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Louis L. Rana
President and
Chief Operating Officer

February 19, 2007

Mr. James Gallagher
Director
Department of Public Service
Office of Electricity and the Environment
Three Empire State Plaza
Albany, NY 12223

Dear Mr. Gallagher:

The information requested in your letter of February 9, 2007 is contained in the attachments to this letter. Attachment A is a description of how we plan to proceed along with milestones for each Staff priority recommendation. Attachment B contains similar information for other recommendations contained in Staff's report that we have proceeded to implement. Attachment C describes other actions we are taking to enhance the reliability of the LIC network for this coming summer.

Please call me if you would like to meet or discuss any of these items.

Sincerely,

Consolidated Edison Company of New York, Inc.
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Attachment A
Plans and Milestones for Staff's Priority Recommendations

1. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should make the System Trouble Analysis and Response (STAR) program available to all its operating regions by June 1, 2007. The Company should report to Staff within 90 days of the issuance of this Report on the status of implementation of this recommendation.	June 1, 2007	STAR has been deployed to all regions. Although STAR has been deployed in Brooklyn, the Brooklyn connectivity model requires additional refinement to more accurately reflect the Brooklyn electric distribution system. This improved connectivity model will be fully operational June 1, 2007. STAR will be used in addition to the Network Trouble Indicator (NTI) which the Company developed after the event and implemented in September, 2006. This system is an Intranet based application that analyzes data from customer calls via the Emergency Control System (ECS) trouble tickets and the Remote Monitoring System. It uses regression analysis centered around a geographic boundary defined by Mains and Service plates. The algorithm monitors several inputs in that geographic boundary including, customer calls, physical damage calls, banks open, and fuses open. The system will trigger a color coded alarm on the Electric Distribution System (DIS) based on a predetermined level of predicted customers out within an M&S plate or network area. The predictions are typically conservative, meaning that a higher than actual number of outages will be projected.
2. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should establish by June 1, 2007, an outage identification system similar to, and in conjunction with, the City's Power Outage Response Team system.	June 1, 2007	The company is currently working on an area profiling system similar to the city's power outage system to identify population information and will evaluate its integration with existing systems, such as NTI. Census data will be integrated with our existing NTI and secondary visualization application tool by June 1, 2007. In addition we have established customer assessment teams to conduct field surveys to assist in determining the extent of network outages. These teams are trained and currently in place. The company has met with NYC OEM regarding our survey teams. We have indicated to OEM that we will look to walk together with their "PORT" teams when the situations arise. Currently we plan to discuss this further at our summer preparation meeting scheduled for early May.
7. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should conduct a thorough evaluation of its outage communications program and develop an enhanced program to inform	June 1, 2007	This is underway. Corporate Communications and Customer Outreach are creating a new outage brochure to cover:

customers of critical service-related information, including: • the importance of contacting the Company if power is lost; • alternative ways to contact the Company, in the event telephones do not operate in an electric outage; • where to find information about dry ice and water distribution, cooling, or warming centers; • where to learn about outage information and estimated times of restoration; • the impact of low voltage and the steps people can take to protect appliances, computers, and other equipment; • how telecommunications services, technologies, and equipment might function during power outages; and • suggested contingency plans for consumers. The Company should, by June 1, 2007, provide Staff with an implementation plan for the redesigned outage communication program, as described above.		• Encourage customer to report power outages and problems via telephone or the internet. • Educate customer about safety during an outage or near a hazardous condition, checking on neighbors, protecting equipment, etc. • Describe Con Edison's restoration response • How to get updated restoration information • Storm preparation and outage survival tactics • Equipment functionality during power outages, … After benchmarking with others, Customer Operations has put in place a streamlined self service call flow for outage reporting. All information will be added to the corporate Web site.
8. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should update, on at least a semi-annual basis, its contact information for public officials, community-based organizations, and critical care/large facilities, by asking those officials and organizations for contact information, including district office locations, e-mail addresses, land-line and cell telephone numbers, and fax numbers. The update should be completed by June 1, 2007, and Staff should be notified when the update is completed, as well as at each six-month interval thereafter.	June 1, 2007	The company will update its contact information for public officials, community-based organizations, and critical care/large facilities on a semi-annual basis and provide to Staff. Also, these entities will be informed that they can and should provide updated contact information whenever a change occurs.
10. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should develop a new public liaison program that establishes procedures to partner with public officials, community-based organizations, and critical care/large facilities willing to serve as liaisons between their constituents and Con Edison. The Company should submit to Staff for its review, before June 1, 2007, a description of the new program, including operating and recruitment procedures, and a status report on its progress in establishing partnership arrangements with such officials.	June 1, 2007	The Company will enhance its current outreach programs and submit a description of this program to Staff before June 1, 2007. The enhancement will look to identify public officials, community based and large and critical care customers to solicit their interest in acting as liaisons.

Attachment A
Plans and Milestones for Staff's Priority Recommendations

11. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should hold regular daily briefings for both the media and public officials during emergency events. These briefings should be held on the same schedule as notification activities specified in the Outage Notification Incentive Mechanism.		Con Edison will hold regular daily briefings for both the media and public officials during emergency events. These briefings will be held on the same schedule as notification activities specified in the Outage Notification Incentive mechanism.
12. RECOMMENDATION	**MILESTONE**	**STATUS - PLAN**
Con Edison should modify its automated call system to enable callers to bypass the interactive voice response message and be placed in queue within 15 seconds to reach a Customer Service Representative to report service problems or obtain information during future emergencies. Within 30 days after the issuance of this Staff Report, the Company should advise Staff of the additional procedures and protocols it has put in place to comply with the intent of this recommendation.	Within 30 days of report issue	The 'interactive voice response message' is provided on the telephone switch to communicate the information required by the Outage Notification Response mechanism, i.e. when there are outages of more than 20,000 customers. Our greetings and menus are designed for the unique needs of customers in our service territory. The process of picking a language and identifying the call as an electric emergency takes about 30 seconds or more. We plan on modifying our call flows to reflect the following options. 1. The first menu option is a choice of language (English or Spanish). 2. The next menu option is to report an electric outage, a gas leak, a steam emergency or other hazardous condition vs. another question. 3. The next choice is to identify the type of emergency, i.e. electric outage. 4. If the Outage Notification Response mechanism is in effect, the caller will be provided with a selection to hear messages specific to their geographic areas. 5. The next menu option will be to report an outage by self service or choose to be queued for a representative. If the caller chooses to be queued for a representative, he or she will be given the estimated wait time, when it is more than 30 seconds. Depending on the wait time, we will once again offer the option to use self service.

