Con Edison crews continued to rectify problems in the affected areas.

Kevin Burke, the company's CEO, held two press conferences. At a July 22 press conference at The Learning Center, he shared the latest information with the media about the situation in northwest Queens. He acknowledged that far more customers than originally thought were without power.

Mr. Burke spoke about the work of the company crews and the mutual-assistance crews, and assured the residents that restoring their power was the company's primary focus. Mr. Burke also described the design of the underground network system, highlighting the fact that 10 of the 22 primary feeders supplying the LIC network were de-energized at the same time. He described the differences between overhead systems and underground networks, and explained that an underground system like the one in Queens has so many different paths that it is difficult to know the number of customers affected. Because of the design and its usual reliability, Con Edison relies on calls from customers to know when they have no power.

The following day, Mr. Burke held a press conference at the company's Manhattan headquarters building. He provided a status report on the number of customers who had been restored, and stated that Con Edison had approximately 200 people from other utilities helping in the restoration effort. He said that the city had been tremendously supportive, citing the work of New York City Office of Emergency Management (NYCOEM), the New York City Police Department (NYPD), and the Fire Department of New York City (FDNY), along with the Red Cross. He talked about the temporary generators that were installed to supply power while the street work continued.

Mr. Burke described the status of the system and the restoration effort. He told the media that a restoration-planning organization also had been formed. Mr. Burke said that he had been out

in the community talking to company crews and customers and that he would be out there again that night. He also said that the company would be very flexible in the reimbursement process, that claim forms were being handed out in multiple languages, and that there would be no need for customers to send receipts.

From the onset, staff in elected officials' offices or, in some cases, the officials themselves were given the name and phone number of a Government Relations staff member who would serve as their dedicated contact. Managers of federal, state, or local government relations were assigned to the corresponding elected officials. Elected officials and staff were given the manager's detailed contact information. Elected officials and their staffs were also provided with the Media Relations phone line in the event that the Government Relations representative could not be contacted immediately. A member of the Government Relations staff was also available 24 hours a day through this number and was able to assist an elected official's office.

Communication between elected officials and Government Relations staff continued throughout the LIC outage event to provide updates on the system status as information became available and to respond to inquiries from elected officials and their constituents. Government Relations staff also assisted in the coordination and, when possible, the implementation of requests from elected officials for water, dry ice, wet ice, and generators.

#### **6.12 Environment, Health and Safety Communications with Environmental Regulatory Agencies**

Con Edison's corporate Environment, Health and Safety (EH&S) organization initiated communications with the New York City Department of Environmental Protection (NYCDEP) and the New York State Department of Environmental Conservation (NYSDEC)

concerning the deployment and operation of emergency diesel generators in portions of the LIC network. EH&S reviewed with the agencies the most appropriate approach and secured emergency authorizations for the emergency generators.

EH&S initiated phone contact with NYSDEC Region 2 on the need for an emergency authorization to deploy emergency diesel generators in the LIC network area and spoke with NYSDEC headquarters to inform them of the situation as well. EH&S subsequently met with NYSDEC Region 2 and discussed the 30-day emergency authorization covering deployment of the emergency generators in LIC network area. It was agreed that the company would send the NYSDEC a listing of all operating emergency generators deployed in the LIC network area, every other day. Consequently, deployment of generators under this emergency authorization would not require specific individual or borough permitting.

EH&S also worked with NYSDEC to secure a modified hazardous-substance release reporting protocol during the emergency. In addition, EH&S negotiated temporary administrative relief associated with removal of asbestos-containing material from electrical subsurface structures.

Concurrent with contacting NYSDEC, EH&S spoke by phone to NYCDEP regarding the deployment and operation of mobile emergency generators in the LIC network area.

NYCDEP requested a faxed listing of newly deployed and operating units as has been done in prior years. Following these initial notifications, EH&S provided the requested regular updates to both NYSDEC and NYCDEP.

Dated: September 25, 2006

**APPENDIX - COMMUNICATIONS CHRONOLOGY**

**JULY 17 – JULY 26, 2006**

**JULY 17, 2006 - MONDAY**

**Distribution Engineering Command Post Communications with DPS Staff**

15:34 – Con Edison Communication Notification System (CNS) notice to Department of Public Service (DPS staff) about three Westchester feeder outages and customer outages.

15:51 – Con Edison speaks with DPS staff and provides update on three Westchester feeder outages, estimated time of repair, and generation deployment.

16:56 – Westchester requests status on generation deployment and number of customers they will restore.

20:37 – E-mail: LIC network, fifth contingency, 8% Long Island City voltage reduction. Westchester: customer count update, generator deployment update, customer outreach bus dispatched.

20:50 – Westchester and LIC: Requests projections on Westchester customer restoration times and when generators will be running and carrying load, and LIC feeder restoration and voltage reduction.

22:01 – E-mail: LIC network, sixth contingency, problems with La Guardia Airport (LGA); 8% voltage reduction. Westchester: feeder restoration status, generator status.

**Customer Operations**

**Call Center**

From 19:30 on Monday, July 17, because of a voltage reduction in the LIC network, callers who selected the electric outage option heard the following *special message*:

***Special Message 1***

*We are currently experiencing an 8% voltage reduction in our Long Island City network area in Queens. Although this should have no impact on your service, we're asking anyone living within that area as follows: on the west, the East River on the east, the Brooklyn Queens Expressway on the north, Long Island Sound, and on the south, on Newtown Creek; To please cut back usage on all nonessential appliances wherever possible.*

Callers were then given the option to **press 1** to report an electric service problem, wires down, or other electric condition.

At 22:34, Con Edison implemented another *special message* to prioritize emergency callers and encourage customers with billing or credit issues to call back later due to overall increased call volume.

At the start of the call, all Con Edison callers heard this message after making the initial language selection (English/Spanish):

***Special Message 2***

*As a result of severe weather, many of our customers are without service at this time. Priority is being given to callers without service. If you have a rotary phone and have a gas emergency, dial 1-800-350-9346; again that number is 1-800-350-9346. Otherwise we ask that you call us tomorrow.*

*Special Message 2* was followed by:

*To report an electric outage, a gas leak, a steam emergency, or other hazardous condition **press 1**.*

Callers who pressed 1 heard:

***Special Message 1***

*We are currently experiencing an 8% voltage reduction in our Long Island City network area in Queens. Although this should have no impact on your service, we're asking anyone living within that area as follows: on the west, the East River on the east, the Brooklyn Queens Expressway on the north, Long Island Sound and on the south, on Newtown Creek; To please cut back usage on all nonessential appliances wherever possible.*

These callers were then given the option to **press 1** to report an electric service problem, wires down, or other electric condition.

**Energy Services**

16:42 – Notified Pathmark Stores that two feeders were off line and requested any load reduction that can be accomplished without affecting operations of the store.

16:51 – Notified Port of Authority at La Guardia Airport that two of four feeders were off line – two were remaining.

17:01 – Notified Allied Extruders, Inc. that two of four feeders were off line. Customer was operating at reduced load.

17:05 – Notified Allied Extruders, Inc. that two feeders were off line. Customer was operating at reduced load.

19:14 – Notified Port Authority at La Guardia Airport that a third feeder was off line. Customer was on 1Q20 only.

19:20 – Spoke with captain of New York City Department of Corrections (DOC) re: Rikers Island. One of the feeders, 1Q15, was supplying the facility, but there were four feeders out in the network and Con Edison may have to go to an 8% voltage reduction.

19:26 – Attempted to contact Eagle Electric Manufacturing – no answer.

19:36 – Left message for East Coast 6 LLC to reduce load and that an 8% voltage reduction may be called for in the LIC network.

19:41 – No answer to phone call made to Edwards Food 192.

19:45 – Spoke to the Federal Aviation Administration (FAA), asked to reduce load and advised that an 8% voltage reduction may be called.

19:45 – Contacted Plaxall, Inc. Advised customer to shed nonessential load due to feeder outage in network.

19:47 – Contacted at FAA to reduce all nonessential load and advised that an 8% load reduction may be called.

19:51 – Called Queens Midtown Tunnel. Left a message on voice mail to reduce load due to several 1Q feeders being out.

19:52 – Left message for Fire Department of New York City (FDNY) to reduce nonessential load and advised that an 8% voltage reduction may be called.

19:53 – Called the New York City Police Department (NYPD) to advise shedding of nonessential load due to feeder outages in the 1Q network.

19:56 – Called Queens Vocational High School. No answer.

19:56 – Called Triborough Bridge and Tunnel Authority re: Queens Midtown Tunnel. Left message on voice mail to reduce load due to several 1Q feeders being out.

19:57 – Called Plaxall, Inc. to advise customer to shed nonessential load due to feeder outages in the 1Q network.

19:58 – Left phone message with Fresh Direct to reduce any nonessential electrical load and advising that an 8% voltage reduction may be called.

20:00 – Called Regal Heights Health Care Center. Left message requesting that center reduce load due to several feeders being out.

20:02 – Contacted engineer at the New York City Department of Environmental Protection (NYCDEP) and asked that the Bowery Bay Wastewater Treatment Plant shed load and go on generation.

20:03 – Attempted to contact Price Costco, Inc., no answer.

20:05 – Spoke to Silvercup Studios and informed them that several 1Q feeders were out. Requested that facility reduce nonessential load.

20:06 – Attempted communication with Korean Presbyterian Church, but contact there did not speak English.

20:07 – Notified Department of Higher Education to shed nonessential load and go on generation.

20:07 – Called Public School 234 and left voice mail asking that school shed nonessential load due to feeder outages in the 1Q network.

20:08 – Spoke to Silvercup Studios and informed them that several 1Q feeders were out. Requested that facility reduce nonessential load.

20:09 – Called Standard Motor Products. Left message for customer to shed load.

20:10 – Called Silvercup Studios. Informed the engineer that several 1Q feeders were out and requested that facility reduce nonessential load.

20:10 – Called Queens Blvd. Extended Care Facility to request shedding of nonessential load due to feeder outages in the 1Q network. Customer was already aware of the situation and had already begun shedding load.

20:11 – Spoke with security at Con Edison Training Center. Learned that building was closed.

20:11 – Contacted Steinway and Sons. Left message to shed load due to feeder outage.

20:13 – Called Celtic Holdings, LLC to shed load, spoke with security.

20:15 – Called Sunnyside Day Care. Left message to shed load due to feeder outages.

20:16 – Called Celtic Holdings, LLC – no answer to phone, left message.

20:16 – Called Road Runner, LLC. No answer to phone. Unable to leave a message. Recording stated business was closed for the day.

20:17 – Contacted Tax Development. Left message to shed load due to feeder outage.

- 20:18 – Called Department of Education. No answer.
- 20:20 – Called Department of Education. No answer.
- 20:21 – Called Department of Education. No answer but left message.
- 20:23 – Called Boys Club of Queens. It was a wrong number. Called and left message.
- 20:37 – Notified MetLife of system network feeder problem. Customer volunteered to shed load.
- 20:38 – Called Department of Higher Education. No answer.
- 20:39 – Notified La Guardia College of system network feeder problem. Customer volunteered to shed load.
- 20:42 – Called Avalon Riverview to shed nonessential load. Spoke with the front desk. No one else to speak to.
- 20:44 – Spoke to Astoria Studios, Ltd. Called customer to shed nonessential load. Informed security personnel and he made notifications.
- 20:46 – Called first contact for Astoria Houses, but no answer. Called second contact, which was the Housing Authority Emergency number. Informed them that nonessential load needed to be shed.
- 20:48 – Called Astoria Energy, LLC to request shedding of nonessential load. No answer.
- 20:50 – Called 33-00 Partners, LLC to request shedding of nonessential load. No answer.
- 20:51 – Called Mount Sinai Hospital. Notified of system network feeder problem. They volunteered to shed load.
- 21:04 – Called Amtrak to notify of five 1Q feeders being out. Advised them to shed nonessential load. Was informed that all loads are essential at this time.
- 21:10 – Called Astoria Community SR Cooling to ask them to shed load. No answer to phone. Left message.
- 21:15 – Port Authority at La Guardia Airport reported that they had lost all of four feeders to the West End substation. Customer rechecked and possible low voltage confirmed that 1Q20 was in service, but unable to close in the breaker.
- 21:16 – Notified Astoria Gas Plant to shed nonessential load.
- 21:18 – Called Astoria Generating Company to ask them to shed nonessential load. This is the generating station. Was told they would try to shed as much as possible.

21:23 – Called both numbers on American Cable contact list, but no answer at either number. Left voice message to shed nonessential load.

### **Emergency Management**

09:00 – The Distribution Engineering Command Post (DECP) opened on Sunday, July 16, according to procedure when the average wet/dry bulb temperature was expected to exceed 80 degrees Fahrenheit.

10:00 – The Distribution Engineering (DE) manager and an Emergency Management (EM) staff member participated in the New York City Office of Emergency Management (NYCOEM) Heat Emergency Steering Committee conference call. NYCOEM holds this call when heat indices are expected to be 100 degrees Fahrenheit or higher for two consecutive days. On the call were more than three dozen New York City agencies, including Con Edison. From NYCOEM weather: temperatures at La Guardia Airport were expected to hit 100 degrees Fahrenheit. Heat was expected to break Tuesday evening between 18:00 and 20:00 with thunderstorms. Excessive heat warning with a 104-105 degrees heat index that day. During the call, Con Edison described system conditions and existing minor power outages. The New York City Department of Design and Construction (DDC) would issue the “Dig Safely Alert” and Con Edison discussed the status of primary feeders. At the time system impact due to heat was very minor.

After 10:00 – EM staff spoke to DDC about a Lower Manhattan sewer main undermining a street.

14:03 – Cooling Center list e-mailed from EM staff to a New York Police Department (NYPD) Operations division sergeant.

16:20 – EM staff spoke to OEM deputy commissioner of operations about Gas Condition Yellow.

17:00 – EM staff spoke to OEM deputy commissioner of operations about second feeder contingency in the LIC and Greeley Square networks (1Q16 & 1Q17) – no other feeder conditions.

After 20:00 – NYPD Operations division inspector called back inquiring about Rikers supply. Only one feeder to Rikers is out: 1Q01.

20:15 – EM staff spoke to OEM deputy commissioner of operations about the fifth feeder contingency in the LIC network, implementing an 8% voltage reduction, and declaring a Condition Red.

After 20:15 – EM staff spoke to Port Authority of New York/New Jersey (PANYNJ) emergency management director about the impact on La Guardia Airport of three of four feeders lost to airport – he said the Marine Air Terminal, Terminal D, and auxiliaries were without power.

After 20:15 – EM staff spoke to NYPD regarding outages from data on Outage Manager.

20:22 – Con Edison’s Central Information Group (CIG) notified OEM watch command – LIC network went from fourth to fifth feeder contingency – gave OEM next-worst-case scenario.

20:33 – EM staff e-mail on LGA power status sent to PANYNJ.

21:02 – LGA power update e-mail sent to OEM and PANYNJ.

21:04 – OEM deputy commissioner sends e-mail with Rikers Island power status question.

21:59 – CIG notifies OEM watch command on fourth to sixth contingency.

22:00 – EM staff spoke to an inspector from NYPD Operations Division about sixth contingency in LIC network.

22:20 – PANYNJ emergency director called – EM told him two LGA feeders supplied from the LIC network were due back in about 40 minutes (1Q16 & 1Q17).

22:30 – Per e-mail from EM staff, an OEM responder arrives at the B/Q control center.

23:36 – EM staff called NYPD operations division inspector at home and PANYNJ emergency director at LGA (he went there) with updates.

## **Public Affairs**

### **News Releases**

05:55 – News release issued: Con Edison Urges Customers in Parts of Westchester County to Reduce Their Use of Electricity

10:37 – News release issued: In a Heat Wave: Stay Cool & Save Cash!  
Con Edison Offers Energy-Savings Tips

18:26 – News release issued: Con Edison Responds to Power Outages in Westchester County

20:45 – News release issued: Con Edison Urges Customers in Northwest Queens Area to Reduce Their Use of Electricity

21:00 – News release issued: Con Edison Continues to Restore Power in Westchester County

The following information was shared with media representatives on this day:

- Con Edison has an adequate supply of electricity
- The company forecasts a record peak load of 13,400 megawatts
- Energy savings tips are shared with customers, who are urged to conserve electricity, plus customers are urged to conserve electricity and to report any electrical outages

- There are feeder and cable problems in northwest Queens but no outages
- Sunday's problems at La Guardia Airport have been resolved

Media Relations staff contacted the following media outlets: News 12 – Bronx, WABC- TV (Mark Crudele), Channel 9, 1010 WINS Radio, WFUV Radio, Channel 41, CNN, Channel 4, WCBS Radio, NY Sun (Beth Gardiner), Times News Weekly, Staten Island Advance (Christopher Palma), Channel 11, WHUD Radio, WNYC Radio (Beth Fertig), Times Herald Record, Daily News, Channel 2, WFAS Radio, Crain's NY Business.com (Catherine Tymkiw), NY Post (Jana Winter and Neil Graves)

**JULY 18, 2006 - TUESDAY****Distribution Command Post Communications With DPS Staff**

01:58 – Con Edison e-mails DPS a list of feeders out of service; power has been restored to LGA and Con Edison working to restore additional feeders.

04:02 – Con Edison e-mails DPS a list of feeders out of service; power has been restored to LGA and Con Edison working to restore additional feeders.

06:03 – Regarding LIC: Sent list of feeders out of service and estimated restoration time.

06:49 – DPS staff e-mail asks five questions about LIC/LGA and Westchester.

07:31 – Sent e-mail regarding the LIC network, responded to DPS questions about LGA feeder status and buildings/terminals affected; cause of feeder failures. Regarding Westchester, responded to DPS questions and provided detailed customer count by municipality.

07:31 – Sent e-mail regarding Westchester, responded to DPS questions providing customer outreach bus deployment and generator deployment.

07:48 – Sent e-mail regarding Westchester customer count update.

08:12 – Sent e-mail regarding LIC: Sent list of feeders out of service and estimated restoration time, 8% voltage reduction.

08:35 – Sent e-mail regarding Westchester customer count update.

08:51 – DPS staff e-mail regarding Westchester inquires why a third generator is being deployed.

09:01 – Sent e-mail responded to question about Westchester generator deployment.

09:26 – DPS staff e-mail regarding LIC requests status for LGA.

09:27 – Sent e-mail regarding Westchester, customer count update.

09:38 – Sent e-mail regarding Westchester, generator deployment update.

10:16 – Sent e-mail regarding LIC: Sent list of feeders out of service and estimated restoration time, 8% voltage reduction, 30% of Rikers Island is on self-generation, LGA partial outages and one feeder back.

10:19 – E-mail from DPS staff regarding LIC requests information about LGA service issues ASAP.

- 10:20 – Sent e-mail acknowledging request for LGA information.
- 11:20 – Sent e-mail regarding LIC: A second feeder to LGA is restored and Con Edison working with LGA to restore essential services.
- 11:36 – Sent e-mail regarding LIC: Reported that 1Q07 just energized.
- 11:47 – E-mail from DPS staff requests periodic updates on LGA, LIC, generator status, voltage reduction status, customer communication status, EDRP and SCR implementation plans.
- 12:33 – Sent e-mail: Provided the status on LGA, LIC feeder outages, generator status, voltage reduction status, customer communication status, EDRP and SCR implementation plans, provides system wide feeder outage status report (all areas).
- 12:35 – Sent e-mail to DPS: 12:01 CIG desk system status report.
- 14:15 – Sent e-mail: Provided the status on LGA, LIC feeder outages, generator status, voltage reduction status, customer communication status, EDRP and SCR implementation plans; provided system-wide feeder outage status report (all areas), provided detailed Westchester customer count by municipality.
- 15:25 – Sent e-mail: System-wide feeder outage status report (all areas).
- 16:07 – Sent e-mail: Provided the status on LGA, LIC feeder outages, generator status, voltage reduction status, customer communication status, EDRP and SCR implementation plans; provided system-wide feeder outage status report (all areas), provided detailed Westchester customer count by municipality.
- 17:26 – E-mail from DPS staff requests notice when LIC feeders are restored, particularly 1Q02, and immediate notice if feeders are lost in LIC. Requests notice when voltage reduction is removed in LIC and Harrison.
- 18:04 – Sent e-mail notification of third contingency in Jamaica and seeking 8% voltage reduction (VR) in Jamaica; 8% voltage reduction in LIC; 5% voltage reduction in Harrison; mentions cut-in open auto problems in LIC.
- 18:25 – Sent e-mail: Provided the status on LGA, LIC feeder outages, generator status, voltage reduction status, customer communication status, EDRP and SCR implementation plans, Rikers Island, third Jamaica feeder out with courthouses impacted; provided system-wide feeder outage status report (all areas), provided detailed Westchester customer count by municipality.
- 18:29 – E-mail from DPS staff: Are any critical loads out in Manhattan?
- 18:40 – Sent e-mail: Change of shift occurring, will respond in half hour.
- 19:02 – Sent e-mail: 1Q02 is being prepared for service and should be back shortly.

