



**conEdison**

**Westchester County Severe  
Wind and Rain Storm  
January 18 - 22, 2006**

**Report of Consolidated Edison Company of New York, Inc.  
Event Preparation, Recovery, and Communication**

**March 23, 2006**

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# ***Westchester County Rain/Wind Storm: January 18-22, 2006***

## **I. January 18, 2006 Weather Conditions and System Impact**

On Tuesday evening, January 17<sup>th</sup>, as light rain began and maximum winds were in the 15-20 mph range, system conditions were normal. There were no customer outages and one feeder had been taken out of service to replace a defective section of cable and replace a potential transformer.<sup>1</sup> The Company's weather service predicted increased winds through the night with the windiest and gustiest period expected Wednesday afternoon, however, at that time, the expectation was for frequent gusts to remain at or below 30 mph. (See Attachment 1 - composite forecast)

On Wednesday morning January 18, the forecast called for 20-30 mph sustained winds with frequent gusts as high as 30-35 mph starting at 6 AM through 12 PM with significant gusts through midnight. Actual sustained winds for the period from 6 AM on Wednesday through approximately midnight were registered at 25-30 mph, with peak wind speeds of 55-65 exceeding the forecasted gusts by 20 mph and causing extreme damage throughout Westchester County. Rain began late on Tuesday night and became heavy at times Wednesday morning before tapering off in mid-afternoon for a total accumulation of about 1.5 inches.<sup>2</sup>

This storm ushered in an extreme temperature change of about 30 degrees up to the low 60's and caused significant damage in the form of uprooted trees. It is conjectured that the rain and a change in soil temperatures caused muddy, softened ground that

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<sup>1</sup> Feeder 8W83 was taken out of service on January 17<sup>th</sup> at 1724 hrs to transfer load to 8W62 and 8W68, replace a defective section of cable, and replace a potential transformer. This feeder does not supply an auto-loop.

<sup>2</sup> The weather data is from Con Edison's weather services provider, Fleet Weather, and from Con Edison's weather station in Rye, New York.

further compromised tree root stability that had been weakened during a snow and high-wind storm just three days earlier.<sup>3</sup>

The overhead system sustained severe damages due, in large part, to uprooted trees and downed tree limbs. Falling trees and limbs damaged primary and secondary wires, poles and transformers. The damage was as follows:

Primary wires down (spans) -	1,170
Secondary wires down (spans) -	782
Service wires down -	462
Poles damaged or down -	148
Transformers damaged -	98
Transformer oil spills -	36

A total of 61,486 customers, including about 2,500 customers affected by a subsequent wind storm on the night of January 21<sup>st</sup>, lost power throughout the event.<sup>4</sup>

## **II. Event Classification and Readiness**

On Tuesday, January 17, Bronx / Westchester Electric Operations conducted a pre-storm meeting at 7 PM to discuss the current weather forecast and event classification. Based upon the forecasted weather, a level 1 storm classification was declared through 7AM on Wednesday. At 7 AM on Wednesday, after review of the 5 AM weather forecast and the onset of customer outages, still less than 1,000 customers out of service, we initiated an automated notification to all key personnel and established an Incident Command Structure to coordinate the recovery effort with a 7:30 AM mobilization meeting and a declaration of a level 2A response. Based upon increased customer outages, actual wind readings and field reports regarding damage, we

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<sup>3</sup> During the overnight hours from late night January 14 through the early morning hours of January 15, the region experienced a snow and wind storm in which the wind gusted frequently to 40-45 mph and the maximum wind reached 50-60 mph.

<sup>4</sup> This total includes 2,508 customer outages in The Bronx.

increased our response levels to 2C and then to 3A by 1 PM on Wednesday. (See Attachment 2 - Storm Classification Matrix)

### **III. Service Restoration**

In a full-scale storm emergency mobilization, our plan is to utilize our Control Center Operations to perform the vital public safety function of clearing downed wires. This generally requires 24-48 hours, and we restore customers during this process via short interval switching operations. During that time frame, our Damage Assessment and Trouble Analysis sections evaluate unidentified wires down and customer outages to prioritize jobs for both Control Center and Restoration Operations.

During the first several hours of the storm, our restoration and public safety efforts were impeded somewhat by downed trees blocking roadways and access and the effect of high winds on the safe operation of overhead equipment. As weather conditions permitted, field operations crews were dispatched to respond to municipal agency reports in addition to customer reports of outages and equipment damage. Field Inspectors also assessed damage to the electrical infrastructure. The early assessment allowed the Incident Command team to establish aggressive restoration goals in an effort to get power restored as quickly as possible.