		After recording the initial outage report, we will advise callers how to bypass all but the initial language selection to obtain an update. When they call back and use the bypass, callers will be offered an update via self service (when available) or by a representative as before. These modifications will be put in place by March 31, 2007. While we expect to be able to handle virtually all emergencies as described, there may be some extraordinarily large outages such as those experienced by other utilities who utilize high volume call overflow VRU services for additional capacity. In that eventuality the option to queue for a representative as an alternative to self service reporting will not be immediately available outside an exception basis. As a result of benchmarking with other utilities with significant experience in handling large-scale outages, including Entergy and Florida Power & Light, we increased our self service lines to the equivalent of 300 agents at the ready for calls virtually around the clock and we have streamlined and enhanced our self-service applications to make it simpler and quicker for customers to report their outages. These enhancements make it easy for customers to report their trouble or obtain information quickly (usually in less than 90 seconds). We plan to make further modifications in our system to continue to make it "user friendly".
13. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should identify ways to use its outreach van(s) and staff more fully, including providing instructions to its van personnel to count the customers they interact with, keep records of their problems and questions, observe and report on conditions in the vicinity of the van, and use the public address system on the van to make appropriate announcements. A copy of these procedures should be provided to Staff for review by June 1, 2007.	June 1, 2007	While we look for opportunities to improve the effectiveness of the use of our vans, the primary purpose of the van is to establish a field presence for customers to be able to see Company personnel for customer care issues and information. Although it is difficult to track customers visiting the van, we will strive to document the count of customers as well as tracking their problems and questions to the extent practicable. Generally the van is most effectively used as a location where the public can contact Company personnel regarding their concerns. As needs dictate, we plan to move the van where it can be most effectively utilized as a visible company presence in the community.

		Customer Outreach is amending its procedures to track the number of customers to the extent possible, record and refer problems and questions where possible, report on conditions in the vicinity of the van, and use the public address system appropriately.
14. RECOMMENDATION	MILESTONE	STATUS – PLAN
Con Edison should develop an enhanced program to identify customers, as well as other consumers (e.g., those who pay utility costs in their rent or through master metering arrangements), who rely on life-support equipment, and raise their awareness of the importance of being included in the Company's records as using life-support equipment. The Company should report to Staff, within 30 days of the issuance of this Report, its actions and plans in this regard. It should also include its plans as part of its next rate filing.	- Develop action plan within 30 days of Issue - Include in next rate case	We are preparing to send a letter to managing agents for customers (building owners) in master metered buildings, requesting their assistance in identifying LSE customers among their tenants. Additionally, Con Edison's annual rights brochure sent to both residential and non-residential customers includes information about the LSE program and application for special services including LSE enrollment.
15. RECOMMENDATION	MILESTONE	STATUS – PLAN
Con Edison should include beginning in its 2007 summer preparedness letter to customers and service organizations and equipment distributors, its "Life Support Equipment Survey" and its "In Case of A Storm" brochure. Con Edison should also reach out to such individuals (including apartment dwellers who are not direct Con Edison customers) through doctors, senior care facilities, and other such entities.	June 1, 2007	Con Edison's 2007 summer preparations letter to LSE customers, service organizations, and equipment suppliers will include the LSE Survey and a revised storm brochure. Outreach will work to expand the existing list of service organizations and equipment suppliers to include doctors and senior care facilities that may not be on it.
16. RECOMMENDATION	MILESTONE	
Con Edison should, in the spring of 2007 and each year thereafter, send information to all its customers informing them of the life-support equipment certification and recertification processes, as well as the importance of their identifying themselves to Con Edison as life-support equipment customers.	Spring 2007	Each May, the "Customer News" encourages customers to report use of Life Sustaining Equipment to us and contains a form for reporting it to us.
17. RECOMMENDATION	MILESTONE	
Con Edison should, by June 1, 2007, include instructions on the handling of dry ice in the "Storm Preparations" section of its website. The Company should notify Staff when it has so modified its website.	June 1, 2007 COMPLETED	Dry ice handling instructions has been added to the storm preparation section of the corporate website.
18. RECOMMENDATION	MILESTONE	
Con Edison should establish a task force to address unique outage-related consumer issues associated with large buildings containing elevators. The task force should also address additional ways to identify people who use life-support equipment. The Company should report to Staff by June 1, 2007 the status of its efforts in this regard.	June 1, 2007	The company will establish a task force and provide a report to staff by June 1, 2007.
20. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should, by June 1, 2007, be ready to modify quickly its website during emergency events so that essential and up-to-date information is posted on the home page. Con Edison should notify Staff when such	June 1, 2007 To be completed by April 1, 2007	Con Edison has added a "news and highlights" box to its Web home page. The box is a different color than the rest of the page in order to highlight its presence. During the LIC

capability has been implemented.		event, all relevant news releases as well as customer information messages were posted to the message box so that all visitors to the site, including customers, officials, and the news media, could find information directly on the Con Edison home page. We are developing a template so that information can be quickly loaded to the website during an emergency event. It will be ready for use by April 1, 2007
25. RECOMMENDATION	MILESTONE	STATUS - PLAN
The Commission should examine the sufficiency and appropriateness of Con Edison's claims tariff, and if appropriate, make modifications to such tariff prior to Summer 2007, and then in all of the Company's subsequent rate cases. Issues to discuss during the examination should include which items should be reimbursed, the amount of the reimbursement, and limits on claims.	By next electric rate case	Con Edison will, of course, cooperate with any examination of the claims tariff initiated by the Commission. We are, however, concerned that an accelerated schedule for the examination -- which would be necessary to allow for modifications to the tariff, if any, to be completed prior to Summer 2007 -- would preclude a thorough review of the various issues identified by all interested stakeholders. We recommend conducting this review in Con Edison's upcoming rate proceeding, which will be completed before the Summer 2008. We agree that follow-up reviews on reimbursement amounts and limits should be conducted in subsequent rate cases, but such reviews are not necessary to be conducted more than once every five years.
27. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should, within 30 days of the issuance of this Report, contact any other customers who it asked to run generation and who have not yet filed reimbursement claims. The Company should discuss with those customers what their fuel expenses were and, within 30 days thereafter, reimburse them for those expenses. The Company should, by June 1, 2007, advise Staff of the results of its contacts with such customers.	June 1, 2007 COMPLETE	Energy Services contacted nine customers that had rented emergency generation equipment and requested that they submit claims for fuel use. As of 2/12/07, four of the nine customers have submitted claims. The Company shall advise Staff by June 1, 2007 of the results of the contacts with these nine customers.
30. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should modify EO-4095 and provide a copy to Staff for review by June 1, 2007. As part of this process, Con Edison should meet with New York City authorities and review societal needs related to outages to determine whether and how to factor those parameters into a shutdown decision and emergency plans. The Company should develop a protocol for including societal impacts into its operational procedures and conduct drills with the City and others (i.e., mass transportation entities) as necessary.	June 1, 2007	The Company is drafting modifications to EO-4095 addressing criteria for maintaining or shutting down a network. The Company will confer with New York City authorities to examine whether and how societal needs can be reflected in shutdown consideration and emergency plans.
31: RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should develop a procedure for the analysis to be performed	June 1, 2007	The Company will provide a procedure to staff by June 1,