20:29 – Sent e-mail: Provided the status on LGA (internal shunts to pick up load from LGA central multi-bank station, 1Q16 is in service but PANYNJ not using it for LGA load, all power restored to Marine Air Terminal, Delta, and American Airlines), LIC feeder outages (seven feeders out), generator status (six generators in Westchester, five in B/Q: one for Department of Ed., one for Mt Sinai Hosp, one for Glen Oaks, one for Richmond Hills), voltage reduction status (8% in LIC and Jamaica networks), customer communication status (customer outreach bus still on location), ISO has called for energy reduction in areas H, I, J, and K; J and K are Con Edison areas) effective 13:00, Rikers Island is on its own generation at Con Edison's request, two Jamaica feeder are out, affecting two courthouses with both having been closed for the night); provided system-wide feeder outage status report (all areas), provided detailed Westchester customer count by municipality.

20:31 – E-mail from DPS staff asks if any LIC feeders expected to be back any time soon.

20:40 – Sent e-mail: Three LIC feeders just went out of service; LIC in a 10<sup>th</sup> contingency; Con Edison is evaluating the impact of the loss of these three feeders.

20:45 – Sent e-mail: Evaluating if Con Edison should shut down the network, 114,000 customers would be impacted, working to restore feeders 1Q01 and 1Q17 ASAP.

20:55 – Sent e-mail: 1Q01 is back in service and has stayed in service. 1Q17 was put back in service but opened up and is out of service again; currently in a ninth contingency in LIC network.

21:31 – Sent e-mail: 1Q13 is back in service, currently in eighth contingency.

21:48 – Sent e-mail: 1Q18 is back in service, currently in seventh contingency.

21:53 – Sent e-mail: 1Q18 is out of service, currently in eighth contingency.

21:55 – E-mail from DPS staff: What is current load in LIC and what was the peak for the day?

22:12 – E-mail from DPS staff: Confirm CIG desk message that LIC is in a sixth contingency.

22:20 – Sent e-mail: General status report: eight feeders out in LIC, three generators running in Staten Island, six generators in Westchester, three generators in B/Q (one for Mount Sinai Hospital, two for Glen Oaks), 8% voltage reduction in LIC and Jamaica networks, customer outreach bus still on location. ISO has called for energy reduction in areas H, I, J, and K (J and K are Con Edison areas) effective 13:00, Rikers Island on own generation at Con Edison's request; provides system-wide feeder outage status report (all areas), provides detailed Westchester customer count by municipality.

22:23 – E-mail from DPS staff: No restoration times stated for LIC feeders. Is there no sense of when the feeders will be restored?

22:37 – Sent e-mail: 1Q09 is out of service, currently in ninth contingency in LIC. Con Edison working to restore and/or identify restoration times.

23:19 – E-mail from DPS staff: If something extreme happens, like Con Edison dropping the Long Island City network, please be sure to call immediately.

## **Customer Operations**

### **Call Center**

On 7/18/06 from 09:00 to 17:00, *special message 2* was removed, since call volume decreased to the level that the agents and the IVR could handle.

Here's what callers heard after making the initial language selection (English/Spanish):

*To report an electric outage, a gas leak, a steam emergency, or other hazardous condition press 1.*

Callers who pressed 1 heard:

#### ***Special Message 1***

*We are currently experiencing an 8% voltage reduction in our Long Island City network area in Queens. Although this should have no impact on your service, we're asking anyone living within that area as follows: on the west, the East River on the east, the Brooklyn Queens Expressway / on the north, Long Island Sound and on the south, on Newtown Creek; To please cut back usage on all nonessential appliances wherever possible.*

Callers were then given the option to **press 1** to report an electric service problem, wires down or other electric condition.

Starting at 20:46, all customers heard *special message 2* due to the storm. This message directed callers for billing and credit issues to call back the following day. This message remained in effect until 7/19/06 at 10:08.

Here's what callers heard after making the initial language selection (English/Spanish):

#### ***Special Message 2***

*As a result of severe weather, many of our customers are without service at this time. Priority is being given to callers without service. If you have a rotary phone and have a gas emergency, dial 1-800-350-9346: again that number is 1-800-350-9346. Otherwise we ask that you call us tomorrow.*

**Special Message 2** was followed by:

*To report an electric outage, a gas leak, a steam emergency, or other hazardous condition press 1.*

Callers who pressed 1 heard:

**Special Message 1**

*We are currently experiencing an 8% voltage reduction in our Long Island City network area in Queens. Although this should have no impact on your service, we're asking anyone living within that area as follows: on the west, the East River on the east, the Brooklyn Queens Expressway on the north, Long Island Sound, and on the South, on Newtown Creek; To please cut back usage on all nonessential appliances wherever possible.*

These callers were then given the option to **press 1** to report an electric service problem, wires down, or other electric condition.

**Energy Services**

00:30 – La Guardia Airport reports that the station is back on line.

00:57 – Spoke with Astoria Generating Purifying Plant. All equipment is on internal power.

05:55 – Notified TBTA (Queens Midtown Tunnel) of system network feeder problem - volunteered to shed load and will have rep. call when he gets in.

05:58 – Called American CableVision – spoke with building representative. Representative to call back when he arrives on location and can start switch-over to generation.

06:30 – Spoke to TBTA (Queens Midtown Tunnel) – said they cannot run on generator alone, but will shed as much load as possible.

06:36 – Spoke to Allied Extruders, Inc. security. Advised us that their boss would be in at 07:30 – wants a call back then.

06:46 – Called American CableVision. Left message with contact.

06:46 – Left message for main contact at Allied Extruders, Inc.

6:50 – Left message with the main contact at Amtrak 3655.

06:52 – Left message with Astoria Energy, LLC contact for a return call.

06:54 – Left message with main contact at Astoria Gas Plant Compression to shed load.

- 07:00 – Spoke with station engineer at Astoria Generating Company – equipment is on generation.
- 07:02 – Spoke to TBTA (Queens Midtown Tunnel) who indicated that they will be able to go on emergency generator after rush hour (10:00 to 10:30) to run vents and reduce lighting.
- 07:05 – Spoke to Queens Blvd. Extended Care Facility building representative who indicated that they will be on generation between 08:00 to 08:30, after the computer people get in.
- 07:15 – Contacted Tishman Construction at United Nations Federal Credit that 1Q07 is out of service and he is on one feeder for the 265/460 service. Temp. Construction service is on the network from a manhole.
- 07:17 – Spoke with super from Astoria Houses with request to shed load.
- 07:35 – Spoke to MetLife who indicated that their power monitoring equipment is seeing low voltage. Explained to them that we have an 8% voltage reduction in place. They agreed to switch 500 kW to emergency generators.
- 08:07 – Spoke to dispatcher at Amtrak 3655 who indicated they will switch 1300 amps from the 460 volts service to the 138-kV lines.
- 08:48 – Information from Department of Bowery Bay WPCP: 1Q01 & 1Q02 - breaker 16 and 17 are racked out and on generator; 1Q14 & 1Q15 are in with 2.7 MW load.
- 09:44 – Spoke to Port of Authority at La Guardia Airport and notified that we have 1Q16 back in service; and that he needs to stop the tags being removed before closing the breaker.
- 09:48 – Contacted Citicorp at Court. Requested that they shed load.
- 10:43 – Spoke to Celtic Holdings, LLC to request nonessential load reduction. Customer to comply.
- 10:45 – Spoke to Celtic Holdings, LLC to request nonessential load reduction. Customer to comply.
- 11:24 – Notified Port Authority at La Guardia Airport that 1Q17 is back in service.
- 14:04 – Contacted Allied Extruders, Inc.; they advised that load had been completely shed.
- 14:06 – Left voice-mail message with Joint Queensview Housing for property manager to shed any nonessential electric load – EMOPSYS updated.
- 14:06 – Allied Extruders, Inc. – spoke to customer. Load completely shed except for emergency lighting.

14:10 – Called American CableVision to request load shedding. Customer will comply as much as possible without shutting down.

14:14 – Spoke with Kerns Manufacturing plant manager who stated facility was down to 185 V.

14:23 – Spoke with property manager of LIC Senior Housing. Advised of network problems – they are trying to reduce nonessential loads.

14:33 – Spoke to Astoria Studios Ltd. No production today – all nonessential load is shed.

14:55 – Spoke with the director of building operations at La Guardia College. Said they were down to 180 V, advised of network problems – and that Con Edison is trying to restore by 20:00 – 21:00 tonight. Air-conditioning, water pump, and elevator motors are not working.

15:15 – Left voice-mail with maintenance department of Queens Blvd. Extended Care Facility that two of three feeders which feed the building are out of service with one in service, as well as four sets of street ties and there should be no problems with supply.

15:24 – Left voice-mail message with MetLife again requesting that they shed all nonessential load - advised that Con Edison is trying to get network problems resolved by 20:00-21:00 that night.

15:29 – Mount Sinai Hospital – Con Edison Representative - CPM on location – no reason to call.

15:33 – Notified Home Depot 1255 that three of four feeders are off line and requested load reduction.

15:36 – Notified Pathmark Stores, Inc, that two of three feeders are offline. Customer is in night setback mode to reduce load.

15:38 – Left voice-mail message at National Wholesale Liquidator asking to shed all nonessential load.

15:47 – Contacted 33-00 Partners LLC. Customer has been operating at reduced load since 7/17/06.

15:51 – Spoke with store manager at National Wholesale Liquidator, advised that Con Edison hopes to have three of four feeders back in service by 19:00. The customer does not have lights.

16:00 – Attempted to phone North Queensview building representative – phone line was busy.

16:08 – Spoke with store rep. at Pathmark Stores, Inc. and asked her to shed any nonessential load. Network is in trouble. Has no power problems but had a flicker earlier.

16:23 – Reached North Queensview security. Reported elevator not working in one of her buildings – Con Edison advised that we were working on restoring voltage in network - gave Representative supplied her home phone number.

22:28 – At the request of the Control Center, asked Department of Bowery Bay WPCP to come off the grid completely.

### **Emergency Management**

00:30 – EM staff updated PANYNJ – airport is back to normal.

00:47 – NYNJ PA to Con Edison e-mail on LGA power.

00:30 to 01:00 – EM staff spoke to MTA vice president and chief electrical engineer about impact of LIC feeders and voltage reduction on the subway system and how the TA could help Con Edison with reducing load. Five subway lines impacted – N, R, E, F, and G in LIC, Sunnyside, and Woodside, Queens.

01:00 – A new OEM responder arrives at DECP and is briefed by EM staff on network feeders, outages and any special concerns.

01:19 – Con Edison e-mail to PANYNJ on LGA power.

01:23 – PANYNJ thanks CE for update on LGA power.

07:00 – Two OEM responders relieve current OEM responder.

07:15 – Brooklyn/Queens Energy Services representative stated that he would have some people handing out conservation fliers in a certain pocket in Long Island City. He requested NYPD assistance to see if they could also do something to help out.

07:30 – EM staff spoke to NYPD inspector about getting some help from the NYPD to use patrol cars to get the word out regarding conservation. He said he would call his lieutenant, and in the meanwhile he asked that we send the information we wanted conveyed and the boundaries.

07:35-07:40 – EM staff spoke to B/Q Energy Services manager and asked him to send information that an NYPD inspector requested. The B/Q Energy Services manager also asked EM staff if we were working with the Rikers people to come off Con Edison power and go on generation as much as possible.

07:40-07:45 – EM staff asked the OEM representative in the Distribution Engineering Command Post to follow up with Department of Corrections to try and work with Rikers to help us conserve and go on as much generation as possible. EM told them that Con Edison was also in contact with them, but that OEM assistance may expedite these efforts.

07:48 – EM staff sent an e-mail to NYPD Operations Division lieutenant with particulars about B/Q Energy Services request for conveying conservation message. The text is as follows:

*Lieutenant,*

*I spoke to the Inspector about this issue this morning. We are currently experiencing problems in the Long Island City network in Queens. We will have people handing out pamphlets in the area. We have requested through the Inspector that we have some NYPD patrol cars ride in the area boundaries outlined below and read the message below over their loudspeaker so we can get out to as many people as possible.*

07:59 – OEM’s deputy commissioner of operations tells EM staff by e-mail to call him.

08:00 – OEM responder reports that 5 of 11 Rikers buildings are on generation and that they are looking to put more buildings on generation. There are 11 buildings in total.

08:00 – Participated in Distribution Engineering conference call.

08:30 – OEM representative in Distribution Engineering Command Post reports that LGA is having a problem (outages) in certain terminals. EM staff checked that remaining feeder 1Q17 is still in service and that was relayed to OEM. EM staff called B/Q Energy Services to see if they can get more information on situation.

08:35 – OEM responder reports that seven buildings from Rikers are on generation.

08:45 – EM staff spoke to NYPD lieutenant. He needs to run our request about using NYPD to disseminate conservation message by his chief first. He will call back.

08:45 – Left OEM watch command director a message about sixth contingency in LIC as well as LGA issue.

08:55 – OEM watch command director called EM staff back. He will be in at 14:00 today.

09:05 – B/Q Energy Services manager reported that LGA problem was due to an issue with their breaker. It keeps tripping (possibly due to low voltage). Delta and American Airlines terminals impacted but flight operations (towers, etc.) are not.

10:00 – EM staff participated in OEM heat call with other NYC agencies. EM staff provided overview of system conditions including multiple contingency in LIC network as the major issue. EM staff told those on the call that the second feeder to La Guardia was restored. A Port Authority rep asked about the fact that they were still out. EM staff told him EM would follow up with our people to find out. OEM also wanted to know about possibility of another Gas condition yellow and if the NYISO had any issues. EM staff also explained that the NYISO would be implementing their load relief programs that afternoon.

10:20 – EM staff spoke to B/Q Energy Services manager about the LGA situation (two feeders back in service) and that the Port Authority wanted to know about going back on line. B/Q Energy Services manager informed EM staff that it was being discussed about whether Con

Edison wanted them (LGA) to go back on line due to the loads on the remaining in-service feeders due to the multiple contingencies in the network. The Con Edison vice president of Emergency Management is going to follow up with his contact at Port Authority to further discuss this situation.

11:00 – NYPD Operations Division lieutenant stated that they would be proceeding with EM staff request to help disseminate conservation messages and that they would have two speaker vans ride the boundaries provided until later this evening.

11:30 – EM staff spoke to OEM first deputy commissioner and deputy commissioner of operations about plans for LGA and that the plan was to allow them to pick up some very limited load so that they were able to function. Note: 1Q17 opened auto at 11:55, which interrupted this restoration plan.

12:45 – EM staff notified OEM responders that EM was bringing three generators out to three large customers in LIC (Mt. Sinai Hospital, Department of Ed. at 14-30 Broadway and the MetLife building).

12:50 – EM staff notified OEM responder that the ISO would be implementing their EDRP/SCR programs at 13:00.

13:05 – OEM responder reported that 11 of 12 Rikers buildings are on generation.

13:15 – NYPD lieutenant called and EM staff gave him an update about the LIC situation.

13:30 – EM staff notified both the OEM responder and the NYPD lieutenant about the impact of the next-worst contingency in Jamaica, which would be the loss of the two court buildings in Jamaica for the loss of 5Q53.

13:40 – EM staff notified deputy commissioner of operations about the status/restoration times for the out of service LIC feeders as well as the Jamaica situation.

14:30 – OEM responders relieve current OEM responders.

14:35 – EM staff spoke to Homeland Security staff who wanted info specifically on LGA.

~14:35 – EM staff spoke to OEM watch command director and deputy commissioner of operations about overall system status, especially LIC feeder situation.

15:30 – EM staff notified OEM deputy commissioner about the sixth contingency in LIC (1Q18 opened auto at 15:15) and need for a 16:00 conference call with OEM management.

15:40-15:45 – EM staff notified both NYPD operations division inspector and NYPD lieutenant about the sixth contingency.

16:15 – OEM conference call with commissioner & deputy commissioners: EM spoke about LIC situation and the fact that Con Edison has been in multiple contingencies for ~ a 24-hour period and that there is a possibility for a loss of the network based on the severity of these conditions. The city wanted to know what they could do to help to prevent this from happening. While EM pointed out that they had already done a lot, discussions surrounding load reductions at the MTA, NYCHA, and placing Bowery Bay PP completely on generation was discussed. The city also mentioned that they would be opening up their EOC as result of the situation just discussed. Next conference call was scheduled for 18:00.

17:00 – EM VP and EM staff contacted OEM after conferring with Sr. VP of Electric Operations. This discussion focused on NYCHA reducing load (i.e. elevators) in the LIC areas, ensuring they went on as much generation as possible and that the TA take measures to reduce load. (It was understood that there may be some “limited” service impact.)

Between 17:00 and 17:45 –EM staff notified deputy commissioner of operations that 1Q21 opened auto.

17:40 – NYPD operations division lieutenant called and said he would be sending an NYPD rep. to the Distribution Engineering Command Post.

17:55 – EM staff notified deputy commissioner of operations that we were in a 3rd contingency in Jamaica and that we were implementing 8% voltage reduction. We also notified him about second contingency in Richmond Hill.

17:56 – EM staff notified OEM representatives in the Distribution Engineering Command Post that third in Jamaica had impacted two court buildings and to verify if there was a night session impacted.

18:00 – EM staff left a message for NYPD lieutenant about the third contingency in the Jamaica network and the impacts to the court buildings for the evening in Jamaica.

~18:30 – NYPD Operations Division sergeant arrived in the Distribution Engineering Command Post.

19:00 – OEM notified EM that the city will be shutting down the impacted court building in Jamaica for the night.

19:30 – OEM conference. Status update with focus on the LIC network and Jamaica network.

20:10 – EM staff conducted a conference call with OEM deputy commissioners and two OEM directors to discuss LIC feeder status, feeder estimated time to repair from feeder board, customer outages from Outage Manager and LGA power problems.

20:20 – EM staff spoke to PANYNJ emergency director on Jamaica feeders concerned about JFK airport.

20:16 – EM staff spoke to OEM commissioner and deputy commissioner of operations on eighth contingency.

21:35 – EM staff spoke to NYC TA VP and to the OEM deputy commissioner of Operations – back to eighth contingency.

21:44 – OEM watch command e-mail message. Con Edison is in a ninth feeder contingency in the LIC network and a Condition Red.

After 21:35 – EM staff gets back to deputy commissioner of operations and to NYPD's Operations Division sergeant - we are back to a seventh contingency in LIC

After 21:35 – EM staff spoke to OEM senior staff about ninth contingency – LIC network in jeopardy.

22:43 – CIG to OEM notification: DISTRIBUTION FEEDERS SECOND CONTINGENCY OR GREATER, Network - Long Island City, Feeders OOS - 9 of 22 feeders are out of service. CIG lists them, provides next-worst contingency and who they spoke to in OEM.