#### **A. Restoration Priorities**

The initial priority was to clear downed wires that were both a safety concern and an impediment to street access. Burning wires or wires down were cut and cleared to eliminate hazards, and repairs were made to allow partial service restorations. There were no public or employee injuries or accidents directly related to this storm. Upon clearing the reported 34 major roadways blocked by fallen trees and power lines,<sup>5</sup>

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<sup>5</sup> As part of our plan, the Municipal desk managed requests in response to wires down reported by municipalities. They sought to prioritize these requests by determining if fire equipment was standing by or if major roadways were impacted. Tree removal was a mutual effort both by Con Edison-managed resources and by municipal agencies. Our crews responded to municipal requests, and we sought municipal help to facilitate tree removal when fallen trees restricted access.

restoration efforts were shifted to restore power to 17 schools in various municipalities to ensure their opening by Monday. Mobile generators were provided to support a water pumping facility in Yonkers and a Psychiatric Center in Rye.<sup>6</sup> Following that, priorities continued with repairs to affected distribution feeders, primary lines and spurs to restore the largest customer blocks and then transformers, secondary circuits, and individual services.

A total of 61,486 customers, including 2,500 customers affected by an subsequent wind storm on the night of January 21<sup>st</sup>, lost power throughout the event. By midnight Wednesday, January 18<sup>th</sup>, 39,309 or 64% of the customers were restored to service. By midnight Thursday, January 19<sup>th</sup>, 53,904 or 88% of the customers were restored to service. By midnight Friday, January 20<sup>th</sup>, 48 hours after the storm ended, 58,695 or 95.5% of the customers were restored to service. The remaining 2,791 customers representing over 1,200 cases of trouble were restored by mid-afternoon January 22, 2006. (See Attachment 3 – Customers Out By Hour)

## **B. Con Edison Personnel Mobilization & Responsibilities**

On Tuesday, January 17, Bronx / Westchester Electric Operations conducted a pre-storm meeting at 7 PM to discuss the current weather forecast and event classification. A level 1 storm classification was declared through 7AM on Wednesday. At 7 AM on Wednesday morning, January 18th, an automated message was sent to all Bronx / Westchester key response personnel to mobilize the full Emergency Response Organization. The Incident Command structure was enacted at that time to coordinate the recovery effort, and an organization chart developed and distributed. (See Attachment 4 – Organization Chart (names of personnel assigned to each position are redacted) At 7:30 AM, following a mobilization meeting, a level 2A response, which invoked most elements of Con Edison’s storm response plan, was declared. At 9 AM, a conference call was held among incident command personnel. During the morning

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<sup>6</sup> A mobile generator was dispatched and connected at a Yonkers water pumping station. Internal customer-owned high-tension equipment was defective and could not be used to swap to an alternate supply. A mobile generator was dispatched and connected at the Rye Psychiatric Center. Customer representatives managed the generator utilization.

hours on January 18<sup>th</sup>, as the storm classification was increased, the Incident Commander redeployed Bronx / Westchester field crews from normal work to mobilize to, and in some areas over, the levels indicated in the Comprehensive Emergency Response Program Plan. Field crewing at the beginning of the windstorm, 7 AM, was as follows:

<b>Bronx Westchester Region</b>	
Overhead Construction	35
Troubleshooters	16
Installation and Apparatus	25
Flush	6
Underground Construction	23
Cable	6
Underground Residential	3
FOD	6.5
Ladder Line (service crews)	16
Line Clearance	26
Company overhead contractors	
Hawkeye (B/W)	5

Field personnel were assigned to 16-hour shifts while office support worked 12-hour shifts. The Electric Distribution Command Post opened at 2:00 PM and assisted with the allocation of crewing and support personnel among the regions and requests for Mutual Assistance from other utilities. As the storm continued and restoration actions accelerated, the Incident Commander placed requests for other Company Overhead crews, Troubleshooters, Ladder Line crews, Damage Assessors, Feeder Patrollers, Site Safety Representatives, Line Clearance crews and Contractor crews. By the end of the day on January 18<sup>th</sup>, Company crews from all of the operating regions were responding to the outages in Westchester County.

Troubleshooters cleared hazardous wire down conditions, made areas safe, cleared blocked arteries and performed switching operations as directed by the Control Center Operating Authority to facilitate service restoration. Line Clearance crews undertook all tree clearing from the lines to allow the restoration crews to re-install poles, lines and

equipment for service restoration. Company Overhead crews and non-company crews were used for major reconstruction.