during multiple contingency events to allow for a more defined process of taking into consideration the requirements for re-starting a network. All parameters and considerations should be listed including when this analysis is first performed, who performs the analysis, how to determine the number of feeders required to be in service before re-energizing, estimated time frame of shut down, and any other related issues. The Company should provide this procedure to Staff by June 1, 2007.		2007.
33. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should review and modify existing procedures for use by the summer of 2007 that will ensure the maximum number of actual failed cables and joint samples possible are set aside in the field for further examination by the cable and splice center. The Company should provide a copy of the procedure to Staff for review by June 1, 2007.	June 1, 2007	Electric Operations has a procedure, CSP 5.3.11, that requires failure specimen retrieval when possible. This specification is currently being modified to require that failed samples be maintained for a specified period of time after an event. In addition we will also specify that a representative sample be retrieved when the failed sample is not available. The draft procedure will be submitted to staff by June 2007.
36. RECOMMENDATION	MILESTONE	STATUS – PLAN
Con Edison should analyze and report on the appropriateness of the expedited feeder processing scheme it used during the Long Island City Network incident and which is intended to be used when multiple feeders need restoration and during summer heat events. This should include determining whether or not eliminating the use of trace currents actually increases the overall restoration time when there are multiple feeders out-of-service. The Company should provide a copy of the report to Staff by June 1, 2007.	June 1, 2007	The company will review its feeder processing data and provide an analysis by June 1, 2007. Work on this recommendation has commenced with the assembly of relevant LIC event feeder processing data.
37. RECOMMENDATION	MILESTONE	STATUS – PLAN
Con Edison should determine if the Very Low Frequency (VLF) high potential testing is effective on underground network systems, and, if effective, adopt such an approach as the Company's standard practices for testing primary cable for integrity by June 1, 2007. If not effective, the Company should accelerate the research and development of other alternatives to hipot testing with the intent to have such a new procedure in place by the summer of 2008.	September, 2007	As feeder outage scheduling permits, VLF testing is performed. This provides feeder test data for analysis and evaluation of the effectiveness of VLF testing. A full seasonal load cycle is needed to determine the effectiveness of the tests. The program for 13 kV feeders has accumulated an adequate number of feeder tests and the evaluation will be completed after the summer 2007 data is analyzed. To determine effectiveness, the analysis will consider summer performance as well as test failure rates. Thus, the evaluation will look at VLF from a system reliability point of view as opposed to an individual feeder point of view. The adequate statistical sample needed to determine the effectiveness of VLF testing is 40 feeder tests for our 27 kV

		system. We do not expect to reach this level by June 1 because of other higher priority work on the 27kV system. We will provide the results from the 13kV system and attempt to apply the findings to the 27kV system. If not applicable, we will need to perform additional 27kV tests.
39. RECOMMENDATION	MILESTONE	STATUS – PLAN
Con Edison should upgrade the World-class Operations Load Flow system program to make it more reliable during normal and emergency operating conditions, and make advances to be able to complete full system simulations, including secondary modeling, during multiple contingency events above the fifth and sixth contingencies. The Company should study all possible improvements and provide its findings and proposed actions with regard to the World-class Operations Load Flow program evaluation to Staff for review by June 1, 2007.	June 1, 2007	The company will identify possible improvements and provide its findings and proposed actions to staff by June 1, 2007.
41. RECOMMENDATION	MILESTONE	STATUS – PLAN
Con Edison should develop a graphic operator's display, available to operators and managers, which overlays feeder outages, transformer overloads, manhole events, customer outages, and other pertinent information to allow for a more informed decision-making process. The Company should complete development of the display, and provide Staff with a demonstration, by June 1, 2007.	June 1, 2007	The development of a display tool to visualize the primary feeder outages, with transformer overloads and secondary events and outages, was initiated after the LIC event and an operational tool will be implemented by June 1, 2007.
43. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should investigate ways to improve its monitoring of the secondary system during normal and multiple contingency event conditions. If it is unable to develop an adequate technical solution by June 1, 2007, it should develop a manual solution. The Company should report the outcome of its investigation and plans by June 1, 2007.	Report by June 1, 2007 Investigate alternatives within 90 days of report issue	The company intends to use visualization tools (currently being developed) to monitor secondary conditions in networks. The company will demonstrate the proposed monitoring tools to staff by June 1, 2007. The Company has developed a five-step process for updating its PVL secondary model uniformly and consistently and is currently implementing this process in seven networks. The improved secondary model will support a number of applications; including real time visualization tools for operators, load relief and secondary reinforcement projects, and the secondary rebuild effort. Overview of Mapping & Modeling Process A process has been developed, consisting of five steps, that will allow a systematic and uniform approach in updating the PVL secondary network models: 1. Validate Mapping Data The first step in validating the data requires review of the

		segments in the database. In the past this effort was manual and time consuming. A new tool, recently developed, identifies and visualizes discontinuities in the network data enabling the technicians to make the corrections efficiently. Through the use of this tool the seven selected networks have been reviewed for connectivity (mains, structures, services, overhead risers, and overhead secondary mains) and the network completion is tracked. 2. Validate Data – Cable Specifications The PVL model requires impedance of the secondary cable which is based on engineering cable specifications. The cable specification for every secondary main should be included in the database. Another tool that has been developed associates the proper cable specification based upon cable attributes. This will make updates permanent and require no further manual intervention in the future except to add any new cable specification directly into the database. 3. Mapping Data Extraction When the first two steps are completed, the data necessary to build a PVL secondary model of the network is available (extraction). These next steps associate the loads in the network : 4. Service Demand Estimator This step automatically distributes the individual customer's demand at their service points. Previously, the aggregated load was placed at the secondary side of the network transformer as per the RMS reading. Distributing the load at the customer's service point improves the accuracy of the secondary load flow in the mains. Previously in order to generate an accurate load flow, a significant manual effort was required to distribute loads by carving a small subset of the network and manually distributing the load at service points. With the development of a Secondary Demand Estimator (SDE) program this step can be performed automatically for the entire network and includes all the customers in the grid. 5. Demand Reconciliation