## **Public Affairs**

### **Government Relations**

09:00 – Spoke to the following elected officials:

Council Member Peter Vallone, Jr.: status/urge conservation

Borough President Helen Marshall: left message

Assemblyman Michael Gianaris: status/urge conservation

State Senator George Onorato: status/urge conservation

Congresswoman Carolyn Maloney: status/urge conservation

Assemblywoman Marge Markey: status/urge conservation

Assemblyman Ivan Lafayette: status/urge conservation

Assemblyman Jeffrion Aubry: status/urge conservation

State Senator Toby Stavisky: status/urge conservation

09:15 – Assemblyman Michael Gianaris: status/urge conservation

09:30 – Assemblywoman Cathy Nolan: status/urge conservation

10:30 – Assemblyman Michael Gianaris: status/urge conservation

10:50 – Ben Chevat, staff member for Congresswoman Carolyn Maloney, left message, e-mailed press release at 11:10

11:00 – Nicole Witenstein, staff member for Congresswoman Nydia Velazquez: status/urge conservation

11:05 – Kevin Casey, staff member for Congressman Joe Crowley; status/urge conservation

13:17 – Council Member Eric Gioia's office: status/urge conservation

16:30 – Assemblyman Mike Michael Gianaris; update on status

17:15 – Council Member Katz: discussed update on system status

17:15 – Council Member Dennis Gallagher: update on system status

17:00 – Council Member Tony Avella: updated on system status.

17:20 – Christine Quinn, Speaker, New York City Council: requested information on rumor of city-wide blackout.

17:45 – Council Member Gallagher: system update

17:45 – Council Member Tony Avella: system update

19:05 – Council Member John Liu: re. alert on city-wide blackout

### **Media Relations**

06:35 – News release issued: Con Edison Continues to Restore Power in Westchester County

17:04 – News release issued: Con Edison Continues to Urge Customers in Northwest Queens Area to Reduce Their Use of Electricity

18:10 – News release issued: Con Edison Continues to Urge Customers in Northwest Queens Area to Reduce Their Use of Electricity

The following information was shared with media representatives on this day:

- In northwest Queens, there is no (power) supply problem, it is an equipment problem; damaged equipment will be examined to determine causes.
- Customers are requested to conserve energy by turning off any unused appliances and to report any outages.
- Three electrical feeders at LaGuardia airport are out of service, leaving the airport with partial power.
- 190 customers are out in Queens and one of the customers affected is LaGuardia airport.
- Later in the day, more than 2,000 Con Edison customers in New York City are without power, mostly in Queens and the Bronx.

Media Relations staff contacted the following media outlets: WABC-TV (Mark Crudele), Toronto Star, NY Sun, CNN, Channel 11, National Public Radio, Gannett, Channel 2, Fox 5, New York 1, 1010 WINS (Juliet Papa), Associated Press (Colleen Long), Univision, WCBS 880 Radio, NY Post (Rich Calder and Dan Kadison), Telemundo, WNBC, Newsday (Andrew Strickler, Melenie Lefkowitz, James Fitzpatrick and Cara Tabachnick), Jewish Press, Journal

News (Rob Ryser), Staten Island Advance (Peter Spencer), Channel 47, Univision, Daily News (Tracy Swartz, Danielle Ward and Bill Hutchinson), NY Times (Emily Vasquez, Michael Amon, Steven Greenhouse, Jennifer Lee, Thomas J. Lueck, Jonathon Miller, Fernanda Santos), News 12 – Westchester (Dave Wolff), Queens Chronicle, Bloomberg, Crain's (Catherine Tymkiw), Channel 41, Times Ledger, WHUD Radio, WOR Radio (Ellis Hennican), Channel 9, AM New York (Justin Silverman), McGraw-Hill, Reuters, WNYC Radio, Queens Gazette, White Plains Times

**JULY 19, 2006 - WEDNESDAY**

**Distribution Command Post Communications With DPS Staff**

00:28 – E-mail: General status report: nine feeders out in Long Island City, kept agencies informed, three generators in Staten Island, eight generators in Westchester, 10 generators in Brooklyn/Queens (one en route for Mount Sinai Hospital, two for Glen Oaks), 8% voltage reduction in LIC and Jamaica networks, customer outreach bus still on location. NYISO has called for energy reduction in areas H, I, J, and K (J and K are Con Edison areas) effective 13:00, Rikers Island on own generation at Con Edison's request, provided system-wide feeder outage status report (all areas).

02:31 – Sent e-mail: General status report, nine feeders out in Long Island City, kept agencies informed, three generators in Staten Island, 10 generators in Westchester, 11 generators in Brooklyn/Queens (one en route for Mount Sinai Hospital, two for Glen Oaks), 8% voltage reduction in LIC and Jamaica networks, customer outreach bus still on location. NYISO has called for energy reduction in areas H, I, J, and K (J and K are Con Edison areas) effective 13:00, Rikers Island on own generation at Con Edison's request, provided system-wide feeder outage status report (all areas).

03:53 – Sent e-mail: General status report, nine feeders out in Long Island City, kept agencies informed, three generators in Staten Island, 10 generators in Westchester, 11 generators in Brooklyn/Queens (one en route for Mount Sinai Hospital, two for Glen Oaks), 8% voltage reduction in LIC and Jamaica networks, customer outreach bus still on location, NYISO has called for energy reduction in areas H, I, J, and K (J and K are Con Edison areas) effective 13:00, Rikers Island on own generation at Con Edison's request.

05:46 – E-mail from DPS staff: What was current LGA status? Did Con Edison anticipate problems later with four feeds out?

05:48 – Sent e-mail: Con Edison did not anticipate any problems; did internal wiring and tied into 9B feeders.

10:17 – Sent e-mail: General status report, nine feeders out in Long Island City, kept agencies informed and agencies supported Con Edison with conservation efforts, two generators in Staten Island, seven generators in Westchester, 11 generators in Brooklyn/Queens, one generator in Brooklyn, 8% voltage reduction in LIC network, customer outreach bus still on location, NYISO has called for areas H, I, J, and K (J and K are Con Edison areas) effective 13:00, Rikers Island on own generation at Con Edison's request, NYCHA has reduced load.

10:36 – E-mail from DPS staff: Asked how many megawatts were associated with DLRM in Long Island City.

11:38 – Sent e-mail: Feeder 1Q01 out of service; Long Island City in 10<sup>th</sup> contingency.

12:05 – Sent e-mail: General status report, 10 feeders out in Long Island City, kept agencies informed and agencies supported Con Edison with conservation efforts, two generators in Staten Island, seven generators in Westchester, 14 generators in or en route to Queens, one generator in Brooklyn, 8% voltage reduction in LIC network (no other voltage reduction in effect), two customer outreach buses on location (one in Westchester and one in Long Island City), command bus deployed in Westchester, Con Edison asked the NYISO to call for Area J load reduction, Rikers Island on own generation at Con Edison's request, Con Edison asked Citicorp to reduce load, Bowery Bay Wastewater Treatment Plant had shifted to self generation and indicated it could remain on own generation as long as needed; provided system-wide feeder outage status report (all areas), provided detailed Westchester customer count by municipality.

13:01 – Sent e-mail: Sent list of customers, and associated loads, in Long Island City periodically asked to reduce load in last 48 hours; stated that load reduction was provided by MTA, NYCHA, and NYC Dept of Corrections (Rikers Island); stated that LIC network customers participating in NYISO Special Case Resources and Emergency Demand Response Program were contacted and directed to reduce loads. In addition, LIC network customers participating in Con Edison's Distribution Load Relief Program (DLRP) and Direct Load Control Program (DLC) were notified to reduce loads in accordance with their contract agreements.

13:03 – E-mail from DPS staff requested Con Edison's numbers for mutual aid crews.

13:05 – Sent e-mail: Sent DPS staff Con Edison's requests for mutual aid crews.

13:07 – E-mail from DPS staff: Asked if the companies have actually committed or if this was what Con Edison requested.

13:08 – E-mail from DPS staff: Asked if these crews were released to Con Edison.

13:09 – Sent e-mail: Stated that the companies have committed to send these numbers of crews.

13:12 – Sent e-mail: Confirmed the crews were available to Con Edison.

13:22 – Sent e-mail: 1Q20 was in service; Long Island City was in a ninth contingency.

13:31 – Sent e-mail: Provided update on mutual assistance, 10 O&R crews confirmed for July 19, 2006.

13:41 – Sent e-mail: Long Island City: 1Q08 was in service, eight feeders out of service.

14:02 – Sent e-mail: Provided the status on Long Island City feeder outages and conservation, generator status (Brooklyn, Queens, Westchester, and Staten Island), voltage reduction status in Long Island City, customer communication status (a bus in Westchester and in Long Island City), Asked NYISO to call for area J, Citicorp agreed to drop load; provided system-wide feeder outage status report (all areas), provided detailed Westchester customer count by municipality.

- 14:06 – Sent DPS staff the 14:00 CIG desk system status report.
- 14:49 – Sent DPS staff information about four generators dispatched to Long Island City.
- 15:05 – Sent DPS staff lists of LIC network isolated network locations.
- 15:49 – DPS staff requested Westchester ETR by 16:00 report.
- 16:04 – Provided the status on Long Island City feeder outages (eight feeders out), Con Edison kept agencies informed and agencies were supporting Con Edison with conservation, generator status (Brooklyn, Queens, Westchester, and Staten Island), 8% voltage reduction in Long Island City, customer communication status (a bus in Westchester and in Long Island City, command bus on location), asked NYISO to call for Area J, assessing Westchester storm damage and will have ETRs tonight; provided system-wide feeder outage status report (all areas), provided detailed Westchester customer count by municipality.
- 16:06 – Westchester damage assessment was in progress and ETRs to be sent that night.
- 16:18 – First six mutual aid crews were dispatched.
- 17:01 – Provided spreadsheet of NYPA customers in Long Island City.
- 17:58 – Sent e-mail: Provided the status of Long Island City feeder outages and conservation, generator status (Brooklyn, Queens, Westchester, and Staten Island), voltage reduction status in Long Island City, customer communication status (a bus in Westchester and in Long Island City), asked NYISO to call for Area J, Park Slope NW in third contingency with loss of 2B20 around 16:00; provided system-wide feeder outage status report (all areas), provided detailed Westchester customer count by municipality.
- 18:05 – E-mail: Sent DPS staff the 18:00 CIG desk system status report.
- 18:11 – E-mail from DPS staff requested insight into nature of problems experienced in returning Long Island City feeders to service.
- 18:27 – E-mail from DPS staff requested update of mutual assistance table.
- 19:08 – E-mail: 1Q02 was returned to service, seven feeders out.
- 19:28 – E-mail: Told DPS staff that Con Edison had been processing feeders expeditiously since Monday; cut-in open autos were slowing return of feeders to service, after event Con Edison will conduct analysis.
- 19:31 – Sent e-mail: Informed of distribution command post shift change.

## Customer Operations

### Call Center

09:32 – Con Edison updated the emergency message initiated on July 17, 2006, because of the voltage reduction in the Long Island City network. After making the initial language selection (English/Spanish), callers heard:

*To report an electric outage, a gas leak, a steam emergency or other hazardous condition press 1.*

Callers who pressed 1 heard:

#### ***Special Message 1A***

*The damaging thunderstorms at the end of the heat wave interrupted electric service to as many as 25,000 customers in Westchester County. Public safety is our first priority. While we are assessing damage, our crews will be working to restore power to the largest number of customers in the shortest possible time.*

*Please use our self-service options or speak to a representative to report individual outages, wires down, trees on wires, and other hazardous conditions.*

*The most damage is in the communities of Yonkers, Port Chester, Harrison, White Plains, Ardsley, Greenburgh, New Rochelle, and Scarsdale.*

*Customers in the Long Island City, Sunnyside, Woodside, Hunters Point, and Astoria neighborhoods of Queens are requested to continue not using nonessential electrical appliances and equipment until problems on electrical cables can be resolved. Your cooperation will help ensure uninterrupted electric service.*

*The affected area in Queens is bounded by the East River on the west and north, the Brooklyn-Queens Expressway on the east and Newtown Creek on the south.*

Callers were then given the option to **press 1** to report an electric service problem, wires down or other electric condition.

For short periods during the day a **special message to all callers** was utilized to encourage billing and credit callers to call back the following business day.

18:20 – Con Edison changed the emergency message to put emphasis on the Queens outage. After making the initial language selection (English/Spanish), callers heard the following:

*To report an electric outage, a gas leak, a steam emergency or other hazardous condition press 1.*

Callers who pressed 1 would have then heard:

***Special Message 1B***

*Hundreds of Con Edison crews have been working to stabilize the electrical system in northwest Queens neighborhoods of Long Island City, Sunnyside, Woodside, Hunters Point, and Astoria. We appreciate the continued conservation efforts of our residential and commercial customers in these areas.*

*Con Edison crews are also working round the clock to restore service to customers who lost power during Tuesday night's violent storms. The most damage is in the Westchester County communities of Yonkers, Port Chester, Harrison, White Plains, Ardsley, Greenburgh, New Rochelle, and Scarsdale. Please follow the menu prompts to report problems with your lights, wires down, trees on wires or to follow-up on a previous report. We understand the frustration of people who are experiencing power outages and appreciate your patience.*

Callers were then given the option to **press 1** to report an electric service problem, wires down, or other electric condition.

**Customer Outreach**

11:45 – Responded to first request for assistance. Two advocates dispatched to establish Customer Information Center in Con Edison vehicle at Ditmars Boulevard and Steinway Street. Advocates relayed information back to Customer Outreach at 4 Irving Place to accommodate coordinating customer outreach advocate staffing and to the Communications Management Group at 30 Flatbush Avenue to advise customer service representatives who were handling calls.

13:00 (approximately) – Trailer of ice arrived and ice distribution began. Eight gas mechanics and customer field representatives sent to cut and bag ice. Arrangements were made by CERC for the procurement and distribution of ice to affected customers at multiple sites.

17:00 – Three additional staff from Customer Outreach and an operating supervisor from Customer Operations' Revenue Protection Unit joined two advocates in Customer Information Center at Ditmars Boulevard and Steinway Street.

17:00 to 22:00 – Outreach presence remained. Staffing consisted of outreach advocates and support people from various areas of Customer Operations.

**Energy Services**

00:16 – Spoke to Home Depot 1255 and asked that store shed load.

06:17 – Called North Queensview Cooperative Housing. Spoke with security and asked that load be shed.

00:18 – Called Standard Motor Productions to advise that load reduction was needed. Left message.

00:19 – Called Industry City Associates. Spoke to security and advised that load be shed.

00:20 – Called Steinway and Sons and left message asking for load reduction.

00:21 – Called Joint Queensview Housing and spoke to security at 06:40.

00:22 – N/A at LIC Senior Housing 06:20.

00:22 – Called Steinway and Sons and left message asking for load reduction.

00:23 – Called the Triborough Bridge and Tunnel Authority re: Queens Midtown Tunnel, but no answer.

00:24 – Called Tex Development.

00:24 – Called Avalon Riverview and spoke with the head of security. Asked customer to shed nonessential load.

00:24 – Called La Guardia College and spoke to officer at 06:49.

00:26 – Called United Nations Federal Credit and requested that company reduce load.

00:27 – Called 33-00 Partners LLC and spoke to Lionel. Con Edison was told that the manager would be in at 7:30 a.m. and wanted a call back from Con Edison.

00:27 – Called Queensbridge Houses, but phone number was invalid.

00:27 – Called Woodside Houses and left message asking that load be reduced.

00:28 – Called the Department of Higher Education to ask that it shed nonessential load. No one answered phone.

00:29 – Called Ravenswood Houses, but phone number was invalid.

00:30 – Spoke to Memorial Sloan Kettering about shedding load.

00:30 – Called Bell Atlantic (Verizon), but no one answered the phone.

00:31 – Called MetLife and asked customer to shed load.

00:33 – Called National Wholesale Liquidators and asked that load be reduced.

00:34 – Called the Department of Education to ask that they shed nonessential load. No answer the first time. Second time the phone line was busy.

00:38 – Called the New York City Department of Education to ask that they shed nonessential load, but phone line was busy.

00:51 – Called the Department of Education, William C. Bryant High School, and asked that the school shed nonessential load.

00:53 – Called the Department of Higher Education to ask that nonessential load be shed, but no one answered the phone.

00:57 – Called Bulova Watch Company to ask that all nonessential load be shed.

00:55 – Called the Department of Higher Education and spoke with building officer. Asked that it shed nonessential load.

01:00 – Called Celtic Holdings LLC and customer was shedding nonessential load.

01:01 – Called Celtic Holdings LLC and asked that company shed nonessential load.

01:02 – Called Citicorp at Court to ask that they shed all nonessential load.

01:04 – Con Edison Learning Center told to shed nonessential load and to shut down.

06:21 – Spoke with Memorial Sloan Kettering and requested that the facility stay on generation. Con Edison representative en route to assist with backup generation.

06:21 – Called Police Department and asked that it shed as much load as possible.

06:25 – Notified New York School Construction that it needed to shed as much load as possible.

06:27 – Called New York State Queensboro Corrections and notified of need to shed as much load as possible.

06:36 – Called Bulova Watch Company again, but no answer.

06:37 – Called Celtic Holdings, LLC. No answer.

06:38 – Called Celtic Holdings, LLC. No answer.

06:40 – Called and spoke to Queensview Housing representative. Confirmed that customer is aware of the need for load reduction and that flyers have been posted throughout the building advising tenants to reduce electric use.

06:40 – Called Learning Center, but no answer.

06:42 – Called Plaxall, Inc. and asked that as much load as possible be shed

06:42 – Notified the station engineer at the Department of Design and Construction that it should shed as much load as possible.

06:44 – Called fire department and left message asking that nonessential load be shed.

06:45 – Called Eagle Electric Manufacturing, but no answer.

06:46 – Called Triborough Bridge and Tunnel Authority re: Queens Midtown Tunnel and was put through to a voice-mail. Left message advising that situation was critical and requesting that as much load a possible be reduced.

06:46 – Left phone message with Fresh Direct asking them to reduce any nonessential load.

06:46 – Called Standard Motor Productions again and left message to reduce load

06:47 – Called Garden Spires Association, but no answer at first phone number. Placed call to 24-hour phone number and spoke to operator. Informed operator that a load reduction was needed. Operator said managing agency would be notified and told to reduce all nonessential load within the three buildings in Long Island City.

06:48 – Called Eagle Electric Manufacturing, but no answer.

06:48 – Called Plaxall, Inc. and asked that as much load as possible be shed.

06:49 – Left message for East Coast 6, LLC asking company to shed as much load as possible due to feeder outages.

06:49 – Spoke to TBTA re: reducing load.

06:50 – Called Tex Development again, but received no response.

06:50 – Called the Police Department to ask that it shed as much load as possible due to feeder outages.

06:50 – Placed second call to New York City Tunnel Authority re: Queens Midtown Tunnel and was put through to a voice-mail. Left message advising that situation was critical and requesting that as much load a possible be reduced.

06:51 – Called Industry City Associates again and advised that all nonessential load be shed. Only employee available at this time was a truck driver.

06:52 – Called Edwards Foods, but no answer.

06:52 – Called United Nation Federal Credit again and asked that company reduce essential and nonessential load.

06:52 – Called Queens Vocational High School and left message with operator, saying that load needed to be reduced and situation was very critical.

06:53 – Notified the Federal Aviation Administration (FAA) that due to feeder outages it should shed as much load as possible.

06:54 – Called the Federal Aviation Administration at Astoria Yards and notified to shed as much load as possible due to feeder outages.

06:55 – Called a Woodside Houses again and left a message asking that load be reduced.

06:55 – Called Ravenswood Houses again and was put through to a voice-mail. Left message advising that situation was critical and requesting that as much load a possible be reduced.

06:56 – Called first contact number for LIC Senior Housing, but no one answered. Called second contact number.