Damage Assessors were dispatched to all areas with reports of wires down and to areas required by the Trouble Analysis Unit based on reports of equipment damage and service outages. Follow-up feeder patrols were dispatched to identify additional equipment damage. Site Safety Representatives were deployed to wires down and other potential unsafe sites to ensure the safety of the public and to relieve municipal emergency services.

### **C. Outside Aid**

A New York Mutual Assistance Group (NYMAG) conference call was held at 10:30 AM on Wednesday to determine the windstorm impacts on each member utility and the availability of outside assistance if needed. At that time, the only NYMAG member who was minimally affected and could release crews was National Grid. At approximately 3 PM, the Incident Commander requested Non-Company Mutual Assistance crews, and National Grid mobilized crews. We continued to request additional support from utilities in New York and the Mid-Atlantic States via direct phone calls through Saturday. (See Attachment 5 – January 2006 Storm – Outside Support.) We utilized 205 Mutual Assistance crews, both utility employees and released contract crews, in total.

#### *Mutual Assistance Utility Overhead Crews*

Orange & Rockland	9
National Grid	35
AEP	25
PPL	12
Allegheny Power	11
Keyspan Energy	9
Central Hudson	10

*Mutual Assistance Overhead Contractor Releases*

1 <sup>st</sup> Energy - MYR (Harlan & The L.E. Myers Company)	40
PPL – Henkles & McCoy	33
Keyspan – Asplundh Construction	8
PEPCO – CW Wright	13

Experience Company personnel worked as Crew Guides, managing approximately 7 mutual assistance crews each. They met crews at our staging sites, assigned work, facilitated communications and switching operations, arranged material deliveries, and provided general technical support. Mutual assistance crews were provided meals and incidentals through the use of corporate emergency purchase cards.

Below is a breakdown of field crews that responded to the event. At peak, there were over 400 restoration crews (including Mutual Assistance Overhead, Line Clearance and Ladder Line) working around the clock.

*Total Con Edison and Outside Aid Field Crewing*

Company overhead	
---Bronx/Westchester	43
---Brooklyn/Queens	20
---Staten Island	12
---Transmission	2
---Underground Residential	3
Company overhead contractors	
---Hawkeye (B/W)	5
---Welsbach (B/Q)	6
Mutual Assistance overhead (see “Outside Aid” section for breakdown)	205
Troubleshooters	35
Ladder Line (service crews)	
---Bronx/Westchester	44
---Brooklyn/Queens	34
---Manhattan	29
Line Clearance (Asplundh–B/W, Baltimore & Long Island)	45
Damage Assessors	200
Site Safety Representatives	500

## **IV. Support Services**

### **A. Logistics**

The Logistics Section was mobilized in accordance with the Company's plan when the event was classified 2C, and provided direct on-site support, including 24-hour stores and garage operations, throughout the restoration activities. Logistical support included coordination of adequate fuel supplies, stores support, trucking support and field deliveries of poles, wires, transformers and other materials. To support communications with and deployment of Mutual Assistance crews, who began to arrive on January 19<sup>th</sup>, the Company's Command Bus was stationed beginning on January 19<sup>th</sup> at the parking lot assembly area of the hotel where most of the Mutual Assistance crews were lodged.

Three dry-ice distribution locations were secured for three days (Cortlandt Town Center, Cross County Shopping Center in Yonkers, and Wykagyl Shopping Center in New Rochelle).<sup>7</sup> This information was made available to customers via local media (statements issued to WHUD radio, Cable News 12, and the Journal News) or by calling the Customer Service '800' number. Distribution began at 7 AM on Friday, January 20<sup>th</sup>, and all requests for dry ice were satisfied. Approximately 1,000 pounds of dry ice were distributed.

Our Hotel/Food Unit Leader provided accommodations (1,300 rooms were secured) for restoration field forces and Crew Guides at several hotels in Westchester and nearby in Connecticut. Crew Guides were advanced emergency petty cash and procurement cards to supply meals and other essentials to the Mutual Assistance crews.

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<sup>7</sup> These locations were chosen because New Rochelle had the highest customer count and was the area most affected, New Castle was centrally located to the outages in the north, and Yonkers was centrally located in the west and south.

## **V. Communications**

### **A. Internal**

The Incident Commander's status reports were transmitted to all key personnel involved in the restoration effort as well as the Electric Distribution Command Post, Senior Officers, and Managers in the Company. Conference call briefings were held every four hours with all restoration and support organizations.