		The final step in the modeling process involves equalizing the customer demands to coincide with the transformer load. Although this is an iterative process, it is performed automatically. It is impractical to implement a manual solution.
46. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should immediately take into account transformers out-of-service within localized areas and their effect on the surrounding transformers loadings, especially when high summer heat events are forecast.		The Company utilizes WOLF & AUTO WOLF that analyzes current and projected loading on all in service transformers. When high summer events are forecast, the regional engineering personnel review these systems and analyze the loadings on all in service transformers. Transformer data is flagged so that the engineers can review the immediate area and nearby transformers to verify that they are closed and there are no blown fuses in the units. If nearby units are open, a list of these cases are sent to the field crews for visual status check and close the network protectors of the nearby units if found open. When Auto Wolf receives fresh information, the highly loaded unit should indicate its normal status. A L0ad Pocket Analyzer utility has been developed to analyze the impact of banks off and open mains. A priority list is obtained based on the importance of any bank in an area which is sent to the field organizations for any required repairs. The combination of these tools allows operators and field organizations to analyze impact of abnormal transformer conditions and prioritize any required response. These tools are currently available in all Control Centers..
47. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should define when a transformer requires external cooling efforts. Further, Con Edison should study the effects on a transformer of both water and air cooling when operating beyond its normal and emergency design limits. Inspection criteria for transformers that have been overloaded, overheated, and cooled should be studied and re-evaluated to ensure an appropriate frequency of inspections. The results of these studies should be reported to Staff by June 1, 2007.	Report by June 1, 2007	EO 4095 presently defines when transformers require supplemental cooling. EO 4095 also outlines the inspection criteria for overloaded, overheated, and cooled transformers, but the Company will re-evaluate the frequency of post-occurrence inspections. In addition, we will supply calculations that demonstrate the effects on transformers for both the water and air cooling by June 1, 2007.
48: RECOMMENDATION	MILESTONE	STATUS – PLAN
Con Edison should complete the inspections and replacements as necessary of all transformers within the Long Island City Network by June 1, 2007. The	June 1, 2007	Con Edison will complete transformer inspections by June 1, 2007. Con Edison will make every effort to complete any

inspections should include a pressure test and dissolved gas-in-oil test for all transformers, effective immediately.		necessary replacements before June 1, 2007 providing system conditions, which affect feeder outage schedules, permit.
52. RECOMMENDATION	MILESTONE	STATUS – PLAN
Con Edison should perform a complete test and inspection of all similar substation breakers to the rack-out type breaker that failed in the Long Island City Network. The Company should notify Staff of completion of the tests, inspections, and results by June 1, 2007.	December 31, 2007	In North Queens Substation, the control circuits for rack out 27 kV breakers were tested to assure that a compromised trip circuit can be detected locally by a station operator. Ten network breakers were identified that required control circuit rewiring. All have been completed and retested as of 12/1/2006. These rack-out distribution breakers at North Queens are also being inspected and checked for auxiliary contact alignment. Each of these inspections requires scheduled feeder outages. Pending available outage opportunities, this work is scheduled to be completed by May 1, 2007. The installation of this type of rack out breaker, with similar control circuit design, has been identified in three other distribution substations (Corona 1, Greenwood and Jamaica). Testing at these stations identified 17 breakers that required control circuit rewiring. These were all completed and retested as of 12/15/06, which assures the ability to detect and identify potentially compromised trip circuits. The final phase of inspecting and checking for auxiliary contact alignment at these three stations is scheduled to be completed by 12/31/07, pending feeder outage availability.
54. RECOMMENDATION	MILESTONE	STATUS - PLAN
The Company should provide a full report of its analysis and risk assessment with regard to adjusting the relay settings within the LIC Network to Staff by March 1, 2007, at which time Staff will assess whether adjusting relay settings to their upper limits is appropriate.	March 1, 2007	The Company will provide its report by March 1, 2007. This will consist of providing the new clearing times for all 22 feeders, and Con Ed assessment as to whether these new times are acceptable.
55. RECOMMENDATION	MILESTONE	STATUS – PLAN
The draft procedure EO-2147, should ensure that all future changes and modifications to networks and associated equipment are identified and shared with the relay engineers so that proposed settings and adjustments can be made as needed. The draft procedure should be finalized and submitted to Staff for review by June 1, 2007.	June 1, 2007	The draft is out for comments and will be finalized and submitted to Staff by June 1, 2007.
57. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should install microprocessor relays on substation breakers with		As per Recommendation 2B in the Con Edison Report, and

more than 32 MVA of connected transformer capacity by December 31, 2007. The Company should provide a replacement schedule to Staff within 30 days of issuance of this Report. This schedule should emphasize the Company's efforts to complete as many replacements as possible before June 1, 2007.		as noted in the Staff's Report, the Company is committed to installing microprocessor relays for all LIC network feeders by end of 2007. We are currently ahead of schedule and, pending outage availability, project completion by as early as June 1, 2007. As per Recommendation 2C in the Con Edison Report, and also as noted in the DPS report, the Company is evaluating the rest of the system to determine the applicability of microprocessor relays to reduce the probability of an inrush current trip out. The initial review will be advanced and completed by June 1 while more detailed analysis will be completed by the end of December 2007. As determinations are made through 2007 we will proceed accordingly with the design, procurement, outage scheduling, and installation of microprocessor relays, as required. We will provide quarterly updates to Staff on our progress.
65. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should correct the deficiencies in the automatic voltage reduction circuitry at the North Queens substation within 30 days of the issuance of this Report, and further correct and test all similar equipment at other substations by June 1, 2007	June 1, 2007	The Automatic Voltage Reduction (AVR) circuitry at North Queens Substation was repaired in December 2006 when the equipment outage did not impact system reliability and safety. Annually Con Edison inspects and tests all of its AVR circuits prior to summer and initiates repairs as required and as permitted by safe and reliable scheduling of outages on transformers. In some cases, equipment and outage constraints do not permit a full repair of all the AVR systems prior to June 1. In these cases the Company utilizes either remote supervisory control from our energy control center or local substation control by the station operator to achieve voltage reduction.
73. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should provide Staff with weekly status reports on secondary main section work generated by the secondary main section inspection program in the Long Island City Network until all such work is complete. Such reporting should begin one week after the issuance of this Report.	Weekly Status Reports	The work undertaken after the outage-related inspection program is complete. Any additional work generated by the inspections from Staff's recommendation 42 will be reported weekly.
81. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should continue to track, and then report on a quarterly basis to Staff, all costs it incurred and incurs related to the failures and outages in the Long Island City Network. In addition, the Company should track and report to Staff all other operations and maintenance expenses and capital costs for the Long Island City Network until further notice.	April 1, 2007 Quarterly Report	Con Edison will continue to track, and report on a quarterly basis, outage-related Capital and O&M costs for the LIC network. Pending development of a tracking and reporting mechanism for work volumes and capital and O&M expenditures by network (Staff recommendation 78), the

		Company will develop an interim method for tracking other capital and O&M expenditures (not related to the July 2006 outages) in the Long Island City network to commence April 1, 2007.