06:56 – Called Price Costco at 1-718-267-5503 but no answer.

06:57 – Called main contact at Queensbridge Houses and left voice-mail message advising that situation was critical and asking that load be reduced as much as possible.

06:58 – Called Public School 234 and found first phone number did not ring. Called second phone number and notified customer to shed as much load as possible.

06:59 – Called Regal Heights Health Care Center and left message with operator. Advised that situation was critical and load would have to be reduced. Operator said message would be forwarded to appropriate representatives.

07:01 – Called La Guardia College again. Learned that the customer had already shed load and would shed more.

07:02 – Left message on the cell phone for contact at Silvercup Studios regarding reducing load in very critical situation.

07:03 – Left message on the cell phone for contact at Silvercup Studios regarding reducing load in very critical situation.

07:04 – Left message on the cell phone for contact at Silvercup Studios regarding reducing load in very critical situation.

07:04 – Notified Queens Boulevard Extended Care Facility that as much load as possible needed to be shed.

- 07:08 – Called Pathmark Stores and informed that 1Q17 may return to service by 08:00.
- 07:18 – Called Met Life again and left voice-mail asking that all nonessential load be shed.
- 07:25 – Spoke to the overnight guard at the Korean Presbyterian church, and was told to call back after 09:00 and speak with the pastor about 1Q17 coming back to service.
- 07:26 – Called first contact number at National Wholesale Liquidators and spoke with night crew. Unable to notify individual store at this time. Called store number, but no answer.
- 07:48 – Contacted the Port Authority of New York/New Jersey La Guardia Airport. All flights are operational.
- 07:55 – Received a voice-mail from Citicorp building engineer requesting an update.
- 07:57 – Returned building engineer's call and asked that Citicorp remain on generation. Customer agreed to do that.
- 08:28 – Previously contacted Department of Design and Construction to shed load so no further action required.
- 08:31 – Called National Wholesale Liquidators district manager, who reported that they still have no service. Learned that the store was closed that day.
- 08:33 – Called Price Costco and advised that all air-conditioning and other equipment should be turned off.
- 08:35 – Called security at North Queensview Cooperative Housing and advised that they should continue shutting down as much as possible.
- 08:43 – Called New York Police Department again and was told that it will continue to reduce load. Was told that a shut down may not be possible since it is the New York Police Department. Left a voice-mail message with office management advising a shutdown.
- 08:43 – Learned that Queens Boulevard Extended Care Facility would turn on emergency generators by 10:00.
- 08:54 – Called New York School Construction again and advised that it needed to shed load. Learned that it had already shed load, and that it would continue to shed load as much as possible.
- 09:00 – Called New York State Queensboro Corrections and asked if it was possible for a complete shutdown. Customer said it would continue to shed as much load as possible.
- 09:09 – Called Plaxall, Inc and advised that the facility be shut down.

09:12 – Learned that New York City Tunnel Authority was operating at reduced load, and that it had started using a 75-kW generator and would add a second generator at 10:00.

09:12 – Called Eagle Electric Manufacturing at two numbers but both did not answer. Called Security but line was busy.

09:14 – Called Plaxall again and advised that the facility be shut down.

09:15 – Called the Department of Higher Education again to advise that organization would have to close for the day. No one answered the phone.

09:18 – Called Bell Atlantic (Verizon) again, but no one answered the phone and was unable to leave a message.

09:20 – Left answer on East Cost 6, LLC's voice-mail to shut down as much load as possible and advised that network was in poor shape.

09:22 – Called Queens Vocational High School again, and spoke with principal. Learned that there were 800 students in the building, and that the air-conditioning had been shut down in one wing of the building. Principal said she would see if generators could be used for the remainder of the day.

09:31 – Called the Department of Education again and advised that building be shut down due to area feeder problems.

09:35 – Placed another call to the New York City Department of Education to ask that nonessential load be shed. No answer to phone call.

09:38 – Called the New York City Department of Education again and informed them to shut down due to multiple contingency on 1Q network.

09:44 – Unable to call New York City Department of Education. No numbers listed.

09:46 – Called William C. Bryant High School again and said that the building had to be shut down. School representative said the building would be closed by 13:00.

09:48 – Contacted the customer of Public School 234 and he will reduce load.

09:50 – Called Department of Higher Education again. Asked them to shut down the building due to contingency on 1Q network.

09:52 – Called Department of Higher Education again and advised that the building needed to be shut down due to contingency on 1Q network.

09:53 – Called Regal Heights Health Care Center again and was told it would reduce load.

09:53 – Spoke with store manager at Edwards Foods. Learned that store was on emergency generation and had full power. Advised store manager to stay on emergency power and to have fuel supply available.

10:13 – Called La Guardia College again and spoke with executive director. Advised that he needed to shut down all nonessential load. Also advised of network problems and possible shutdown of network if Con Edison was unable to achieve enough load relief.

10:23 – Called Fire Department again and left a second message asking that as much load as possible be shed. Advised that LIC network was in bad shape, with nine feeders out of service.

10:31 – Called Fresh Direct again. Most loads shut down for company picnic. Was told only refrigeration was on and suggested company could raise temperature settings.

10:35 – Called again and reached answering service. Advised that network was in critical shape. Left Con Edison phone number. Answering service said that the message regarding the need to reduce load would be forwarded.

10:41 – Spoke with Home Depot store manager re: reducing load as much as possible and to consider possibility of shutting down. Received a call later saying that store had shut down.

10:50 – Called Industry City Associates again at several numbers listed on system, but no one answered.

10:52 – Called Joint Queensview Housing again and left voice-mail message re: shutting down or reducing load even further due to the condition of the 1Q network.

10:59 – Called and spoke with LIC Senior Housing representative. Asked that all nonessential load be shed.

11:07 – Called La Guardia College representative, but representative unable to make decision on shutting down. Then called college president, who said that the college would shut down for the day after 13:00, but would also reduce as much load as possible before that time.

11:10 – Called La Guardia college president again. Advised her of problems in 1Q network. Was told that she could not shut down completely, but that the college would reduce as much load as possible.

12:43 – Informed Joint Queensview Housing representative of network problems and asked that as much load as possible be shed. Customer representative said Joint Queensview Housing would reduce as much as possible.

12:44 – Contacted building representative at Citicorp to advise the urgency for them to reduce load.

12:43 – Contacted United Nation Federal Credit again and advised the urgency for them to reduce load.

13:46 – Spoke with National Wholesale Liquidators store manager. Was told store was about to connect to an emergency generator. Manager wanted to know if power was coming back, but suggested that he connect the generator because Con Edison was still asking customers to shed load.

13:48 – National Wholesale Liquidators indicated that store was still getting power from Con Edison, but not all feeds.

14:50 – Spoke with Joint Queensview Housing customer representative, who advised that two elevators in building number 1 were out due to low voltage. Informed customer that two feeders were back in service, but that load reduction still needed because network was experiencing problems.

### **Emergency Management**

00:00 – EM staff updated OEM’s deputy commissioner of operations on LIC network

01:27 – EM staff gets OEM Watch Command message that lists customers out per borough: AS OF 01:00 HOURS...CON ED REPORTS THE FOLLOWING CUSTOMER OUTAGES BY BOROUGH: THREE IN MANHATTAN....983 IN QUEENS....63 IN STATEN ISLAND...33 IN BROOKLYN...831 IN THE BRONX.

02:25 – EM staff updated OEM on LIC network.

06:26 – EM staff wrote e-mail to OEM director of watch command and the deputy commissioner of operations saying we are in an eighth contingency in LIC. We told them what feeders were due to come back in service next.

08:00 – B/Q Energy Services manager spoke to the TA about subway train curtailment and suspension of service – he gave information to Con Edison.

09:11 – EM staff wrote OEM’s deputy commissioner of operations to tell him Con Edison had gone from a ninth to an eighth contingency in Long Island City.

EM gets an e-mail at 14:27 from OEM Watch Command providing impact of Long Island City power problems on TA subway lines.

07:35 to 08:00 – EM staff worked with FDNY to get five fire hydrant wrenches for Con Edison Brooklyn/Queens section manager for flooding transformers. This request came through the manager of the Distribution Engineering Command Post.

08:45 – Conference call with OEM commissioner and deputy commissioners about current status.

08:55 – While on call with OEM, 1Q14 OA and 1Q17 fail – the feeders are out of service. EM staff notified OEM deputy commissioner of operations at 09:00 (ninth contingency).

09:05 – EM staff notified a lieutenant from NYPD about the ninth contingency in LIC. He said that they would be continuing with helping spread conservation message in LIC. EM staff told him that he should spread out his boundaries to cover the entire LIC network.

09:45 – Brooklyn/Queens energy services manager called and asked that call be placed to OEM and to see if Con Edison could get Rikers off of feeder 1Q01 in order to de-load that feeder.

09:50 – EM staff spoke to OEM deputy commissioner of operations about the need to get Rikers off feeder 1Q01 (last supply) and that 1Q12 FOT.

10:45 – EM staff updated OEM deputy commissioner of operations about overall status and set up next conference call at 12:30.

11:40 – At 11:35, feeder 1Q01 went out of service. EM staff notified the OEM deputy commissioner that Con Edison was in a 10<sup>th</sup> contingency and that company had also seen a load drop of ~18 MW.

11:50 – NYPD operations division sergeant reported that Rikers is all on generation.

11:55 – EM staff notified NYPD inspector about 10<sup>th</sup> contingency in LIC. He said he needs 20 minutes notice of a network shutdown in order to be able to make sure sufficient NYPD personnel are deployed and ready in area.

12:20 – Brooklyn/Queens energy services manager called and said Citicorp building was reducing demand and to let OEM and NYPD know. Notified deputy commissioner of operations at 12:20 and also notified NYPD Operations Division sergeant.

13:00 – OEM conference call: Provided status update and reiterated need to have four NYCHA buildings in Long Island City reduce as much as possible. Participants spoke about making sure all NYPD precincts and fire companies in the area were prepared by making sure that their generators were operable and that all vehicles were fueled. Con Edison also prepared a full LSE list for NYPD for the LIC network. Participants also spoke about the “what if” scenarios. This included how network would be shut down, what was involved in restoration, and how long it may possibly take. Participants also wanted to fully understand impacts to LIRR and Amtrak. Con Edison said that traction power for Amtrak was off 138 kV, but that there would be impacts to signals. Con Edison agreed to confirm with Amtrak the potential impact.

A full list of Long Island City Life Sustaining Equipment customers was provided to NYPD by e-mail.

~14:25 – Brooklyn/Queens energy service manager stated that Con Edison needed NYPD using speaker vans to request for conservation in the area of Steinway and 30<sup>th</sup> three blocks N-S-E-W in each direction. Request forwarded to NYPD Operations sergeant.

~14:30-14:45 – EM staff and VP of EM spoke to MTA VP about the specific impacts associated with the TA reducing load in the LIC network for the upcoming rush hour, which included continued suspension of certain lines and longer “headway” on others.

15:30 – Conference call with OEM commissioner and deputy commissioners with a status update. Overall impression was that they were getting prepared for a possible network shutdown.

16:45 – Informed OEM deputy commissioner that Con Edison was getting another generator for Bowery Bay PP and that company was trying to line up some additional generation for Rikers. Con Edison told OEM deputy commissioner that he needs to try to help Rikers with fuel support.

18:15 – EM staff provided OEM commissioner with updates on restoration of three 1Q feeders as per his request.

~19:10 – EM staff provided update information to OEM deputy commissioner of operations about generator for Bowery Bay, and status of three 1Q feeders that were due back shortly.

19:10 – NYPD and OEM representatives are in the DECP. EM staff told them the status of the LIC network feeder contingencies.

19:35 – CIG to OEM e-mail documenting a phone call: LIC went from eighth to seventh contingency.

20:45 – Called OEM’s deputy commissioner of operations and NYPD Operations Division staff to let them know Con Edison was in a sixth contingency in Long Island City.

20:57 – CIG to OEM e-mail documenting a phone call: Long Island City is now in a sixth feeder contingency.

21:10 – EM staff spoke to the OEM commissioner and his director of training on the above LIC network status.

~21:10 – The NYPD officer in DECP provides EM staff with a list of large areas of Long Island City without power based on reports from NYPD Long Island City area precincts (114<sup>th</sup> precinct and 108<sup>th</sup> precinct). The list was provided to the DECP manager, two Con Edison representatives at OEM EOC, and to Brooklyn/Queens Electric Operations general manager. Con Edison Brooklyn/Queens general manager e-mailed back (23:12 hours) and said Brooklyn/Queens was working on customer counts.

21:43 – OEM Watch Command e-mail: AS PER CON ED CIG, FEEDER 1Q17 RETURNED WENT OUT @ 21:34 MAKING IT A 7 OF 22 FEEDER CONTINGENCY.

23:05 – NYPD expands area to all of Ditmars Blvd. from 28<sup>th</sup> to 81<sup>st</sup>, LGA airport is without power. The updated outage areas are provided to DECP manager and Con Edison Brooklyn/Queens general manager.

Before 23:59 on July 20 – spoke to OEM deputy commissioner on TA subway system power status.

## **Public Affairs**

### **Government Relations**

09:00 – Discussed Long Island City outage with Council Member Peter Vallone, Jr. at office.

08:30 – Updated Assemblyman Michael Gianaris.

08:30 – Left message for Queens Borough President Helen Marshall.

09:00 – Contacted Senator George Onorato regarding home service out.

11:04 – Contacted Senator George Onorato regarding location for dry ice.

11:30- Congresswoman Maloney’s district office (Minna Elias) regarding status update.

**(Note: no time listed)** Contacted Assemblyman Michael Gianaris to provide update on commercial business request to shut down.

**(Note: no time listed)** Provided status update to Councilmember Eric Gioia.

13:30 – Provided staff member for Council Member Peter Vallone, Jr. with an update on the status of the system status and commercial business request to shut down.

14:30 – Contacted the staff of Assemblywoman Cathy Nolan regarding wet ice set up in Sunnyside.

**(Note: no time listed)** Contacted staff member for Congressman Joseph Crowley regarding system status, commercial shut down request, and wet ice location.

15:00 and 17:00 – Contacted Ely Rich, staff member for Council Member Eric Gioia.

15:30 – Contacted Queens Borough President Helen Marshall.

16:00 – Congressman Crowley’s office (Kevin Casey)

16:15 – Congresswoman Maloney’s office (Ben Chevat)

16:17 – Congresswoman Velazquez’s office, Nicole Witenstein

17:00-23:00 – Congressman Crowley’s office (Kevin Casey), eight e-mails during this time regarding status update on the feeders and arranging a call with Congressman Crowley.

19:30 – Contacted Assemblyman Michael Gianaris and provided an update on feeders projection for the evening/morning.

22:00 – Contacted Council Member Peter Vallone, Jr. and provided an update on feeder projection for the evening and morning.

22:00 – Provided status update to Gil Quinones, senior vice president, Energy and Telecommunications, Economic Development Corporation.

### **Media Relations**

05:00 – News release issued: Con Edison Continues to Urge Customers in Northwest Queens Area to Reduce Their Use of Electricity.

16:00 – News release issued: Con Edison Distributes Ice to Residents in Queens.

16:15 – News release issued: Statement from Con Edison (NW Queens customer appeal) Con Edison advised that hundreds of its crews were working in very tough conditions to stabilize the electrical system in northwest Queens. Company thanked customers for conserving energy.

The following information was shared with media representatives on this day:

- Approximately 1,600 customers are out in Queens.
- The company knows what equipment failed but not why, and the outages are concentrated in northwest Queens.
- Five communities in northwest Queens are urged to conserve power tonight.
- Con Edison announces that ice and dry ice will be distributed to customers in Sunnyside and Astoria.

Media Relations contacted the following media outlets: Channel 2, Channel 7 (Mark Crudele), WCBS Radio (Paul Murnane), News 12 – Brooklyn, WFUV Radio, Queens Tribune, News 12 – Westchester, Channel 41, Dow Jones, New Rochelle Sound, Courier News, Channel 11, CitizenNet, WNBC, Journal News, NY Sun (Russell Berman and Bradley Hope), Newsday, Channel 5, Channel 9, White Plains Times, NY 1 News, Queen Chronicle, WFAS Radio, Telemundo, Channel 4, Univision, WVOX – New Rochelle, Daily News (Dorian Block, Melissa Grace, and Bill Hutchinson), WOR Radio, NY Times (Thomas J. Lueck and Anthony Ramirez), WNYC Radio, Staten Island Advance (Peter Spencer), Bronx News, Financial News, NY Post (Tom Liddy and Dan Kadison), Electric Utility Week, Hoy, NY Metro, Westmore News, Electric Power Daily, Scarsdale Enquirer, Star Reporter, Associated Press (David B. Caruso), BBC Radio, Channel 47, El Correo, Times Ledger (Nathan Duke), CNN

**JULY 20, 2006 - THURSDAY**

**Distribution Command Post Communications With DPS Staff**

04:56 – Sent e-mail: Provided the status on Long Island City feeder outages, agencies were informed and provided support via conservation, worked with NYPD chief to define secondary area outages, NYPD provided support pending restoration of service, generator status (Brooklyn, Bronx, Queens, Westchester, and Staten Island, unit arrived for Rikers Island at 03:40 and three more units scheduled for 05:30 arrival at Astoria), 8% voltage reduction in Long Island City, customer communication status, Command Bus on location, Con Edison asked NYISO to call for demand reduction in the NYC area, assessed Westchester storm; provided system wide feeder outage status report (all areas), provided detailed Westchester customer count by municipality, provides mutual assistance status report.

05:19 – Sent e-mail: Forwarded 04:00 CIG system status report.

05:24 – E-mail from DPS staff: Had CERC opened? If not, was there any consideration given to doing so?

05:10 – E-mail from DPS staff: Asked that status reports include update of mutual aid assistance. Requested details about LIC secondary outages.

05:51 – Sent e-mail: CERC was not opened. It was discussed that opening CERC would have been considered if the LIC network was lost.

06:43 – 1Q14 in service as of 06:37.

07:22 – DPS staff: Asked when next feeder was scheduled to be back in service.

07:31 – DPS staff: Requested that status report include current Long Island City load and available details about Long Island City secondary outages.

07:40 – Sent e-mail: Will include requested information in subsequent status reports.

08:06 – Sent e-mail: Provided the status on Long Island City feeder outages, outages in northeast side of LIC network (Astoria and Ditmars Blvd.) and south side of LIC network (Sunnyside) and agencies were kept informed and provided support via conservation, NYPD provided support pending restoration of service, generator status (Brooklyn, Bronx, Queens, Westchester, and Staten Island, unit arrived for Rikers Island at 03:40 and three more units scheduled for 05:30 arrival at Astoria), 8% voltage reduction in Long Island City, customer communication status (a bus in Westchester and in Long Island City, bus dispatched to Bronx at 182<sup>nd</sup> Street and Creston, bus dispatched to Queens at Ditmars and Steinway), command bus on location, Con Edison did not ask NYISO to call implement plan, Westchester storm ETR is Sunday during daytime; provided system-wide feeder outage status report (all areas), provided detailed Westchester customer count by municipality, provided mutual assistance status report.

08:07 – Sent e-mail: Provided the status on Long Island City feeder outages (four feeders out), outages in northeast side of LIC network (Astoria and Ditmars Blvd) and south side of LIC network (Sunnyside), agencies kept informed and provided support via conservation efforts, NYPD provided support pending restoration of service, generator status (Brooklyn, Bronx, Queens, Westchester, and Staten Island, generator unit arrived for Rikers Island at 03:40 and three more units scheduled for 05:30 arrival at Astoria, 19 other units at or available for Long Island City, seven units at or available for Westchester, two units staged), 8% voltage reduction in Long Island City, customer communication status (a bus in Westchester and a bus in Long Island City, van dispatched to Bronx at 182<sup>nd</sup> Street and Creston, bus dispatched to Queens at Ditmars and Steinway), Command Bus on location, Con Edison did not ask NYISO to implement EDRP and SCR, Westchester storm restoration was expected by Sunday during the daytime; provided system wide feeder outage status report (all areas), provided detailed Westchester customer count by municipality, provided mutual assistance status report.