Attachment B

Other Recommendations Contained in Staff's Report that the Company has Proceeded to Implement

3. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should explore the feasibility and associated costs and benefits of installing a fixed network, advanced metering system in the Long Island City Network and in other networks in the future. This should be done in a manner consistent with the Commission's Metering Order. The Company should report to Staff, within six months of the issuance of this Report, of the results of its analyses.	Within 6 months of Report Issue	In response to the Commission's Metering Order, and consistent with the Commission's order granting Con Edison an extension of the deadline to file its proposal in that case, Con Edison is planning to submit its cost-benefit analysis for the installation of an advanced metering infrastructure in its entire service territory, including Long Island City, by the current due date, March 29, 2007.
4. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should explore other monitoring techniques, including coordination between it and the telecommunications carriers in its service territory, to use the carriers' status monitoring capability to detect and evaluate the extent of the power outages. The Company should provide Staff with a status report of its efforts in this regard within 90 days of the issuance of this Report.	Within 90 days of Report Issue	Investigation is underway and a status will be provided to Staff by May 4, 2007.
9. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should establish a new program to ensure adequate communication with federal elected officials that provides specific procedures to communicate with the local offices of federal officials during emergencies, as well as the offices located in Washington, D.C. The Company should, within 90 days of the date of the issuance of this Report, provide Staff with documentation that its procedures have been modified to ensure that federal officials are contacted at both their local and Washington offices.	Within 90 days of Report Issue	At the onset of an event, Government Relations will notify both the Federal and local district offices.
19. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should, within 30 days of the issuance of this Report, redesign its website so that access to the outage reporting feature is in a prominent location on its website home page.	Within 30 days of Report Issue	The Company expects this redesign to be completed by April 1, 2007.
21. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should redesign its website so that heat wave and cold weather specific information is not subsumed in the "storm central" pages.	To be completed by 4/1/2007	The Company expects to complete this recommendation by April 1, 2007.
26. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should reassess its denial of the claims for fuel reimbursement, and, within 30 days of the issuance of this Staff Report, reimburse these customers for the cost of the fuel used to run the generators, if such operations were at the request of the Company. The Company should immediately thereafter advise Staff of its compliance.	Within 30 days of Report Issue	The Company is in the process of reimbursing that customer for fuel costs.
28. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should instruct its Representatives, within 30 days of the issuance of this Report, not to make assurances to consumers concerning payment of claims, except to the extent those Representatives are the decision-makers and will ensure	Within 30 days of Report issue COMPLETE	This action has been completed and all customer service representatives have already been instructed in this regard.

that the claims decision they impart is carried out.		
40. RECOMMENDATION	MILESTONE	STATUS - PLAN
The Company should improve the capability of its Poly Voltage Load Flow Model to work on its secondary system, including accelerating its service demand estimator project. An emphasis needs to be given to developing in a systematic manner the data necessary to calibrate the model's expected secondary main section current flows with actual main section current flows at various network load levels.		Immediately after the LIC event, the company initiated a project to improve its Poly Voltage Load Flow Model and accelerated the Service Demand Estimating project. In order to apply the SDE feature to the secondary models, a pilot project was initiated for seven networks. The company will report on the progress of this project to staff by June 1, 2007..
49. RECOMMENDATION	MILESTONE	STATUS – PLAN
The Company should amend its requirements for its five-year inspection cycle to include a pressure test and dissolved gas-in-oil test for all transformers effective immediately.	Completed	The company amended its procedures to include pressure testing, as well as sampling of dissolved gases, for network transformers beginning in mid 2005.
51. RECOMMENDATION	MILESTONE	STATUS – PLAN
Con Edison should increase its reporting percentage for Remote Monitoring System units system-wide and become compliant with specification requirements of 95% functionality by December 31, 2007. The Company should submit within 90 days an analysis of the feasibility and cost for upgrading all Remote Monitoring System units the new third generation unit by 2010.	December 31, 2007 Report within 90 Days of Report Issue	Con Edison is improving the reporting rate of the RMS system through the following actions: 1. Replacement of station RMS receivers with new state of the art receivers. 2. Checking the feeders for non working RMS pick up coils and scheduling feeder outages to repair them. 3. Updating the indexing files to ensure matching between the transmitter's identifications and receivers. 4. Installation of third generation RMS transmitters. At the same time, we are studying whether 95% reporting rate should continue to be the standard.
58. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should analyze the feasibility and incremental costs, as well as other pertinent information, for accelerating the process to have a new substation in place within the network area as soon as possible. The Company should provide Staff with the results of the analysis within 90 days of issuance of this Staff Report.	Within 90 days of Report Issue	This study is presently in progress and the study will be completed by May 4, 2007.
63. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should develop a procedure for when and what minimum level of mutual assistance and contractor assistance should be used for each event level identified in its underground emergency plans and guidelines, similar to what is specified for an emergency overhead event. The Company should provide a copy of the procedure to Staff for its review within 90 days of this Report.	Within 90 days of Report Issue	The Company will develop a procedure by June 1, 2007.
64. RECOMMENDATION	MILESTONE	STATUS – PLAN
Con Edison should identify resources other utilities have that can assist it during underground emergency events and advise Staff of its findings within 90 days of this Report	Within 90 days of Report Issue	The Company will develop a procedure by June 1, 2007.

66. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison should identify and implement measures to improve and increase participation in the various demand reduction and energy efficiency programs available throughout its service territory. The Company should provide Staff, within 90 days of issuance of this Report, with its plans for improving and increasing such participation	June 1, 2007	The Company is implementing several recommendations from a recent collaborative on DSM programs. In addition, since the SCR program has significantly more MWs enrolled than other programs, Con Edison is working with the NYISO to: • Identify and map all the EDRP and SCR suppliers to their assigned NYC Load Pocket. • Develop and integrate software changes for the NYISO notification and communication system • Develop new procedures for operations to use in order to target specific load areas. The Company's plans to increase participation will be provided to Staff within 90 days.

67. RECOMMENDATION	MILESTONE	STATUS – PLAN
Con Edison should develop a method(s) to understand and identify better demand reduction opportunities, including details on specific customer classes, locations, and timing, and to differentiate between voluntary load reductions and losses of load due to loss of service. The approach developed should have sufficient granularity to allow load reduction (or demand response) resources to be dispatched on a network-by-network basis and to develop an operating protocol that would allow the demand response resources under the control of the NYISO to also be dispatchable on a network basis within Zone J. The Company should provide Staff, within 90 days of this Report, with a report of the method(s) identified.	Within 90 days of Report Issue	The capability to target demand response on a sub-zonal basis will require a NYISO tariff change, a protocol is insufficient to change the NYISO process. The Company has taken the initiative to discuss various proposals with the NYISO staff and market participant stakeholders at several working group meetings. Because the Company was unable to obtain NYISO support of a program that would call individual network by network responses, a compromise was made to call smaller sections of demand response based on the eight NYC load pockets. This is consistent with the NYISO dispatch of generation resources for NYC. The current proposal would target both of the NYISO emergency programs, Special Case Resources (SCR) and Emergency Demand Response (EDRP). In the working group meetings, the Demand Response sector has initially opposed including the SCR program because it is mandatory and failure to respond results in financial penalties. The SCR program has significantly more MW enrolled than the EDRP program and also has better performance. Other sectors and the NYISO staff have provided supporting comments at the working group meetings. Con Edison is working with the NYISO to: • Identify and map all the EDRP and SCR suppliers to their assigned NYC Load Pocket. • Develop and integrate software changes for the NYISO notification and communication system • Develop new procedures for operations to use for the

		targeted program The governance schedule for approval of this proposal is a vote at the March 3rd BIC, followed by a March 20th MC. With committee approval, this proposal can then be submitted for NYISO Board of Director approval in early April with a FERC filing made in the same month. With this schedule, the targeted demand response program can be in place by the summer of 2007.
68. RECOMMENDATION	MILESTONE	STATUS - PLAN
To address customer's comments that mobile generators physically arrived, but the actual connections of the units were delayed and also the problem that, in some instances, generators were not sized properly, the Company should perform a review and modification of its internal Company procedures and corporate instructions relating to emergency mobile generators to ensure that they contain quality control processes by which the Company, or the contracted mobile generator vendor, will verify mobile generator connections and proper operation during an event. The Company should report the review and modifications to Staff within 90 days of issuance this Report.	Within 90 days of Report Issue	Corporate Instruction #330-8 (Emergency Mobile Generators – Community Facility Support) is currently being evaluated for further development. This will be completed by May 4, 2007.
69. RECOMMENDATION	MILESTONE	STATUS - PLAN
To address the issue of availability of mobile generators during the peak summer months, when the risk of generator non-availability is the highest, Con Edison should perform a cost/benefit analysis of owning a greater number of mobile generators and positioning them in strategic locations in its service territory. This analysis should investigate increasing the Company's on-hand emergency generator fleet and the use of emergency generators to provide load-pocket reinforcement when emergency network equipment ratings could be exceeded if operating conditions were to exceed the second contingency network design criteria. The results of the cost/benefit analysis should be provided to Staff within 90 days of the issuance of this Report.	Within 90 days of Report Issue	The company has established new contracts with generator vendors, which gives the company the option to pre-stage equipment in Con Edison yards for expedited dispatching, where this equipment would be at Company facilities. In addition, the contracts provides the Company the "right of first refusal" when the vendor has a dispatch request outside of Con Edison. A cost benefit analysis will be completed by May 4, 2007.
70. RECOMMENDATION	MILESTONE	STATUS - PLAN
Con Edison needs to re-assess its connection capabilities for its mobile generators so they are more flexible throughout the entire Company service territory.		A project has been initiated to use a DC-Link for interconnection directly into a network.

Attachment C

Other Actions the Company has Initiated to Enhance Reliability of the LIC Network Prior to Summer 2007

LIC Summer Preparation	MILESTONE	STATUS - PLAN
Pre-summer Reinforcement	June 1, 2007	Reinforcement work is currently in progress to increase the design capability in the Long Island City Network to 406MW's prior to the summer 2007. This includes the following reinforcement work: • Ten (10) feeders have been identified for load relief. These feeders will be reinforced with the installation of 76 primary sections and new conduit. • Nine (9) new transformers will be added to the secondary network. • Five (5) transformers will be replaced with new transformers with a higher rating. • There will be 98 new sections of secondary cable installed associated with the 14 transformers noted above. • There will be 221 new secondary mains reinforced based on analysis.
PILC Removal Program	June 1, 2007	In order to improve the LIC network overall reliability the company is in the process of removing 24 2W1W stop joints from the 24 primary feeders. This will include the installation of 105 new sections for removed PILC sections. An eighth backbone feeder (1Q20) is being established, which includes the removal of an additional 51 sections of PILC. Additionally, a new reactor has been installed on 1Q09.
LIC Internal Report ACTION 3A	MILESTONE	STATUS – PLAN
Establish two new feeders in the LIC network by summer 2007.	COMPLETED	Two additional new feeders (Feeders 1Q25 and 1Q24) have been established in the LIC Network. There are now 24 available feeders.

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Other Actions the Company has Initiated to Enhance Reliability of the LIC Network Prior to Summer 2007

Investigation Committee Report RECOMMENDATION 1 – RATINGS & LOAD CYCLES	MILESTONE	STATUS – PLAN
Utilize available breaker positions at the North Queens substation to establish new feeders to reduce the average normal and emergency feeder loading and improve diversity on the Long Island City network	COMPLETED	This recommendation is complete.

LIC Internal Report ACTION 4A	MILESTONE	STATUS – PLAN
The system used to monitor transformer loads and temperatures will be enhanced to more quickly identify units that are highly loaded or projected to become highly loaded in order to better support the dispatch and coordination of crews for supplemental cooling. Units identified will be prioritized so that crews can be dispatched for supplemental cooling. This enhanced transformer loading and prioritization system will be ready by the summer 2007.	June 1, 2007	The steps required to enhance the application have been identified and are being implemented to be completed by June 1, 2007.
Investigation Committee Report RECOMMENDATION 6 A	MILESTONE	STATUS – PLAN
Consider reducing the action-threshold which identified the specific points that transformers are to be cooled.	June 1, 2007	EO-4095 has been revised to identify transformers for cooling. The final specification shall be issued by June 1, 2007
Investigation Committee Report RECOMMENDATION 6 C		
Train additional field crews who can supplement crews normally assigned to cooling transformers. Use the Long Island City network event as a guide to determine staffing levels to ensure cooling can begin early enough to prevent transformer overheating. Consider a three hour period until a study can be performed to identify a suitable timeframe.	June 1, 2007	Additional crews have been trained and more cooling kits are being procured. This recommendation shall be completed by June 1, 2007
LIC Internal Recommendation ACTION 4B	MILESTONE	STATUS - PLAN
Prior to each summer period, refresher training on transformer cooling will be given to all supplemental cooling crews who will be self sufficient in cooling operations. The first refresher training will be given to all supplemental cooling crews by June 1, 2007.	June 1, 2007	Draft OJT has been developed providing information on training provided for transformer cooling (flooding of vaults), including lesson plan. Listing by job title of all personnel that are or should be used as self sufficient supplemental cooling crews has been developed. Refresher training to all supplemental cooling crews shall be provided at the Learning Center. This recommendation shall be completed by June 1, 2007.
LIC Internal Recommendation ACTION 4C	MILESTONE	STATUS - PLAN
Cooling kits containing the necessary material to perform transformer-cooling operations will be assembled and maintained at each employee dispatch location by June 1, 2007.	June 1, 2007	Cooling kit material list has been provided. The process for hydrant key access is being evaluated. 100 sample kits have been ordered and locations are being identified to assemble and maintain these kits This recommendation shall be completed by June 1, 2007.