08:11 – DPS staff: Requested current load in Long Island City.

08:11 – DPS staff: Requested number of secondary outages in Long Island City.

08:18 – 1,172 customers were reported out of service in Long Island City to DPS staff.

10:03 – Sent e-mail: Provided the status on Long Island City feeder outages, outages in northeast side of LIC network (Astoria and Ditmars Blvd) and south side of LIC network (Sunnyside) and agencies were kept informed and provided support via conservation, NYPD provided support pending restoration of service, generator status (Queens, Westchester, and Staten Island, two units arrived for Rikers Island and two more en route), 8% voltage reduction in Long Island City, customer communication status (a bus in Westchester and in Long Island City, bus dispatched to Bronx at 182<sup>nd</sup> Street and Creston, bus dispatched to Queens at Ditmars and Steinway to distribute wet ice at 11:00), command bus on location, Con Edison did not ask NYISO to call implement plan, Con Edison gave NYCOEM hourly updates on customer counts and estimated time to repair, Westchester storm estimated time to repair was Sunday during daytime, Long Island City load was 195 MW; 1,238 Long Island City customers out; provided system-wide feeder outage status report (all areas), provided detailed Westchester customer count by municipality, provided mutual assistance status report.

10:29 – 1Q17 would be next feeder to come back.

11:39 – Con Edison activated a CERC for the Long Island City event.

12:50 – Sent e-mail: Provided the status on Long Island City feeder outages, outages in northeast side of LIC network (Astoria and Ditmars Boulevard) and south side of LIC network (Sunnyside) and agencies were kept informed and provided support via conservation, NYPD provided support pending restoration of service, generator status (Queens, Westchester, and Staten Island, unit arrived for Rikers Island at 03:40 and three more units scheduled for 05:30 arrival at Astoria), 8% voltage reduction in Long Island City, customer communication status (a bus in Westchester and in Long Island City, bus dispatched to Bronx at 182<sup>nd</sup> Street and Creston,

bus dispatched to Queens at Ditmars and Steinway to distribute dry ice at 11:00), command bus on location, Con Edison gave NYOEM hourly updates on customer counts and estimated time to repair, Westchester storm estimated time to repair was Sunday during daytime, Long Island City load was 203 MW; 1,358 Long Island City customers out; provided system-wide feeder outage status report (all areas), provided detailed Westchester customer count by municipality, provided mutual assistance status report.

12:55 – DPS staff: Were there three or four feeders out?

12:58 – DPS staff: Asked status of spot networks and customer load reduction responses.

13:01 – Responded that 1Q17 was in service (three feeders out).

13:19 – All but one isolated network was restored, waiting for order to restore on the one, asked the customers to maintain load reduction.

17:49 – Sent e-mail: Provided the status on Long Island City feeder outages, outages in northeast side of LIC network (Astoria and Ditmars Blvd) and south side of LIC network (Sunnyside) and agencies were kept informed and provided support via conservation, NYPD provided support pending restoration of service, generator status (Queens, Westchester, and Staten Island, unit arrived for Rikers Island at 03:40 and three more units scheduled for 05:30 arrival at Astoria), 8% voltage reduction in Long Island City, customer communication status (a bus in Westchester and in Long Island City, bus dispatched to Bronx at 182<sup>nd</sup> Street and Creston, bus dispatched to Queens at Ditmars and Steinway to distribute dry ice at 11:00 am), command bus on location, Con Edison did not ask NYISO to call implement plan, Con Edison gave NYCOEM hourly updates on customer counts, Westchester storm estimated time to repair was Sunday during daytime, Long Island City load was 208 MW; 1,920 Long Island City customers were reported to be out; provided system wide feeder outage status report (all areas), provided detailed Westchester customer count by municipality, provided mutual assistance status report.

## **Customer Operations**

### **Call Center**

09:00 – Con Edison utilized a special message to all customers whereby after making the initial language selection (English/Spanish), callers heard:

#### ***Special Message 4***

*Many of our customers are without service or are experiencing service problems due to the heat wave or the violent storms Tuesday night. Hundreds of Con Edison crews are working around the clock to stabilize the electrical system in northwest Queens and restore service to customers who lost power. Priority is given to callers with service problems. If you want to pay a bill or have a customer service, credit or billing question, please use our interactive self service options whenever possible. Thank you for your cooperation.*

***Special Message 4*** was followed by:

*To report an electric outage, a gas leak, a steam emergency or other hazardous condition, press 1.*

Callers who pressed 1 heard the emergency message:

***Special Message 1B***

*Hundreds of Con Edison crews have been working to stabilize the electrical system in northwest Queens neighborhoods of Long Island City, Sunnyside, Woodside, Hunters Point and Astoria. We appreciate the continued conservation efforts of our residential and commercial customers in these areas.*

*Con Edison crews are also working round the clock to restore service to customers who lost power during Tuesday night's violent storms. The most damage is in the Westchester County communities of Yonkers, Port Chester, Harrison, White Plains, Ardsley, Greenburgh, New Rochelle and Scarsdale. Please follow the menu prompts to report problems with your lights, wires down, trees on wires or to follow-up on a previous report. We understand the frustration of people who are experiencing power outages and appreciate your patience.*

Callers were then given the option to **press 1** to report an electric service problem, wires down or other electric condition.

**Customer Outreach**

06:00 to 22:00 – Customer Information Center in Con Edison vehicle at Ditmars Boulevard and Steinway Street continued to operate with two shifts (06:00 to 14:00 and 14:00 to 22:00). Nine Customer Operations/Customer Outreach staff members were present over the course of the two shifts. Ice distribution continued at this location with the assistance of eight gas mechanics. Claim forms and assistance were also provided.

**Energy Services**

01:45 – Met with MetLife equipment group.

05:34 – Department of Corrections, Rikers Island. Fault on 1Q15 traced to Rikers Island. Will “live end cap” (LEC) the island.

05:37 – Spoke with captain at the Department of Corrections on Rikers Island and confirmed that breakers were racked out and open for all four feeders.

06:55 – Called LIC Senior Housing at the first number, but no answer. Called second number, but no answer.

07:00 – Advised manager of Home Depot 1255 that the store was back to full service, but asked that it continue to conserve energy as the network had not yet been fully restored.

- 07:00 – Notified security at North Queensview Cooperative Housing that it was necessary to continue shedding load.
- 07:05 – Called New York City School Construction and advised that it should continue to shed load.
- 07:05 – Called American Cablevision and advised of need to conserve power.
- 07:06 – Called the New York State Queensboro Corrections and advised that it should continue to conserve.
- 07:08 – Spoke with Edwards Food 192. Store was on generation and not connected to Con Edison's system.
- 07:08 – Called Bell Atlantic (Verizon) and left voice-mail advising that while all feeders to the building had been restored, it was still necessary to reduce load.
- 07:08 – Called building operations for the Department of Higher Education and advised that the cables supplying the building were in service, but that it was still necessary to conserve energy. This message was left in a voice-mail.
- 07:10 – Called building operations for the Department of Higher Education and advised that the cables supplying the building were in service, but that it was still necessary to conserve energy. This message was left in a voice-mail.
- 07:10 – Called the Federal Aviation Administration and confirmed that it was already reducing load and would continue to conserve.
- 07:10 – Notified Plaxall that it was still necessary to continue shedding load.
- 07:15 – Called Price Costco, but no answer.
- 07:15 – Fresh Direct says that most of the plant was shut down, but that it would come back up today. Fresh Direct said it would shed load.
- 07:17 – Called Amtrak and advised that it was necessary to conserve power.
- 07:18 – Called Garden Spires Association's 24-hour switchboard. Asked operator to pass message about the need to shed load.
- 07:18 – Called building operations at Celtic Holdings LLC and advised that cables supplying the building were back in service, but that it was still necessary to conserve power. This message was left in a voice-mail.
- 07:22 – Spoke with Home Depot representative, who stated that store was on generation.

07:25 – Called first contact number at Industry City Associates, but line was busy. Called second contact number, but it was not working.

07:27 – Called the Department of Education and spoke with building managers. Advised that load reduction was still needed.

07:29 – Called Joint Queensview Housing security and left message.

07:32 – Spoke with representative of Standard Motor Products, who agreed to reduce load to only essential items.

07:36 – Called the Department of Education. Found out that the school did not open until after 08:00.

07:35 – Called Steinway and Sons and left message asking for load reduction.

07:37 – Called Triborough Bridge and Tunnel Authority re: Midtown Tunnel. Spoke with representative and confirmed that customer would continue to shed load as much as possible.

07:42 – Called Tex Development, but no answer.

08:00 – Called East Coast 6 LLC and advised that the cables supplying the company's building are in service, but that company should still try to conserve power. This message was given via voice-mail.

08:17 – Called the Department of Education but no answer.

09:11 – Called Department of Education, William C. Bryant High School and advised that it was still necessary for the school to conserve energy.

09:38 – Spoke with Joint Queensview Housing representative, who advised that elevators in building number 1 were still down.

09:50 – Called the Department of Education (Aviation High School) and spoke to the school custodian. Requested that the school reduce any nonessential load and advised that there were still problems on Con Edison network.

10:36 – Confirmed with Joint Queensview Housing that elevators are down one phase out partial power to apartment building – needs assistance – issued "B" ticket.

11:28 – Called Avalon Riverview and left voice-mail message for house manager. Advised that Con Edison was still calling for a load reduction in the LIC network.

12:03 – Spoke to the manager of Pathmark, who indicated that the store was back on Con Edison's system.

12:11 – Property manager for North Queensview Cooperative Housing returned call. Advised that Con Edison was still calling for a load reduction and still restoring the network.

14:46 – Advised MetLife representative that company could resume operating essential equipment.

15:40 – Called Citicorp and left message indicating that company could resume operating, but essential equipment only.

15:50 – Spoke to Citicorp building engineer and advised that that company could resume operating, but essential equipment only.

16:11 – Spoke with MetLife representative, who said that company plans to use full loads on Con Edison lines beginning in the morning July 21, 2006. MetLife representative said he would call for an update today after 20:30.

16:25 – Joint Queensview Housing representative called for an update. Advised that call would be returned.

17:07 – Returned call made to Joint Queensview Housing and advised that crew was returning to location.

### **Emergency Management**

00:00 – EM staff spoke to NYPD Queens North commanding officer about power outages in LIC, Sunnyside and Astoria confirming earlier reports.

01:00 – EM staff e-mails more LIC outage areas (in Sunnyside) provided to him by NYPD rep. in the DECP. He provides them by e-mail to OEM EOC and Con Edison Brooklyn/Queens general manager.

01:10 – Provided all newly acquired LIC outage areas by e-mail to OEM's deputy commissioner of operations and to Con Edison Brooklyn/Queens general manager.

04:54 – EM staff sends e-mail to OEM deputy commissioner and training director: With the return of feeder 1Q19 at 04:34, the subway high-tension vaults listed in green in the below spreadsheet can go back to normal power flow for this rush hour. Please inform the MTA as soon as possible. At 04:55, EM provided the same information to the Con Edison representatives at the OEM EOC.

05:03 – EM staff updated OEM's training director on Feeder 1Q19.

08:00 – EM staff updated OEM's deputy commissioner of operations in his office.

After 08:00 – Con Edison sends responder to OEM bus in Astoria Park.

Mid morning on July 20 – CERC declared in 19th floor auditorium.

~ 08:30-08:45 – Boundaries of the three zones with outages in LIC was given to OEM. This information was taken off a map brought into the Distribution Engineering Command Post. Also customer count was currently at ~2000 customer outages (as per Outage Manager) but that was subject to change. OEM also asked about issues at Ravenswood Houses and getting Rikers Island back on Con Edison power. Con Edison informed OEM that requested information would be supplied when available.

10:00 – Conference call with OEM held to discuss existing situation in Long Island City including feeder outages and that Con Edison had issues with outages on our secondary grid. It was confirmed that three LIC zones had been established. Con Edison was notified that the NYCOEM and NYPD have an ICC set up at Astoria Park. OEM asked for heads-up on ice distribution today and information to be provided to customers who call regarding claims. OEM deputy commissioner wanted a script that could be used for 311 operators as it relates to claims. EM sent him the following information:

*You can share the following to help any customers who may call OEM or 311 re claims.*

*Customers who were affected by the outages may request information to submit a claim. Customers may call 1-800-752-6633 and request information and/or get a claim form mailed to them. Customers with access to the internet may go to [www.coned.com](http://www.coned.com), select Customer Central for information and to download a claim form.*

**At 11:30 on July 20, a transition was made to CERC.**

11:30 – CERC was activated. Once CERC was activated, information exchanges with OEM focused primarily on the updates on customer outages and restoration.

11:40 – OEM responder and NYPD sergeant move to CERC from the DECP. They have feeder and customer outage information provided in real-time by the liaison officers.

12:30 – OEM deputy commissioner inquired about the status of Rikers Island as to when the facility could start coming off generation. After conferring with Con Edison Energy Services manager, he explained that 1Q15 was a fault on the Rikers equipment/cable and that there was a report of a smoking transformer on 1Q14 on Rikers. The Energy Services manager told us he was unsure at this point if they could pick up any load on Rikers on the Con Edison system or if the facility would have to remain on generation. (Note: Rikers feeders are 1Q01, 1Q02, 1Q14 and 1Q15.)

12:50 – EM staff notified deputy commissioner of operations that feeder 1Q16 was in service. Now in third contingency in LIC network.

13:35 – EM staff e-mailed OEM deputy commissioner with claims information he requested.

13:45 – Con Edison Brooklyn/Queens Electric Operations engineer informed EM staff that Con Edison was looking at allowing Rikers Island to put 50% of their load on Con Edison.

13:55 – EM staff notified OEM deputy commissioner that 1Q07 OA and 1Q15 went into service. Still in third contingency.

14:15 – Conference call with OEM to discuss LIC situation. Informed that the mayor was holding a press conference at 15:00. The incident commander and information officer were notified.

14:35 – Con Edison Energy Services staff at OEM EOC stated that OEM management wanted to know how often Con Edison has been contacting LSE customers in LIC network. Directed him to get info from Customer Operations desk (once per day as per Customer Operations desk).

15:10 – OEM responder at CERC told EM staff that OEM deputy commissioner of operations requested Con Edison to send a representative to NYCOEM ICC at 31<sup>st</sup> Street and Ditmars, and to send ice the location as well. EM did not have a person to send at this time, and will see if more ice is available from supplier.

15:50 – OEM deputy commissioner called about the status of Rikers Island. As per Brooklyn/Queens Energy Services, EM staff informed him that Con Edison gave Rikers facilities personnel permission to go to 50% of their load on our system and the remainder would have to remain on generation. At this time Rikers will need to determine what specific load they want to switch to Con Edison.

17:25-17:45 – OEM deputy commissioner would like to know how much ice Con Edison has provided thus far in LIC for mayor's statement. We were informed that the company has distributed 25,500 pounds of dry ice thus far in Long Island City with an additional 15,000 pounds being ordered for tonight.

18:00 – NYPD officer relieved NYPD sergeant in CERC.

18:25 – Sent Distribution Engineering two-hour report NYPD report to Police Operations.

18:45 – Deputy Commissioner of Operations from OEM requested 20:00 conference call.

21:00 – Information provided on OEM conference call – the LIC outage count sits at 2,180 - this number will likely rise as a detachment of Con Edison Customer Operations personnel will ride Long Island City streets tonight to confirm additional outages. There are three of 22 feeders still out. They are: 1Q01, 1Q07 & 1Q16. An estimated time to repair on 1Q07 is expected by morning. The network has been split in three zones for restoration.

21:02 – EM staff speaks to OEM manager: Per Con Edison update as provided to OEM commissioner and the OEM situation report room at OEM HQ at 08:00 conference call:

1. Con Edison Customer Outreach Van - Steinway and Ditmars in place to 22:00 and back at 06:00. They will take outage reports.

2. Will provide a list of mobile generators located in LIC shortly.

21:14 – EM staff e-mail to OEM on portable generators supplied to three large LIC area customers.

## **Public Affairs**

### **Government Relations**

09:52 – Received call from staff member for Council Member Eric Gioia regarding update on situation.

10:15 – Status update given to Gil Quinones, senior vice president, Energy and Telecommunications, Economic Development Corporation.

10:30 – Updated Assemblyman Michael Gianaris on feeders and explained secondary assessment necessary after remaining feeders are restored. Explained how that work would allow Con Edison to provide a target date for the restoration. Agreed to supply ice on 78<sup>th</sup> Street.

10:30 – Updated Council Member Peter Vallone, Jr. on the status of the feeders and noted his concerns about the number of customers still out, old cable in the street, and lack of answers.

11:00 – Updated Assemblywoman Marge Markey on feeder outage. Explained secondary damage issues, assessment being made so Con Edison could provide restoration target date. Agreed to additional drop-off locations for ice that she felt appropriate.

11:00 – Gave an update Kevin Casey, the chief of staff for Congressman Joseph Crowley.

11:15 – Gave an update to Ramon Martinez, staff member for Council Speaker Christine Quinn.

11:15-22:30 – Congressman Joseph Crowley (Kevin Casey) - 19 e-mails regarding status updates, claims inquiries and requests for generators, wet ice and water locations.

### **Media Relations**

04:45 – News release issued: Con Edison Urges Customers in Northwest Queens Area to Reduce their Use of Electricity.

16:00 – News release issued: Statement from Con Edison (northwest Queens customer appeal) Con Edison told customers in northwest Queens that crews were doing everything possible to restore power to those affected by the recent heat wave.

21:00 – News release issued: Con Edison Asks Customers in Northwestern Queens to Leave a Light On Overnight.

The following information was shared with media representatives on this day:

- The company acknowledges that it had asked subway officials to help reduce electric load.
- Con Edison tells customers to conserve electricity by turning off unused appliances.
- Approximately 10 of 22 feeders have failed in Queens.
- Con Edison says its crews are working around the clock, even handing out ice and information on keeping food from spoiling.

Media Relations staff contacted the following media outlets:

WCBS Radio, Channel 7, Channel 2, WFUV Radio, News 12 Westchester, Channel 41, Dow Jones, Telemundo, New Rochelle Sound, Channel 11, CitizenNet, WNBC, Queens Chronicle, Journal News, Newsday (Cara Tabachnick and Jennifer Keller), NY Sun, Channel 4, Channel 5, Channel 9, New York 1, White Plains Times, News 12 – Westchester, Courier News, WFAS Radio, News 12 – Brooklyn, WVOX – New Rochelle, WOR Radio, NY Times (Anthony Ramirez), WNYC, Bronx News, Hoy, Metro, Electric Power Daily, Scarsdale Enquirer, Star Reporter, Queens Courier, Associated Press (David B. Caruso), BBC Radio, Channel 47, CNN, Electric Utility Week, NY Post (John Doyle and Leonard Greene), Daily News (Warren Woodberry, Jr., Erin Einhorn, Michael White and Leo Standora), NY Construction magazine, AM New York (Cara Tabachnick, Jennifer Keller, Chuck Bennett and Lensay Abadula)

### **Environment, Health and Safety**

On the morning of July 20, the vice president of EH&S initiated phone contact with NYSDEC acting regional director Region 2, on the need for an emergency authorization to deploy emergency diesel generators in the LIC network area.

Air section manager spoke with NYSDEC regional air pollution control engineer (RAPCE) Region 2, and informed him that a corporate emergency was declared in response to the electric situation in Long Island City and Astoria area of Queens. Air section manager explained that Con Edison had approximately 20 emergency generators staged or in stand-by mode, and that seven units may be running. It was pointed out that some units could be responding to “lights out” situations and that others may be for system load relief. NYSDEC RAPCE's response was to follow the borough-wide registrations that Con Edison obtained last year and “we would be fine.” In addition, the Air section manager spoke with the director of the Bureau of Stationary Sources NYSDEC Albany, to also inform him of the situation and that mobile generators were being staged and used in the affected area of Queens. Director, Bureau of Stationary Sources was grateful for the heads up and was concerned about the possibility of customers not having power.

Air scientist spoke by phone to NYCDEP director of engineering, in regards to the deployment and operation of mobile emergency generators in Long Island City area, who requested that Con Edison fax him the listing of newly deployed and operating units as has been done in prior years.

Air senior scientist faxed a listing of the following newly deployed and operating generators:

- 640-kW unit at 25-10 30<sup>th</sup> Avenue
- 800-kW unit at Winchester Boulevard and Grand Central Parkway

**JULY 21, 2006 - FRIDAY**

## **Customer Operations**

### **Call Center**

14:33 – Callers would have heard the following after making their initial language selection (English/Spanish):

*To report an electric outage, a gas leak, a steam emergency or other hazardous condition press 1.*

Callers who pressed 1 heard:

#### ***Special Message 1C:***

*Based on Thursday night's visual inspection of the damage to cables in northwest Queens and block-by-block surveys, Con Edison estimates that 25,000 customers in northwest Queens area are without power. This affects the following neighborhoods, Long Island City, Sunnyside, Woodside, Hunters Point and Astoria. Previous estimates were based on the number of customers who had called the company to say they were without electricity. Con Edison will be working around the clock, through the weekend, to restore all customers. We regret the inconvenience this has caused you. We thank you for your patience.*

Callers were then given the option to **press 1** to report an electric service problem, wires down or other electric condition.

### **Customer Outreach**

06:00 – 00:00 – Staffing at the Ditmars/Steinway command post continued with six people in split shifts covering from 06:00 to midnight. A second Customer Assistance Center was established at the Long Island City YMCA at 32nd Street and Queens Boulevard. Two advocates were stationed at the YMCA to assist customers with food spoilage claims. The YMCA location was staffed from 06:00 to 22:00. Four CFRs were assigned to assist at the locations (two at each) and were processing customer claims into the system thereby expediting issuing claim checks. Seven CFRs and six RPU inspectors helped distribute ice at Ditmars and Steinway. These employees were called on as a backup for the gas mechanics to distribute the ice. This practice turned out to be a great enhancement to our operation. The Customer Assistance Center was called when customers came to the command post and advised of partial service or other no service conditions. In addition, when possible, the RPU inspectors visited the locations and were able to resolve the issues. In addition, ice was delivered to nine senior citizen centers.

### **Energy Services**

06:30 – Called Citicorp and asked the customer to conserve energy wherever possible.

- 07:19 – Called MetLife to ask the customer to conserve energy wherever possible.
- 07:41 – Left message with Ravenswood Houses that the LIC network had stabilized.
- 07:47 – Contacted Ravenswood Senior Center who stated they have not lost power and are open for people who have lost power. They will try to conserve.
- 07:56 – Spoke with Regal Heights Health Care Center who said they did not have problems but will continue to conserve power.
- 08:06 – Left message for Silvercup Studios that the LIC network had stabilized but conserving power wherever possible is required.
- 08:19 – Called Spiti Housing Development to inform the customer that the LIC network was stabilized and explained there are still pockets of problems that crews are working on. Please continue to conserve energy.
- 08:24 – Left voice mail for Standard Motor Products, Inc. that all feeders are in service in the LIC network. Also requested that they conserve power wherever possible.
- 08:30 – Left voice mail for Steinway and Sons informing them that the LIC network had been stabilized but to please conserve power.
- 08:35 – Spoke with desk officer at Metropolitan Transportation Authority Bridges and Tunnels, which operates the Queens Midtown Tunnel, and informed them that LIC network was stabilized but to conserve as much as possible.
- 08:40 – Spoke with Tax Development to inform the customer that the LIC network had been stabilized and they can return to normal operations but to conserve as much as possible.
- 08:44 – Spoke with United Nations Federal Credit to inform the customer that the LIC network had stabilized but to continue to conserve energy.
- 08:48 – Called the Korean Presbyterian Church request conservation.
- 08:52 – Left message for Woodside Houses that LIC network had stabilized and to return to normal operations.
- 09:38 – Left message for Celtic Holdings LLC to confirm that service was restored and operations are back to normal.
- 10:00 – Spoke with National Wholesale Liquidator and asked the customer to return to normal but to cut back on whatever they can.
- 10:07 – Spoke with store manager from Edwards Food 192 and informed customer that service has been restored. Referred him to contractor to switch power back to Con Edison.

10:13 – Spoke with representative from La Guardia College and advised them that 21 of 22 feeders are back in service and informed them that they may return to normal operations but requested the shed nonessential load.

10:13 – Contacted New York State Queensboro Correctional Facility to inform the customer that the LIC network had stabilized and to return to more routine operations. Also asked customer to conserve energy.

10:15 – Called East Coast 6 LLC to inform the customer that the LIC network had been restored and the service is back to normal. Customer stated he never lost power.

10:18 – Left voice mail for Celtic Holdings LLC to confirm that service was restored and operations are back to normal.

10:18 – Spoke to store manager from Pathmark Stores, Inc. to inform customer that the LIC network had been stabilized and customers may return to more routine operations.

10:20 – Spoke to Plaxall Inc. to inform the customer that the LIC network had been stabilized and customers may return to routine operations.

10:22 – Contacted Plaxall Inc. to inform the customer that the LIC network had been stabilized and customers may return to more routine operations.

10:24 – Spoke with NYPD officer to inform a customer that the LIC network had stabilized and customers may return to more routine operations.

10:26 – Spoke with airport engineer at the Port Authority of New York and New Jersey, which operates La Guardia Airport, to inform them that the LIC network had stabilized and customers may return to more routine operations.

10:29 – Contacted PriceCostco, Inc. to inform the customer that the LIC network has stabilized and customers may return to more routine operations.

10:33 – Left message with Public School 234 to inform customer that LIC network had stabilized and customers can return to more routine operations.

10:36 – Spoke with building engineer from Celtic Holdings LLC who advised that floors six and seven of Department of Education are in session and floors four and eight are not.

10:38 – Contacted building representative from Queens Boulevard Extended Care Facility to inform the customer that the LIC network had been stabilized to return to more routine operations.

10:39 – Contacted Queens Midtown Tunnel to inform customer that LIC network had stabilized and customers may return to more routine operations.

10:42 – Spoke with secretary at Queens Vocational High School to inform the customer that the LIC network had been stabilized and customers may return to more routine operations. Left message on the assistant principal phone.

12:01 – Called Astoria Community Senior Center and customer indicated that their power was good.

12:15 – Left message for Bell Atlantic (Verizon) indicating that they can return to Con Edison power.

12:19 – Called NYCDEP – Bowery Bay Wastewater Treatment Control Plant to inform customer that 18 MW of load had been transferred to Con Edison power.

12:29 – Left message with Department of Education (Aviation High School) to return to normal power.

12:40 – Spoke with the Boys Club of Queens who indicated that power was OK and provided new number for the center.

12:46 – Called Bohemian Hall and customer indicated that their power was good.

12:49 – Called both numbers for Cephalos Cephalonian cooling – NO ANSWER.

13:38 – Spoke to building engineer from American Cablevision who indicated that they are looking at less than 200 volts.

14:48 – Spoke with New York Envelope Corp. who indicated that they have 187 volts phase to phase and are only operating on 1/3 of their loads. The generator is on site – CPM en route to assist.

15:27 – Spoke with North Queensview to advise customer that 21 of 22 feeders in the LIC network are restored and Con Edison is still requesting voluntary load reduction.

### **Emergency Management**

00:01 – Emergency Management (EM) staff e-mail to OEM management, update on generators supplied to large buildings.

00:46 – EM staff e-mail to Con Edison representatives at OEM emergency operations center (EOM). Ice distribution information.

01:05 – OEM GIS group develops map of LIC outage zones. EM approves the map's three zones as accurate by 01:05 e-mail. They are based on Con Edison outage tickets.

01:57 – E-mail from EM staff to NYPD on generators deployed.

02:48 – EM staff e-mail to OEM staff details on ice distribution.

03:32 – EM staff e-mail provided OEM and NYPD a general work plan as follows:

*Con Edison Customer Operations employees drove every street in the LIC area tonight and noted if the homes/businesses had power, no power or partial lights. That effort ended about 12 midnight. Their data will be compared against outage tickets called into our customer operators (1-800-75-CONED) and outage counts derived from a computer program called STAR that we use for outage statistics. We will then arrive at an accurate outage count by tomorrow. We will provide you that number tomorrow morning.*

*Work will be divided into 3 zones that will all be worked each shift. See your zone map. There are 55 electric layout plates (a geographic area with our services laid out on several blocks) in all three zones. Crews will work each plate until customers go back in lights.*

*We will then be able to track crew numbers on each plate and the work completed per plate and zone. Note that repairs may be quick and easy in some plates and hard and time consuming in others.*

06:00 – New NYPD and OEM representatives in CERC, updated them on the LIC network and customer counts.

07:55 – EM staff notified OEM deputy commissioner that 1Q16 and 1Q07 were in service.

07:59 – OEM Watch Command e-mail message: QU LIC NETWORK CONDITION RED AS PER CON-ED CIG..... FEEDER 1Q16 HAS BEEN RESTORED AS OF 0748 HRS TERMINATING THE CON-ED FEEDER CONTINGENCY.....CIG REPORTS THAT THE ONE REMAINING FEEDER SHOULD BE BACK ONLINE SHORTLY

08:05 – EM staff notified OEM deputy commissioner that 1Q01 was in service no feeders out in the LIC network.

08:15 – Con Edison responder dispatched to OEM incident command center in Astoria Park.

08:45 – Held OEM senior management conference call. Provided them with the revised 25,000 customer outage count in Long Island City based on Con Edison street-by-street surveys. Also provided the LIC network feeder update.

09:45 – NYPD inspector provided with update on customer counts to 25,000 without power in the LIC network. He was also updated on the LIC network feeder status and generator updates.

10:45 – As per request from OEM responder they request a generator for Saint Sebastian Church in Woodside. Told OEM we would try to get generator there per their request but we would be sure to state that it was at their request.

11:00 – OEM responder captain relieves existing OEM responder in CERC.

11:00 – OEM conference call. Provided update on status of system. OEM deputy commissioner asked about additional info for LSE customers. After call, EM spoke to Customer Operations about LSE customers. Customer Operations said that they were continuing to contact LSE customers once per day. The Con Edison liaison desk will continue to work with representatives from OEM and NYPD to get a contact list from Customer Operations and that feedback from the NYPD about their success in contacting these customers.

12:05 – EM staff updated NYPD inspector on the status of the LIC network. He would like to be included on two-hour notices sent to NYPD Operations desk. He also agreed to help with an escort tomorrow morning from three Manhattan workout locations and Van Nest in the Bronx to help morning crews get to Long Island City faster in morning.

13:30 – Officer from NYPD in CERC.

14:30 – EM staff spoke to NYPD about police staffing over the weekend. EM told them we would be in the same position and recommend they keep the same support at the CERC.

14:55 – EM staff explained NYCDEP Bowery Bay issue to OEM deputy commissioner. EM told them we would leave our generators there until KeySpan fixed a problem with their generators and that once the problem was fixed that we were pulling our generators. Also asked him to push back OEM meeting until 15:30.

15:30 – OEM conference call: Updated OEM on customers restored. Approximately 500 customers restored in the LIC network. 1Q15 is out and will remain out to pick up Rikers Island. Rikers Island has been told to go on Con Edison power 100% and they will do so by evening. Next call scheduled for 18:00.

16:35 – Sent NYPD inspector an e-mail about providing police escorts for our crews who are reporting from other boroughs.

17:33 – EM staff notified OEM that 1Q19 opened auto.

18:45 – OEM conference call. Provided status update.

Note: An Excel spreadsheet was developed to track all customer restoration notifications in Long Island City. Notification frequency entered on the sheet was as follows:

- July 21: Four notifications to NYPD and OEM on restored customer counts.

21:05 – EM staff e-mail to OEM and NYPD senior staff on Rikers Island power supplies.

21:35 – EM staff e-mail to NYPD Operations Division on the need for NYPD escorts for Con Edison crews into the Long Island City area from other boroughs.

22:00 – OEM conference call: Reviewed system status and Rikers Island power concerns.

23:00 – EM staff updated Con Edison Emergency responder located in the OEM command bus in Astoria Park. Con Edison crews were being harassed by members of the public. EM staff informed the NYPD representative in CERC who said they would increase safety drive-bys by NYPD cars.

~23:05 – Officer from NYPD arrives in CERC for his eight-hour shift – EM staff briefs him.

23:15 – Briefed NYPD inspector on the status of the LIC network and customers out and restored.

23:57 – Customer counts to NYPD.

### **Public Affairs**

#### **Government Relations**

10:15 – Council Member Eric Gioia: provided council member’s staffer Zoe Epstein with an update on customers out, feeders restored, and work on secondary system.

10:20 – Speaker Quinn: provided speaker’s staffer Ramon Martinez with an update on customers out; feeders restored; and work on secondary system.

10:25 – Council Member Peter Vallone, Jr.: provided council member’s staffer George Mihaltes with an update on customers out; feeders restored; and work on secondary system.

15:00 – Spoke with Thomas Ferrugea from legislative counsel to Consumer Affairs Committee regarding City Council hearings.

16:00 – Spoke with Council Member Joe Crowley’s Chief of Staff Kevin Casey regarding a follow-up on press conference.

18:00 – Updated Council Member Eric Gioia on status.

18:05 – Updated Council Member Michael Gianaris on status.

07:34-21:06 – Congressman Crowley (Kevin Casey) – 14 e-mails regarding status updates, customer claims inquiries and generator status.

The following information was shared with media representatives on this day:

- Con Edison explains that 10 of the 22 feeder cables bringing power from the regional power grid to western Queens had been damaged. Power surges in the remaining cables, overload them.
- Ice distribution continues in Astoria and in two locations in Long Island City.
- Con Edison revises its number of outages after a block-by-block cable inspection in northwest Queens on Thursday night.

- The company estimates that approximately 25,000 customers in northwest Queens are without power, and has more than 500 employees working around the clock to restore electrical service.
- Con Edison indicates that the power may be restored in the next three days.
- The company says it has spent billions upgrading the system, and that it is constantly looking at ways to improve the system.

During the day, the following elected officials were notified about ice locations and claims forms:

- Assemblyman Michael Gianaris
- Senator George Onorato
- Council Member Peter Vallone, Jr.
- Congresswoman Carolyn Maloney
- Congressman Crowley
- Assemblywoman Marge Markey
- Assemblyman Ivan Lafayette
- Assemblyman Jeff Aubry
- Senator Toby Stravisky

### **Media Relations**

05:30 – Press Release issued: Con Edison Crews Continue Working to Restore Power in Queens.

09:00 – Press Release issued: Con Edison Estimates 25,000 Customers Without Power in Northwest Queens; Restoration to Continue through the Weekend.

Media Relations staff contacted the following media outlets:

AM New York (Jennifer Sinco Kelleher, Melanie Lefkowitz, Jennifer Maloney, Luis Perez, Graham Rayman and Cara Tabachnick), WCBS Radio, Channel 7, Channel 2, WFUV Radio, News 12 Westchester, Channel 41, Dow Jones, Telemundo, New Rochelle Sound, Channel 11, CitizenNet, WNBC, Journal News, Newsday, NY Sun (Matthew Chayes), Channel 4, Channel 5, Channel 9, New York 1, White Plains Times, News 12 – Westchester, Courier News, WFAS Radio, News 12 – Brooklyn, WVOX – New Rochelle, WOR Radio, NY Times (Corey Kilgannon), WNYC, Bronx news, Hoy, Astoria Times, Metro, Electric Power Daily, Scarsdale Enquirer, Star Reporter, Queens Courier, Associated Press (Verena Dobnik), BBC Radio, Channel 47, CNN, NY Post (Stefanie Cohen, John Doyle and Cynthia R. Fagen), Daily News (Michael White, Michael Saul and Adam Nichols), Bloomberg, Crains, WHUD.

### **Environment, Health and Safety**

Air senior scientist faxed to NYCDEP director of engineering a listing of the following newly deployed and operating generators:

- 65 kW unit at 55-15 37<sup>th</sup> Avenue
- 300 kW unit at Rikers Island
- 400 kW unit at Rikers Island
- 350 kW unit at 38-05 65<sup>th</sup> Avenue
- 725 kW unit at Vernon Boulevard and 3<sup>rd</sup> Avenue
- 300 kW unit at 37-15 61<sup>st</sup> Street
- Two 2,000 kW units at 4501 Berrian Avenue

**JULY 22, 2006 - SATURDAY****Customer Operations****Customer Outreach**

06:00-22:00 – Staffing at Ditmars/Steinway was further expanded to seven people covering the 06:00 to 22:00 time period. The claim station at the YMCA continued with two outreach advocates. Each site had two CSRs to address claims. Con Edison received some special requests for ice deliveries from Queens Public Affairs and accommodated all of them. On Saturday afternoon, special ice drops were made at: 78<sup>th</sup> Street between 21 Street and Ditmars Boulevard; 41-24 50<sup>th</sup> Street (Woodside Fire Station); Sunnyside Gardens Park – 39<sup>th</sup> Avenue (five building apt complex); Skillman Avenue and 46<sup>th</sup> Street (five senior citizen buildings); 61<sup>st</sup> Street and Woodside Avenue (40 unit building). In addition to these drops, we had eight CFRs distributing ice between 06:00 and 2:00. We also had four RPU inspectors working on ice and troubleshooting electric problems.

**Energy Services**

09:16 – Spoke with La Guardia College and informed them that voltage goes down when equipment is brought on line. Issued trouble ticket and brought attention of area manager.

11:08 – Spoke with school representative from Department of Higher Education and informed them that voltage goes down when equipment is brought on line. Issued trouble ticket and brought to attention of area manager.

**Emergency Management**

01:00 – 1,115 customers restored in the LIC network – EM staff provides information to NYPD and OEM representatives in CERC, also called OEM command bus and spoke to Con Edison responder with information. Con Edison responder in OEM command bus says OEM wants 5,000 food claim forms. He also told us that OEM plans a 09:00 press conference with Mayor Michael Bloomberg. EM staff told him we had a plan to concentrate on 11 M&S plates with the greatest customer outage counts on them.

01:11 – E-mailed ice distribution update to Con Edison responder on OEM bus.

01:16 – E-mailed ice distribution update to OEM and NYPD senior staff.

01:50 to 01:56 – E-mails on customer counts to all external parties.

03:54 – E-mails to NYPD and OEM on customer counts.

07:45 – Provided LSE non-contact list from to NYPD to check. Also, asked if they had the results from list provided to them on Thursday night, July 20. Informed them that additional lists would be generated today and tonight.