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Other Actions the Company has Initiated to Enhance Reliability of the LIC Network Prior to Summer 2007

LIC Internal Report ACTION 7A	MILESTONE	STATUS - PLAN
Complete the retrofit of the nine remaining network feeder breakers at North Queens substation to the new rack-out circuit breaker design. Also, test and certify the associated ground and test devices to be used during feeder processing. This work is scheduled for completion before the summer of 2007.	June 1, 2007	This recommendation is in progress and is scheduled to be completed by June 1, 2007. 24 of 24 network breaker positions have been retrofitted at the North Queens substation. This includes a new breaker position established for feeder 1Q25. 22 of 24 retrofitted network breaker positions have been certified for G&T usage Bus Section 3S: 2/18 -2/23 Scheduled (2)

Investigation Committee RECOMMENDATION 29 A – Expedited Restorations	MILESTONE	STATUS - PLAN
Review criteria outlined in System Operations procedure SO11-5-9 and provide specific instruction regarding closing feeder breakers on underground feeders that have positive indicators of faulted conductors. Criteria should restrict this practice except for extreme emergencies.	COMPLETED	System Operation procedure SO 11-5 has been updated to provide guidance to use Power Quality data as part of the analysis before attempting to restore a feeder following an automatic operation during an extreme emergency. Revised procedure has been issued.
Investigation Committee RECOMMENDATION 29 B - Expedited Restorations	MILESTONE	STATUS – PLAN
Repair decisions for expedited feeder restoration should include consideration of all outstanding isolated cable.	May 1, 2007	The recommendation is being reviewed by the Control Center Managers in order to develop the best method to implement the same and is scheduled to be completed by May 1, 2007.
Investigation Committee RECOMMENDATION 29 C – Expedited Restorations	MILESTONE	STATUS – PLAN
The action of closing in breakers without following the standard feeder restoration process should be thoroughly reviewed. If considered for future use, specific procedures on when such actions can take place should be well defined.	COMPLETED	System Operation procedure SO 11-5 has been updated to provide guidance to follow standard bus section switching when attempting to rapidly restore a bus section following a bus section trip-out. A revised procedure has been issued. Distribution Engineering is currently updating feeder restoration procedures.

LIC Internal Recommendation ACTION 9A	MILESTONE	STATUS – PLAN
Develop additional visual operational tools to provide operators with the information necessary to take the most appropriate action in a given situation. The work is scheduled for completion by the summer of 2007.	June 1, 2007	Immediately after the event, the Company began developing visualization tools to provide the overall status of the primary feeders and transformers to the operators. The tool shall be implemented by June 1, 2007.

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Other Actions the Company has Initiated to Enhance Reliability of the LIC Network Prior to Summer 2007

LIC Internal Recommendation ACTION 10A	MILESTONE	STATUS – PLAN
Develop information systems to help operators better determine the results of demand response actions on a real time basis. These information systems will be developed by summer of 2007.	June 1, 2007	A visual tool is being developed in response to this recommendation. 5% and 8% voltage reduction matrix for all 57 networks have been developed. Marketing & Sales has begun identifying large customers and EDRP, SCR, DLRP & DLC for each network. IR is working to integrate this tool into existing alarm functions. The forecasted data by network is being refined to develop a temperature variable.
LIC Internal Recommendation ACTION 10B :	MILESTONE	STATUS - PLAN
Establish a Demand Response position within the Distribution Engineering Command Post and CERC. Appropriate individuals will be identified and trained and associated procedures will be revised by December 31, 2006.	COMPLETED	A Demand Response position within the Distribution Engineering Command Post and CERC has been established and the Operating Guide issued. This item is completed.

LIC Internal Recommendation ACTION 11A	MILESTONE	STATUS - PLAN
Hold an inter-utility conference with the various mutual groups to discuss underground assistance. The conference should focus on reaching a mutual agreement that would outline terms and conditions of mutual assistance for underground network support during emergencies. The inter-utility conference will be held by March 31, 2007.	COMPLETED	On December 6-7, 2006, Con Edison hosted the first EEI underground mutual aid conference in NYC. The conference communicated the lessons learned from the Long Island City event and the significant role that mutual aid contributed during that event. Further, Con Edison discussed the lessons learned derived specifically from utilizing underground mutual aid crews. These lessons learned included; acquisition and logistic strategies associated with mutual aid as well as issues more fundamental to completing underground tasks like work tools and work practices. The more than 20 participating companies agreed that the existing EEI agreement was broad enough to include underground mutual aid in addition to overhead mutual aid. The participating companies agreed that existing resources and work practices needed to be further identified for each utility. Additionally, the participating utilities agreed that we needed to further evaluate how we would efficiently invoke mutual aid requests since the companies were spread throughout the United States. Accordingly, as a follow up to the conference discussion, Con Edison will be giving a presentation and facilitating a discussion at the annual EEI mutual aid meeting (Feb 21-23, 2007) to further define the process to acquire underground resources and determine how to best capture the capabilities of each participating company.

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Other Actions the Company has Initiated to Enhance Reliability of the LIC Network Prior to Summer 2007

LIC Internal Recommendation ACTION 11B	MILESTONE	STATUS - PLAN
Create a contact list of utilities that have skilled underground employees, as currently exists for the skilled overhead mutual assistance crews, for future planning discussions and response needs. The utility contact list will be developed by April 30, 2007.	April 30, 2007	The contact information utilized for the LIC underground network survey of National Grid, Exelon, Detroit Edison, PECO, PHI and Entergy and a list of contacts from the Underground Mutual Aid Meeting has been developed. A matrix to define the UG skill sets available / establish common nomenclature shall be developed and the consolidated contact information shall be posted on intranet/storm website. This recommendation is on schedule to be completed by April 30, 2007

LIC Internal Recommendation ACTION 12B	MILESTONE	STATUS – PLAN
By summer 2007, we expect to develop and put in place a map-based graphics tool that will display the status of secondary network components and the locations of reported electrical problems.	June 1, 2007	A real time visual tool overlaying the outage and secondary tickets with the transformers status is being developed. The application shall be implemented by June 1, 2007