- 09:27 – Sent Distribution Engineering two-hour status report to NYPD operations desk.
- 10:57 – EM staff updated NYPD inspector on outages and restoration numbers in Long Island City.
- 13:40 – Con Edison's control room manager working the LIC restoration job requested NYPD because media are bothering our crews at 43rd Street and 30th Avenue. Notified Con Edison responder at OEM incident command center for police presence.
- 14:00 – Provided NYPD Operations Division sergeant with July 22 LSE no contact list to follow up on.
- 14:30 – OEM conference call/status update.
- 17:00 – Updated OEM deputy commissioner with new outage numbers- 5,312 total restored.
- 17:36 – Updated OEM deputy commissioner about 1Q15 being restored.
- 18:30 – OEM conference call- Updated them with situation as well as outage numbers.
- 19:00 – Began to develop first special customer list to help OEM check for customers with special needs. It was buildings greater than six stories; provide list to OEM and NYPD for their action.
- 19:30 – E-mailed update to NYPD inspector and NYPD operations division.
- 19:33 – EM staff left message for OEM deputy commissioner that 1Q14 is now scheduled to go before 1Q21 and that 8% voltage reduction to possibly be reduced at 23:00.
- 22:00 – EM staff held conference call with OEM senior management. We discussed LIC feeders, Con Edison restoration crew staffing, status of underground mutual aid, Con Edison Customer Operations outbound calling to check outage status of Long Island City customers.
- 22:50 – EM staff e-mail on LIC customer counts to NYPD and OEM.
- 23:00 – LIC update, 6,991 customers restored of which 680 customers are on portable generators. OEM asked for LSE outreach information.
- ~23:00 – OEM says the mayor's Community Assistance Unit wants four boxes of flyers that Con Edison developed for customers on actions they should take to prevent overloading the system upon re-powering of homes and businesses. Per Con Edison deputy information officer, the flyer was never approved for distribution, thus is not available.
- Customer restoration notifications in Long Island City entered on the spreadsheet for July 22: 10 notifications to NYPD and OEM on restored customer counts.

## **Public Affairs**

### **Government Relations**

10:45-15:45 – Congressman Crowley (Kevin Casey) - Eight e-mails regarding generator requests, status updates and customer claims inquiries.

11:00 – Assemblywoman Marge Markey: requesting restoration status; request for ice drop at 61<sup>st</sup> Street and Woodside.

11:30 – Assemblywoman Marge Markey requesting generator update for 51-01 39<sup>th</sup> Street: referred to CERC Energy Services for update.

15:45 – Spoke with Kevin Casey from Congressman Joe Crowley’s office regarding status.

17:30 – Spoke with Assemblywoman Catherine Nolan regarding status.

18:00 – Spoke with Queens Borough President Marshall: informed her of overhead crews being sent to Humphrey Street and 25<sup>th</sup> Avenue to investigate wires down. Also updated her on system status.

18:50 – Spoke with Commissioner Rob Walsh regarding status.

21:00 – Updated Assemblywoman Marge Markey on Phipps apartments (confirmed 10-12 generators being delivered through the night to supply apartment complex).

### **Media Relations**

13:59 – Press Release issued. Con Edison to Hold News Conference on Queens Power Restoration.

17:00 – Con Edison Chairman and CEO Kevin Burke held a news conference at The Learning Center to update the media on the sequence of events that led to the outages in Queens and explain restoration efforts in the affected areas. He outlined the difficulty of repairing the secondary system, the effort that went into keeping the LIC network functioning, and what would have been the customer impact of losing the network. He announced that the company has begun investigating the cause of the event, including the confusion over the number of customers affected. A flexible reimbursement policy was described.

The following information was shared with media representatives on this day:

- Chairman and CEO Kevin Burke holds a news conference to update media on the company’s around-the-clock work and to repair damage.

- By 11 a.m. yesterday, all of the damaged feeders were repaired or replaced, but it will take days to replace damaged secondary cables; equipment damage was more extensive than forecast.
- The cause of the equipment failures has not yet been determined.
- Con Edison crews going manhole-to-manhole, trying to get the system back up and running.
- Company crews are working around the clock to restore power and customers are urged to conserve electricity.

Media Relations staff contacted the following media outlets:

White Plains Citizen Net, Channel 4, Journal News, Fox 5, New York 1, 1010 WINS, Channel 11, Associated Press (Verena Dobnik), Channel 7, WPIX, Daily News (Michael Saul), WCBS Radio, Channel 2, News 12 – Brooklyn, NY Times (Diane Cardwell, Alan Feuer, Winner Hu, Corey Kilgannon and Richard Pena-Perez), News 12 – Bronx, News 12 – Westchester, Channel 41, CNN, Bloomberg, Channel 47, Newsday (Herbert Lowe, Melanie Lefkowitz, Michael Saul, Michael White and Paul H.B. Shin).

**JULY 23, 2006 - SUNDAY****Customer Operations****Call Center**

12:30 – The emergency message was updated to:

*Special Message 1: Con Edison estimates that 25,000 customers in the northwest Queens area were without power as a result of last week's heat wave. This affects the following neighborhoods, Long Island City, Sunnyside, Woodside, Hunters Point, and Astoria; approximately 13,600 have been restored to service. Con Edison will be working around the clock, through the weekend, to restore all customers. We regret the inconvenience this has caused you. We thank you for your patience.*

19:05 – The emergency message was updated to:

*Special Message 1: Con Edison estimates that 25,000 customers in the northwest Queens area were without power as a result of last week's heat wave. This affects the following neighborhoods, Long Island City, Sunnyside, Woodside, Hunters Point, and Astoria; approximately 16,000 have been restored to service. Con Edison will be working around the clock, through the weekend, to restore all customers. We regret the inconvenience this has caused you. We thank you for your patience.*

22:45 – The emergency message was updated to:

*Special Message 1: Con Edison estimates that 25,000 customers in the northwest Queens area were without power as a result of last week's heat wave. This affects the following neighborhoods, Long Island City, Sunnyside, Woodside, Hunters Point, and Astoria; approximately 18,000 have been restored to service. Con Edison will be working around the clock, to restore all customers. We regret the inconvenience this has caused you. We thank you for your patience.*

**Customer Outreach**

Two additional locations were added to our community presence efforts. Six supervisors and two CSRs continued to staff the Ditmars/Steinway command post from 06:00 to 22:00. Two advocates and two CSRs staffed the YMCA. At one of the two new locations at 75<sup>th</sup> Street and 21<sup>st</sup> Avenue (Public School 2), an advocate provided claim information and assistance and four CFRs distributed ice from 08:00 to 20:00. At another location, 65<sup>th</sup> Street and 37<sup>th</sup> Avenue, a supervisor and six CFRs distributed ice. We also had four RPU inspectors working on ice and troubleshooting electric problems.

**Energy Services**

No logged calls.

**Emergency Management**

00:09 – Emergency Management (EM) e-mailed list of tall buildings in LIC (six or more stories) to OEM.

00:40 – E-mailed ice distribution information to NYPD and OEM staff and Con Edison personnel at two OEM locations.

02:00 – Updated OEM’s director of training on LIC network work. Provided separate update on buildings greater than six stories in LIC visited by Con Edison Energy Services.

03:10 – EM staff e-mail on LIC customer counts to NYPD and OEM.

04:44 – EM staff e-mail on LIC customer counts to NYPD and OEM.

05:00 – NYPD Operations Division lieutenant arrives in CERC. EM staff briefs him.

05:44 – E-mailed OEM and NYPD, the LIC voltage reduction.

06:00 – EM staff briefs OEM and NYPD representative in CERC on LIC network restoration status and dry ice distribution.

06:51 – EM staff e-mail on LIC customer counts to NYPD and OEM.

08:00 – Notified training director from OEM about updated outage statistics.

08:30 – Conference call with OEM about LIC situation.

09:00 – Asked NYPD about status of LSEs and that they would be getting another no contact list today.

09:30 – EM staff updated about LIC situation.

09:35 – EM staff notified OEM deputy commissioner that feeder 1Q21 came out for scheduled work.

10:30 – Provided OEM with updated LIC customer outage restoration numbers.

12:30 – OEM conference call – Outage restoration status provided as well as the fact that 1Q21 was back in service and that 1Q14 was out of service.

14:45 – Provided NYPD with updated LSE.

16:45 – EM staff provided updated numbers to OEM deputy commissioner and updates on 1Q feeders.

17:00 – OEM Conference call: Update on LIC status as well as discussion on buildings of six or more stories. We told OEM that we were checking on 16 buildings that they provided and that we were also looking at developing an additional list based on the number of meters in a building (more than 50 parts supplied).

18:11 – EM staff sent OEM senior staff two e-mails. One was an update on what we found at some of the original 16 locations (six-story buildings) they provided as it relates to service. EM staff also sent him a list of the master meter locations and the locations with more than 50 parts supplied. Eighteen of those had no service. EM staff asked him to check on the status of these with their task force personnel.

18:50 – Notified NYPD inspector about LIC situation.

19:00 – Developed two additional customer type lists for OEM team to check status of customers in LIC without power. Provided them a list of all buildings more than 50 accounts per building and a list of master-metered buildings that Con Edison Energy Services visited 16 of 17 on the list. Provided results of visits.

20:00 – Held OEM conference call with OEM senior management. We discussed LIC feeders, Con Edison restoration crew staffing, status of underground mutual aid, Con Edison Customer Operations outbound calling to check outage status of LIC customers. At this time, 19,536 customers are restored, or 78% of all customers w/o power in LIC.

21:29 – EM staff e-mail on LIC customer counts to NYPD and OEM.

22:45 – EM staff e-mail on LIC customer counts to NYPD and OEM.

23:00 – NYPD Operations Division sergeant arrives in CERC. EM staff briefs her on LIC restoration.

Customer restoration notifications in Long Island City entered on the spreadsheet for July 23: 10 notifications to NYPD and OEM on restored customer counts.

## **Public Affairs**

### **Government Relations**

09:00 – Assemblyperson Michael Gianaris, updated on his local neighborhood (Ditmars by 30<sup>th</sup>), informed him banks of transformers being restored, and secondary work ongoing this afternoon into the evening.

09:30 – Congressman Crowley (Kevin Casey) e-mail regarding status update.

12:00 – Assemblyperson Marge Markey, update on Berkley Towers (52-40 39 Drive complex) is being restored on generation.

13:15 – Assemblyperson Cathy Nolan, spoke to her regarding press conference, system status, and request to provide dry ice and services at her district office tomorrow.

## **Media Relations**

12:54 – News release: Con Edison to Provide Update on Power Restoration in Northwest Queens

A second press conference was held at the company's headquarters. The chairman provided an update on the restoration efforts in Queens, noting that approximately 16,000 customers had their power back. He thanked the many organizations that were assisting Con Edison and customers as well as individual customers who helped by using less electricity and larger customers who reduced their load. He described the importance of field generators and again gave an overview of the network system. Reporters were invited to observe CERC.

The following information was shared with media representatives on this day:

- Chairman and CEO Kevin Burke says during a news conference: "I am now focused exclusively on restoration." He adds that the causes of the outages would be investigated later.
- Crews are working around the clock and customers are still urged to conserve electricity.
- Con Edison crews are making steady progress in restoring power in northwest Queens.
- Customers are told that they may file for spoiled food: Up to \$350 for residential customers; up to \$7,000 for commercial customers.

Media Relations staff contacted the following media outlets:

WNYC Radio, Channel 4, Daily News (Michael Daly, Michael Saul, James Kirchick, Christina Boyle and Paul H.B. Shin), Citizen Net Reporter, Telemundo, NY Times (Robert McFadden, Michelle O'Donnell and Winnie Hu), NY Post (Angela Montefinise, John Mazor, Jana Winter), Reuters, Channel 2, Channel 11, WCBS Radio, AM New York, WVOX Radio, News 12 – Westchester, Journal News, Bloomberg, Newsday (Alejandro Lazo, Samuel Bruchey), NY Sun, Channel 7, Associated Press (Karen Matthews). All local media attended the press conference

## **Environment, Health and Safety**

### **Communications with NYSDEC/NYCDEP:**

No logged information.

**JULY 24, 2006 - MONDAY**

## **Customer Operations**

### **Call Center**

16:30 – The call flow was changed to provide a separate call flow for Long Island City customers. When calling our toll-free number, 1-800-75-CONED, callers heard after making an initial language selection (English/Spanish):

*For service problems in northwest Queens press one 0. To report an electric outage, a gas leak, a steam emergency or other hazardous condition, press '1' now. To make a payment or obtain payment information press '2'. For all other questions press '3.' For information on claims press '4.'*

If the caller pressed '1' or '0,' the caller would hear:

*It is important that northwest Queens customers speak to a representative to let us know if they have either no electric service or partial electric service. We estimate that 2,000 customers remain out of service in the Long Island City, Sunnyside, Woodside, Hunters Point, and Astoria neighborhoods. Please be assured that we are continuing to work around the clock to restore all customers. We regret the inconvenience this has caused you and thank you for your patience. Please hold for a customer service representative.*

### **Customer Outreach**

Con Edison staff locations and ice distribution:

Customer Outreach van

Location: Ditmars Boulevard and Steinway

Timeframe: 06:00 to 22:00

Distributing wet and dry ice, and claim form

Customer Outreach advocates at Red Cross site

Location: 65<sup>th</sup> Street and 37<sup>th</sup> Avenue

Timeframe: 08:00 to 20:00

Distributing wet and dry ice, and claim forms

Ice drop-off locations for public distribution

Location: PS 2, 75-10 21<sup>st</sup> Avenue between 75th and 76th Street (Red Cross Site) in Jackson Heights

Timeframe: 08:00 to 20:00

Customer Outreach advocates at location

Distributing wet and dry ice and claim forms

Customer Outreach advocates at location: No ice distribution

Location: YMCA, 32<sup>nd</sup> Street and Queens Boulevard

Customer Outreach at location

### **Energy Services**

The following calls were made between 16:00 and 24:00. Computer logs contained incorrect time data for these records.

- Korean Presbyterian Church, no answer from new contact number.
- Sunnyside Day Care, left message to find out about status.
- Silvercup Studios, spoke to customer, no problems.
- East Coast 6 LLC, customer verified lights OK at this time.
- United Nations Federal Credit, left message to find out about status.
- Saint Mary’s Senior Center - Cooling Center, no answer.
- Spiti Housing Development – Cooling LIC Senior Housing, superintendent says OK at this time.
- Tex Development, left message to find out about status.
- New York City School Construction, customer says OK at this time.
- Queens Vocational High School, no answer, left message.
- La Guardia College, no answer, left message.
- New York City School Construction, OK at this time.
- P.S. 234, no answer.
- NYPD, spoke with facilities, everything OK.
- NYPD, called twice, no answer.

- Department of Corrections, Rikers Island, customer verified light OK at this time.
- Federal Aviation Administration, customer verified lights are OK at this time.
- Port Authority of New York and New Jersey, La Guardia Airport (1Q), electrician reports everything OK.
- New York State Queensboro Correctional Facility, spoke with the customer, everything OK.
- Queensbridge Houses, no answer, left message.
- Woodside Houses, left message to find out status.
- Ravenswood Houses, left message on answering machine.
- Ravenswood Houses - cooling center, spoke to the customer and he has lights.
- Amtrak 3655, Amtrak is in full operation.
- Amtrak 3702, Amtrak is OK.
- Long Island Rail Road - Arch Street Yard, OK at this time.
- Long Island Rail Road - Arch Street substation, OK at this time.
- Queens Midtown Tunnel, no answer, left message.
- Queens Midtown Tunnel, left message to find out about status.
- Regal Heights Health Care Center, Security reports they have lights.
- Standard Motor Products, office hours are 7 a.m. to 6 p.m., left message.
- North Queensview, called off-hours number, everything OK.
- Joint Queensview Housing, customer verified lights are OK at this time.
- Steinway and Sons, two calls, office closed, left message.
- Price Costco, Inc., OK at this time, manager will be present in the morning.
- Met Life, no answer, left message.
- Plaxall, Inc., called twice, left message.
- Silvercup Studios, building engineer reports everything OK.

- Industry City Associates, customer verified lights are OK at this time.
- Road Runner, LLC, no answer.
- American Cablevision, customer has full service.
- Edwards Food 192, customer verified lights are OK.
- National Wholesale Liquidators, customer reports OK.
- Pathmark Stores, Inc., called, no answer.
- Home Depot 1255, called to verify lights are OK at this time.
- Ravenswood Senior Center, left message on answering machine.

### **Emergency Management**

01:02 – Emergency Management (EM) staff e-mail on LIC customer counts sent to NYPD and OEM.

02:00 – 83% of customers are back online. 140 crews expected on day shift. Con Edison Environment, Health and Safety (EH&S) shunt safety patrol is out. EM staff briefs OEM and NYPD representative in CERC. They report to their management.

About 02:00 – EM staff speaks to community board member regarding a Long Island City customer whose TV and computer are damaged, likely from a Con Edison power surge. EM staff checks with Claims Department, we don't reimburse for appliance damage, EM returns call to the community board.

02:23 – EM staff e-mail on LIC customer counts to NYPD and OEM.

About 04:00 – EM staff speaks to Con Edison responder on the OEM command bus in Astoria Park. We provide him with restoration update and three dry ice distribution locations.

06:02 – EM hears that Con Edison troubleshooter was hurt in manhole with flash burns to face. Tells OEM and NYPD representatives about injury and provides them with outage restoration status update.

06:41 – EM staff e-mail on LIC customer counts to NYPD and OEM.

09:00 – OEM conference call. Provided update on LIC situation. No real change in customer numbers at this point. We explained that we will be using the VRU system to call out to customers who we believe have been restored to verify that all customers have been restored on a given M&S plate. We are also asking for conservation from our customers.

14:20 – Updated NYPD inspector about LIC situation.

16:45 – Two requests made for city assistance. One was for a street closure in Queens and the other involved setting up an NYPD escort for Staten Island crews.

19:15 – Provided update on customer count by zone including customers on generation.

21:30 – OEM Conference call - Provided update on LIC situation. No real change in customer numbers from 19:00 update. We explained that we will be doing another survey tonight. Provided status update on feeder 1Q14 (two banks to be repaired during the night into early morning).

Throughout the rest of this evening, periodic updates were provided to OEM about the LIC status and customer restoration progress.

23:00 – Provided input received from NYPD 108<sup>th</sup> for survey done for customers with no lights.

Customer restoration notifications in Long Island City entered on the spreadsheet for July 24: Nine notifications to NYPD and OEM until all Long Island City customers were back in service.

## **Public Affairs**

### **Government Relations**

During the day, the following elected official was notified about ice locations and claims forms:

- Assemblywoman Cathy Nolan (Public Affairs staffed at her office)

16:00– Staff at Attorney General Eliot Spitzer’s office.

17:30 – Congressman Crowley (Kevin Casey) two e-mails regarding customer claims inquiries.

### **Media Relations**

05:00 – News release: Con Edison Crews Restoring Power in Queens.

12:00 – News release: Con Edison Urges Restored Customers to Conserve Electricity; Company will Expedite Claims Process.

The following information was shared with media representatives on this day:

- Chairman and CEO Kevin Burke reports during a news conference that nearly 16,000 of 25,000 customers have had their power restored, but there's no estimate when they all may be restored.
- The cause of the northwest Queens outage is unknown, says Kevin Burke, but will be examined.
- By later that day, more than 19,800 customers had their electrical power restored.
- The company says that it will expedite claims for food spoilage, and waive receipts for residential customers, while commercial customers are urged to submit receipts.

Media Relations staff contacted the following media outlets:

Channel 11, NY1, Fox 5, Univision, Channel 9, NY Times (Robert McFadden, Michael Amon, Sewell Chan, Ann Farnar, Kate Hammer, Colin Moynihan and Marc Santora), Daily News (Jess Wisloski and Lisa L. Colangelo), 1010 WINS, Staten Island Advance, Telemundo, Channel 7, Channel 2, WOR Radio, Bloomberg, NY Sun (Matthew Chayes), Newsday (Jennifer Maloney, Andrew Strickler, Patrick Verel and Lensay Abadula), NY Post (Stefanie Cohen, Stephanie Gaskell and Hasani Gittens), CNN (Steve Hargreaves), Shadow Traffic, AP (Sara Kugler), WABC Radio, WNYC Radio, Queens Chronicle, Channel 4, Reuters (Michael Erman)

## Environment, Health and Safety

### Communications with NYSDEC/NYCDEP

The vice president of EH&S met with the New York State Department of Environmental Conservation (NYSDEC) acting regional director of Region 2 discussing the 30-day emergency authorization, as per 6 NYCRR 621.12, covering deployment of the emergency generators in LIC network area. It was agreed that Con Edison would send the NYSDEC a listing of all operating emergency generators deployed in the LIC network area, every other day during NYSDEC office hours. Consequently, deployment of generators under this emergency authorization would not require individual or borough permitting.