LIC Internal Recommendation ACTION 13A	MILESTONE	STATUS – PLAN
To reduce the possibility of customers receiving busy signals, increase the number of telephone lines into the Con Edison call system from approximately 400 to 650. This will be completed by the end of 2006.	COMPLETED	As of 11/1/06, there are 759 telephone lines into the Con Edison call system.
LIC Internal Recommendation ACTION 13B	MILESTONE	STATUS – PLAN
Improve the interactive automated system for customers to report electrical outages. This has been completed. The new system requires about 90 seconds reporting an electrical outage.	COMPLETED	Completed as of September 21, 2006 .Decreased time required to report an emergency using the VRU Emergency Application from 3 minutes to 90 seconds.
Investigation Committee RECOMMENDATION 9A – Customer Calls	MILESTONE	STATUS – PLAN
Develop and implement customer awareness programs to increase outage calls from interrupted customers served by networks.		Ongoing Process Customer Operations will fully utilize medium to inform customers about the service restoration process during emergency events, the importance of contacting Con Edison during outages, the claims process and food spoilage. To date Customer Operations included articles in *Customer News* (September/October 2006 edition and November/December 2006 edition) and *Spotlight* (Winter 2006) edition to inform customers about the process for service restoration during emergency events and to stress

		the importance of contacting Con Edison if they lose power. From September to November, Customer Outreach Advocates gave presentations at various community events during which they discussed the importance of contact the company to report power problems. ▪ September - 13 presentations ▪ October - 8 presentations ▪ November – 8 presentations Outreach is developing a new Storm Brochure that provides customers with comprehensive information that ranges from calling to advise the Company about power problems to the claim procedure. The brochure is currently being reviewed by Corporate Communications. Customer Operations will continue to work with Corporate Communication to update the website during emergency events. During events, the Con Edison website will feature the overall recovery and service restoration effort, including the estimated time for overall service restoration. The website will also feature the location and hours of availability of Outreach advocates and ice distribution. ▪ This was utilized during the July 2006 LIC network event. In addition, Customer Operations will work with Corporate Communication to include outage information in advertisements similar to the current radio campaign encouraging customers to call 1-800-752-6633 (1-800-75CONED) to report power problems. Walk-in Centers will be equipped with tabletop signs and pull ups encouraging customers to contact us to report power problems.
Investigation Committee RECOMMENDATION 9C	MILESTONE	STATUS - PLAN
Revise voice scripts to reduce the likelihood of inferring to network customers that Con Edison is aware of their service problem. State explicitly that Con Edison needs their specific information to ensure timely restoration of service.		Customer Operations began reviewing and making changes to telephone system messages in August 2006 when we eliminated the term “voltage reduction” from telephone system messages.

		In early October 2006, Customer Operations reviewed the existing telephone system messages and announcements. We also developed new messages to ensure that messages are clear and to eliminate redundancy. ▪ Review Existing Messages – Completed 10/6/06 ▪ Develop New Messages – Completed 10/21/06 ▪ Review New Messages with Outreach – Completed November 2006 By December 2006, all telephone system messages were professionally recorded and installed in the automated system. ▪ Translate New Messages – Completed 12/18/06 ▪ Professionally Record New Messages in English and Spanish – Completed 12/18/06
Investigation Committee RECOMMENDATION 9E	MILESTONE	STATUS – PLAN
During period of network trouble, include trouble calls from third parties (NYPD, OEM, and FDNY) in the analysis of secondary mains trouble.		Secondary trouble analysis has been modified to incorporate into its analysis, 3rd party generated trouble tickets. Process is to include trouble analysis interfacing with the Control Center CCT Team during ICS events to prioritize work.

LIC Internal Recommendation ACTION 14A :	MILESTONE	STATUS – PLAN
Develop a modified plan to manage a severe heat event. This plan was already being developed prior to the LIC incident and will be completed before next summer. A tabletop drill will be held by the summer, 2007.	June 1, 2007	Severe Heat CERC Implementation Steps (complete by date indicated) Step 1: Identify Severe Heat CERC Committee and hold first meeting: Completed, 11/9/06 Step 2: Set Severe Heat Mobilization Criteria – Completed, Step 3: Set new full-scale (CERC) Organization chart with names – Completed, 2.7/07 Step 4: Revise Position Guides – 03/05/07; this is 80% completed as of 02/07/07 Step 5: Meet with Key groups to review position guides – 03/28/07 Step 6: Assure new CERC members train to at least Basic

		ICS (on-line class) – 04/09/07 Step 7: Meet with new Incident Management Assist Team – by 04/16/07 (Completed, 02/08/07) Step 8: Revise CI-260-4 – 04/20/07 Step 9: CIG to create new CERC 3 & 4 Severe Heat Mobilization list – 05/02/07 Step 10: Hold table top drill with key Severe Heat Players, hold debrief – 05/9/07 Step 11: E-mail reminder that a Severe Heat Full-Scale Incident could occur – 05/14/07

LIC Internal Recommendation ACTION 15A :	MILESTONE	STATUS - PLAN
Customer Outreach will maximize the use of Con Edison publications such as *Customer News* and *Spotlight* to inform customers about the process for service restoration during emergency events and to stress the importance of contacting Con Edison if they lose power. Information about the claims procedure and food spoilage will also be included. Outreach presentations to customers, community groups, and others also will include outage information. Our enhanced outreach program has already begun and the entire enhanced outreach effort will be completed by the summer, 2007.	June 1, 2007	To date Customer Operations included articles in *Customer News* (September/October 2006 edition and November/December 2006 edition) and *Spotlight* (Winter 2006) edition to inform customers about the process for service restoration during emergency events and to stress the importance of contacting Con Edison if they lose power. From September to November, Customer Outreach Advocates gave presentations at various community events during which they discussed the importance of contact the company to report power problems. ▪ September - 13 presentations ▪ October - 8 presentations ▪ November – 8 presentations
LIC Internal Recommendation ACTION 15B :	MILESTONE	STATUS - PLAN
Equip an additional two Outreach vans for use in multiple locations at the same time, which will increase the total number of outreach vans to three by the summer, 2007.	June 1, 2007	The first of the 2 new vehicles was completed in January. Construction of chassis of the second vehicle is expected to begin by March 1st with delivery to Con Edison by June 1st, 2007.

Attachment C

Other Actions the Company has Initiated to Enhance Reliability of the LIC Network Prior to Summer 2007

LIC Internal Recommendation ACTION 16A:	MILESTONE	STATUS - PLAN
Study advancing the in-service date for the new area station based on enhanced reliability to customers in the area by the summer, 2007.	June 1, 2007	Completed the present worth evaluation of revenue requirements (PW of RR) for the establishment of the Newtown substation in 2011 and 2013. The “advanced” service date of 2011 is the earliest feasible service date, as indicated by Central Engineering. The 2013 service date is required for the North Queens substation load relief. The results of this study are being evaluated.