The vice president of EH&S e-mailed NYSDEC acting regional director of Region 2 providing an update on emergency generator deployment, noting 41 online, as identified in the table below:

KW	Borough	Location
65	Q	Sapora D Ishara 55-15 37 <sup>th</sup> Avenue
125	Q	51-19 39 <sup>th</sup> Avenue
176	Q	50-02 Barnett
200	Q	43-07 Queens Blvd, Lynch Funeral Home, PRIORITY MOVE
200	Q	50-01 39 <sup>th</sup> Avenue
200	Q	51-20 Barnett
300	Q	20TH AVENUE and 42ND STREET, PRIORITY MOVE
300	Q	52-25 Barnett Avenue
300	Q	49-15 Skillman Avenue
300	Q	Ditmars and 79 <sup>th</sup> Street
300	Q	Playbill 37-15 61 <sup>st</sup> Street
320	Q	Alpha Printing 20-04 33 <sup>rd</sup> Street
320	Q	51-02 Barnett
320	Q	38-20 52 <sup>nd</sup> Street
320	Q	Woodside Housing 65-15 38 <sup>th</sup> Avenue
350	Q	Renaissance Coop 38-05 65 <sup>th</sup> Street
350	Q	5140 57 <sup>th</sup> Street, between 30 <sup>th</sup> Avenue and 31 <sup>st</sup> Avenue (Hobart)
400	Q	Hazen and 20 <sup>th</sup> Street (or 21 <sup>st</sup> .)
400	Q	22-15 79 Street and 22-29 79 Street

400	Q	Ditmars and 74 <sup>th</sup> Street
400	Q	20 <sup>th</sup> AVE and 41 <sup>st</sup> Street
400	Q	21 <sup>st</sup> Avenue and 48 <sup>th</sup> Street
400	Q	21 <sup>st</sup> Avenue and 49 <sup>th</sup> Street
400	Q	22-39 78 <sup>th</sup> and 22-55 78 <sup>th</sup> Street
400	Q	Onsite at SKLAR MFR, 38-04 Woodside Avenue (39 <sup>th</sup> Avenue and Woodside Avenue on West Side of Woodside Avenue)
400	Q	Ditmars and 43 <sup>rd</sup> Street
400	Q	31 <sup>st</sup> and 40 <sup>th</sup> Street (Hobart) May be 30-45 Hobart, 38-40 57 <sup>th</sup> Street, bet 30 <sup>th</sup> and 31 <sup>st</sup> Avenue
400	Q	56-05 31st Avenue at 57th Street Building # I256-05
500	Q	46-01 39 Avenue
500	Q	51-01 39 <sup>th</sup> Avenue
640	Q	25-10 30 <sup>th</sup> Avenue, Mount Sinai Hospital
500	Q	25-10 30 <sup>th</sup> Avenue, Mount Sinai Hospital
500	Q	38-19 50 <sup>th</sup> Street
600	Q	3051/69 Hobart
600	Q	Jefferson Apartments 52-40 39th Drive, 39 <sup>th</sup> Drive and 52 <sup>nd</sup> Drive
800	Q	53-30 39 Drive or 52-30 39 <sup>th</sup> Drive
800	Q	39-60 54 Street.
800	Q	39-25 51 Street
800	Q	Silvercup Studio 34-35 Review Avenue LIC Queensboro Bridge
800	Q	3015 Hobart Street, Woodside
800	Q	50 <sup>th</sup> Street between 30 <sup>th</sup> and Barnett
220 kVA	Q	22-09 78 <sup>th</sup> and 22-25 78 Street

The Air section manager faxed to the NYCDEP director of engineering a listing of the following deployed and operating generators:

- 125 kW unit at 51-19 39<sup>th</sup> Avenue
- 176 kW unit at 50-02 Barnett Avenue
- 200 kW unit at 43-07 Queens Boulevard
- 200 kW unit at 51-01 39<sup>th</sup> Avenue
- 300 kW unit at 20<sup>th</sup> Avenue and 42<sup>nd</sup> Street
- 300 kW unit at 52-25 Barnett Avenue

- 300 kW unit at 49-15 Skillman Avenue
- 300 kW unit at Ditmars and 79<sup>th</sup> Street
- 320 kW unit at 20-04 33<sup>rd</sup> Street
- 320 kW unit at 51-02 Barnett Avenue
- 320 kW unit at 38-20 52<sup>nd</sup> Street
- 320 kW unit at 65-15 38<sup>th</sup> Avenue
- 350 kW unit at 5140 57<sup>th</sup> Street
- 400 kW unit at Hazen and 21<sup>st</sup> Street
- 400 kW unit at 22-15 79<sup>th</sup> Street
- 400 kW unit at Ditmars and 74<sup>th</sup> Street
- 400 kW unit at 20<sup>th</sup> Avenue and 41<sup>st</sup> Street
- 400 kW unit at 21<sup>st</sup> Avenue and 49<sup>th</sup> Street
- 400 kW unit at 22-39 78<sup>th</sup> Street
- 400 kW unit at 39<sup>th</sup> Avenue and Woodside Avenue
- 400 kW unit at Ditmars and 43<sup>rd</sup> Street
- 400 kW unit at 31<sup>st</sup> Street and 40<sup>th</sup> Street
- 400 kW unit at 56-05 31<sup>st</sup> Avenue
- 500 kW unit at 46-01 39<sup>th</sup> Avenue
- 500 kW unit at 51-01 39<sup>th</sup> Avenue
- 500 kW unit at 25-10 30<sup>th</sup> Avenue
- 500 kW unit at 38-19 50<sup>th</sup> Street
- 600 kW unit at 3051/69 Hobart
- 600 kW unit at 52-40 39<sup>th</sup> Drive
- 800 kW unit at 39-60 54<sup>th</sup> Street
- 800 kW unit at 34-35 Review Avenue
- 800 kW unit at 50<sup>th</sup> Street btw/ 30<sup>th</sup> and Barnett
- 220 kW unit at 22-09 78<sup>th</sup> Street

**JULY 25, 2006 - TUESDAY****Customer Operations****Call Center**

09:40 – The emergency message was updated to:

*It is important that northwest Queens customers speak to a representative to let us know if they have either no electric service or partial electric service. We estimate that less than 1,000 customers remain out of service in the Long Island City, Sunnyside, Woodside, Hunters Point, and Astoria neighborhoods. Please be assured that we are continuing to work around the clock to restore all customers. We regret the inconvenience this has caused you and thank you for your patience. Please hold for a customer service representative.*

20:15 – The emergency message was updated to:

*It is important that northwest Queens customers speak to a representative to let us know if they have either no electric service or partial electric service. We estimate that less than 500 customers remain out of service in the Long Island City, Sunnyside, Woodside, Hunters Point, and Astoria neighborhoods. Please be assured that we are continuing to work around the clock to restore all customers and expect service to be restored to just about all customers by midnight tonight Tuesday, July 25. We regret the inconvenience this has caused you and thank you for your continued patience. Please hold for a customer service representative to advise us if you have an electric service problem.*

**Customer Outreach**

Five supervisors and two CSRs continued to staff the Ditmars/Steinway command post from 06:00 to 22:00 along with 13 CFRs distributing ice. Two advocates and two CSRs staffed the YMCA. At 75<sup>th</sup> Street and 21<sup>st</sup> Avenue (PS 2), an advocate distributed claim forms and four CFRs distributed ice from 08:00 to 21:00. At the other location at 65<sup>th</sup> Street and 37<sup>th</sup> Avenue an advocate and six CFRs distributed ice. Five RPU inspectors distributed ice and were troubleshooting electric problems. A request was received from the Queens Public Library for a supply of claim forms. We hand-delivered 500 English and 500 Spanish forms to the following seven locations: Astoria Library, 14-01 Astoria Boulevard, Long Island City; Steinway Library, 21-45 31 Street, Long Island City; Ravenswood Library, 35-32 21 Street, Long Island City; Queensbridge Library, 10-43 41 Avenue, Long Island City; Court Square Library, 25-01 Jackson Avenue, Long Island City; Sunnyside Library, 43-06 Greenpoint Avenue, Long Island City; and Broadway Library, 40-20 Broadway, Long Island City.

**Energy Services**

The following calls were made during the day on Tuesday. Computer logs contained incorrect time data for these records.

- Boys Club of Queens – Cooling Center, no answer, left message.
- Bohemian Hall - Cooling Center, no answer, left message.
- NYCDEP - Bowery Bay Wastewater Treatment Plant , no answer.
- Brooks Brothers Building, no answer.
- Citicorp, no answer, left message.
- Bridgedale LLC, no answer, left message.
- Celtic Holdings LLC, no answer, left message.
- Celtic Holdings LLC (460V), no answer, left message.
- Bulova Watch Co., Inc., security reports lights OK at this time.
- Con Edison Learning Center, no answer, left message.

**Emergency Management**

00:30 – Received request from NYPD for a listing of generator locations.

01:15 – Provided update on customers count to OEM EOC, OEM senior management and OEM bus.

01:30 – Request from American Red Cross for food spoilage claims forms to be delivered to OEM command bus. Also asked about Con Edison plans for Customer Outreach to go to PS2 in the Long Island City area.

04:15 – Provided update on customer count and generator locations to OEM EOC, OEM senior management and OEM command bus.

05:47 – Provided update on customer count and generator locations to OEM EOC, OEM senior management and OEM command bus.

06:30 – Provided update on customer count and generator locations to OEM EOC, OEM senior management and OEM command bus.

08:30 – OEM senior management conference call - provided update on customer count and generator locations.

08:30 – New OEM responder and NYPD sergeant report to CERC for their shifts.

09:52 – Provided update on customer count and generator locations to OEM EOC, OEM senior management and OEM command bus.

13:00 – Provided update on customer count and generator locations to OEM EOC, OEM senior management and OEM command bus.

14:11 – Provided update on customer count and generator locations to OEM EOC, OEM senior management and OEM command bus.

14:30 – Request escort for Con Edison Staten Island crews from Victory Boulevard to LIC area.

## **Public Affairs**

### **Government Relations**

09:00, 14:00, 19:00 – Assemblyman Mike Michael Gianaris, provide status.

09:45-19:30 – Congressman Crowley (Kevin Casey), five e-mails regarding generators and status updates.

10:00 – Attorney General Eliot Spitzer staff on status.

10:00, 13:00, 14:00, 14:30, 16:30 – Assemblywoman Cathy Nolan: 2:00 p.m. and staff on status.

14:00 – State Senator Ada Smith staff, on status.

14:30 – Council Member Peter Vallone, Jr. staff requested outage information on customer at 29-15 23<sup>rd</sup> Avenue.

15:00 – Assemblywoman Marge Markey to coordinate distribution of claims forms with her office and update on system status.

Also, during the day, Congresswoman Maloney (Minna Elias), e-mail regarding infrastructure number request and congresswoman's request to the U.S. Federal Emergency Management Agency.

### **Media Relations**

The following information was shared with media representatives on this day:

- Customers in northwest Queens are urged to conserve electricity, and to file food spoilage claims, which will be expedited.
- Company crews, plus those from other utilities and contractors, are working around the clock to make repairs and assess damage.
- The company will investigate the causes of the outage, and issue reports that will be made public.

Media Relations staff contacted the following media outlets:

Channel 11, NBC News, AP (Collen Long), CNN, New York 1, White Plains Citizen Net Reporter (John Bailey), Westchester Times, NY Post (Frankie Edozien, Stefanie Cohen, John Mazor and Hasani Gittens), WBAI Radio, NY Times (Sewell Chan, Patrick McGeehan, Richard Perez-Pena, Michelle O'Donnell and Diane Carewell), Queens Chronicle, EPRI Journal, Newsday (Tom Incantalupo, Luis Perez, Melenie Lefkowitz, Jennifer Sinco Kelleher and Chuck Bennett), WABC TV, WNYC, NY Metro, NY Public Radio, Town & Village, Channel 4, PR Week, WWRL Radio, Channel 2, Channel 7, Irish Echo News, Gotham Gazette, CNN Radio, WABC Radio, Univision, 1010 WINS, Telemundo, NY Sun (Jill Gardiner and Matthew Chayes), Star Ledger, Marketplace News, Queens Courier, El Diario, Ridgewood Times, News12 – Westchester, USA Today (Charisse Jones and Laura Parker), Daily News (William Sherman, Michael Saul, Michael Daly, Lisa Colangelo, Samuel Graham, Bill Hutchinson, Nick Hirshon, Anna Ziajka, Joe Mahoney and Greg Wilson)

## **Environment, Health and Safety**

### **Communications with NYCDEP**

Air senior scientist faxed to the New York City Department of Environmental Protection (NYCDEP) director of engineering a listing of the following newly deployed and operating generators:

- 176 kW unit at 20-43 Steinway Street
- 200 kW unit at 19-02 38<sup>th</sup> Street
- 400 kW unit at 5802 Roosevelt Avenue
- 200 kW unit at 18-35 38<sup>th</sup> Street

**JULY 26, 2006 – WEDNESDAY**

### **Customer Operations**

#### **Call Center**

09:20 – The message to Long Island City customers was changed. When calling our toll-free number, 1-800-75-CONED, callers heard after making an initial language selection (English/Spanish):

*The electric service for all affected customers in the Long Island City, Sunnyside, Woodside, Hunters Point, and Astoria neighborhoods has been restored. However, some customers may experience low voltage or sporadic outages. Customers experiencing these problems should stay on the line and report these problems to a customer service representative. We regret the inconvenience that this may be causing you and thank you for your continued patience. Please hold on for a representative.*

#### **Customer Outreach**

Customer activity at the Ditmars/Steinway command post dwindled and the Customer Information Center was combined with the location at 65<sup>th</sup> Street and 37<sup>th</sup> Avenue, where the Red Cross remained present. There were six advocates/supervisors, three CSRs assisting customers with claims (one Spanish speaking and one Chinese speaking), and six CFRs handing out ice from 06:00 to 22:00. The Red Cross ceased their neighboring field operation at 19:00. The YMCA location was open 08:00 to 20:00 and was staffed with one advocate with two CSRs assisting with customer claims. A new claim center was established at the Sunnyside Community Center and was staffed with one advocate (Spanish speaking) and three CSRs handling claims from 08:00 to 20:00. During the course of the day the Law Department delivered claim forms in English, Spanish, Chinese, and Korean to the claim centers. There were also 12 RPU inspectors working on ice and troubleshooting electric problems between 09:00 and 22:00. As service was returning, fuse and circuit breaker assistance became more frequent.

### **Energy Services**

No calls logged on system this day.

### **Emergency Management**

OEM conference calls continued approximately every four hours except for the period of 20:00 to 08:00 each day, when e-mails and periodic phone calls to senior OEM staff on backshift duty were made. OEM responders and NYPD officers continued to be present in CERC and interfaced on a real-time basis with liaison officers, who provided them with system information. Also, Con Edison had representatives at the OEM EOC, and a representative at the OEM command bus in Astoria Park.

**Public Affairs****Government Relations**

17:20 - Attorney General's office on status.

Also, during the day:

Congressman Crowley (Kevin Casey), three e-mails regarding generator requests, status updates and inquiries at specific addresses.

Congresswoman Maloney (Minna Elias), e-mail regarding insurance claims inquiry.

**Media Relations**

04:00 – News release: Con Edison Reports Electric Service Restored in Northwest Queens

The following information was shared with media representatives on this day:

- The company announced that all customers had their power restored, but urged individual customers, who may be without electricity in northwest Queens, to call 1-800-75-CONED.
- Customers are encouraged to file claims for food spoilage, and those claims will be expedited.
- The company has installed 43 temporary generators and 21 miles of cables on the streets of northwest Queens to restore its customers; crews have replaced 15 transformers and expect to install 50 more new transformers.
- Crews from other utilities are working along side Con Edison crews.

Media Relations staff contacted the following media outlets:

1010 WINS, Staten Island Advance (Maura Yates), Channel 2, New York 1, Irish Echo, Queens Courier, WWRL Radio, Queens Chronicle, NY Post (David Seifman, Stefanie Cohen, Heidi Singer and Bill Sanderson), Fox 5, Channel 4, Telemundo, NY Sun (Matthew Chayes), WABC Radio, AP (Colleen Long and Sara Kugler), WOR Radio (Lynne White and Ellis Henican), Dow Jones (Matthew Dalton), Amsterdam News, WSIA Radio, Bloomberg, Channel 7, NY Times (Sewell Chan, Jo Craven McGinty, James Barron, Anthony Romirez and Sarah Garland), Channel 11, Univision, WNYC, CNN, Daily News (Michael White, Bill Hutchinson, Michael Saul and William Sherman, Robert Laird and Joe Dziemianowicz, Newsday (Cara Tabachnick, Jennifer Maloney and Herbert Lowe), Times Ledger, Power Daily Northeast, Brooklyn View, Queens Gazette (Thomas Cogan and Liz Goff), Journal News (Liz Anderson).

Total calls: 257

**Environment, Health and Safety****Communications with NYSDEC**

The vice president of EH&S e-mailed the NYSDEC acting regional director Region 2 providing an update on emergency generator deployment, noting 38 on line, as indicated in the table below:

kW	Borough	Location
65	Q	55-15 37 <sup>th</sup> Avenue, Sapora D Ishara
176	Q	20-43 Steinway Street, SR Citizen Center
200	Q	18-35 38 <sup>th</sup> Street, White Coffee
200	Q	51-01 39 <sup>th</sup> Avenue
300	Q	43 <sup>rd</sup> Street and 20 <sup>th</sup> Avenue PRIORITY
300	Q	52-25 Barnett Avenue
300	Q	49-15 Skillman Avenue
300	Q	Ditmars and 79th Street
300	Q	37-16 61 <sup>st</sup> Street, Playbill
320	Q	20-04 33 <sup>rd</sup> Street, Alpha Printing
320	Q	51-02 Barnett
320	Q	38-20 52nd Street
320	Q	65-15 38 <sup>th</sup> Avenue, Woodside Housing
350	Q	38-05 65 <sup>th</sup> Street, Renaissance Coop
350	Q	51-40 57 <sup>th</sup> Street, between 30 <sup>th</sup> Avenue and 31st Avenue (Hobart)
400	Q	58-02 Roosevelt Avenue, Street Sebastian PRIORITY
400	Q	Hazen and 20 <sup>th</sup> Street (or 21 <sup>st</sup> )
400	Q	Ditmars and 74 <sup>th</sup> Street
400	Q	20 <sup>th</sup> AVE and 41 <sup>st</sup> Street
400	Q	21 <sup>st</sup> Avenue and 48 <sup>th</sup> Street
400	Q	21 <sup>st</sup> Avenue and 49 <sup>th</sup> Street
400	Q	22-39 78 <sup>th</sup> and 22-55 78 <sup>th</sup> Street
400	Q	38-04 Woodside Avenue
400	Q	Ditmars and 43 <sup>rd</sup> Street
400	Q	30-45 Hobart

400	Q	56-05 31 <sup>st</sup> Avenue at 57 <sup>th</sup> Street Bldg # I256-05
500	Q	1902 38 <sup>th</sup> Street
500	Q	46-01 39 <sup>th</sup> Avenue
500	Q	38-19 50 <sup>th</sup> Street
600	Q	30-51/69 Hobart
600	Q	52-40 39 <sup>th</sup> Drive, 39 <sup>th</sup> Drive and 52nd Drive Jefferson Apartments
800	Q	52-30 39 <sup>th</sup> Drive
800	Q	39-60 54 <sup>th</sup> Street
800	Q	39-45 51 <sup>st</sup> Street
800	Q	34-35 Review Avenue Silvercup Studio
800	Q	30-15 Hobart Street, Woodside
800	Q	50 <sup>th</sup> Street between 39 <sup>th</sup> and Barnett
220 kVA	Q	22-09 78 <sup>th</sup> and 22-25 78 <sup>th</sup> Street