### **B. Municipal Contacts**

The Municipal Contact Group was immediately established with dedicated phone lines for all municipal officials. The Municipal group processed 493 municipal trouble tickets and updated municipal officials on the progress of the restoration efforts.

Liaisons were dispatched directly to the Westchester County Office of Emergency Management Emergency Operations Center and to the County Fire Department Central Dispatch center by midday Wednesday. These liaisons were onsite around the clock and were able to provide timely updates to County officials and to assist in the prioritization of areas of safety concerns.

### **C. Media Contacts**

The Information Officer had Westchester Public Affairs staff available 24 hours a day from Wednesday through Sunday and communicated with public officials throughout the event. Their contacts with public officials are provided in Attachment 6.

The Information Officer maintained contact with and provided updates to local media including cable television's News 12 Westchester, the Journal News and several municipal weeklies. The media relations phone was staffed 24 hours a day throughout the event, and media staff at 4 Irving Place responded to all print, radio, television, and wire service inquiries throughout the event. (See Attachment 7 – Media Contacts). A press conference was held on Friday, January 20<sup>th</sup>, with the County Executive, and

Channels 2, 5, 9, 11, Cable 12, the Journal News and a New York Times photographer were present. Statements describing the restoration efforts were released on Wednesday, January 18<sup>th</sup> and Thursday, January 19<sup>th</sup>. Both press releases were posted on the corporate website. Media continued to be updated on restoration efforts throughout the weekend. (See Attachment 8 – Media Statement)

## **D. Customer Contacts**

### **1. Background and Introduction**

Con Edison has a virtual call center. Telephone traffic is monitored in a control center environment by our Communications Management Group (CMG) which also monitors the status of inbound telephone lines (T1s) from Sprint and Verizon, prepares call center reports, participates in Incident Command Conference calls, updates messages on our inbound telephone system, provides outage information to Customer Service Representatives (CSRs) and management, monitors and updates the forecasting and scheduling, reporting and other systems, and ensures that Life Sustaining Equipment and Medical Hardship condition customers are contacted. CMG has a rotating staff of seven management employees and one weekly employee who carry out this activity.

LSE and Medical Hardship customers are routinely contacted when reports indicate that they are out of service and when it is anticipated or events indicate there appear to be widespread outages, CMG management will activate outbound calls to all of the LSE and Medical Hardship customers in a borough, county or system wide. We started this process by use of an outbound interactive voice response unit call to Westchester LSE customers at 7:55 AM on January 18<sup>th</sup>.

In addition to participating in the Incident Command conference calls, CMG participates in conference calls hosted by the Distribution Engineering Command Post (DECP) and Customer Operations staff's representation in the Incident Command System Center (ICS) and DECP. The purpose is to ensure that timely information is received and communicated to Customer Service Representatives who interact with customers and

updated on the telephone system. For this storm, representatives from our Bronx/Westchester Call Center were on site in the ICS and CMG participated in the conference calls.

CMG monitors in real time the queues of gas, steam, and electric emergency calls, bilingual calls and the other calls we receive according to type as indicated by the customer, e.g. senior direct. Based on the level and wait for calls in our emergency queues, CMG activates 'storm mode' which advises that many of our customers are experiencing outages, priority is given to those calls and asks callers to call at another time for customer service and billing questions. This turns virtually all of our representatives into emergency representatives compared to a small number dedicated to these emergency activities for a routine day. 'Storm mode' was activated on 41 different occasions from the 18<sup>th</sup> to the 20<sup>th</sup> with the first instance at 8:20 AM on January 18<sup>th</sup>.

In addition to putting our call center CSRs on an emergency footing, we supported the site safety and trouble analysis activities with over 300 employees from Customer Operations. The following report discusses these efforts in greater detail.

## **2. Pre-Recorded Messages And Information Provided to CSRs**

### *a) Broadcast Messages On Telephone System*

Specific messages for emergency callers about area outages or restorations were placed on our telephone system beginning at about 7:10 AM on Wednesday until the last one was removed at 5:30 PM on Sunday. By Thursday January 19<sup>th</sup> at about 2:20 PM we started advising customers of the estimated restoration time for the event. The event status messages were updated 17 different times over the five days as conditions warranted.

### *b) Information Provided To CSRs Handling Customer Calls*

Starting around 7:14 AM on Wednesday, January 18th, our CSRs and supervisors were provided with 46 separate updates throughout the storm as to areas without service, event restoration status and efforts to restore service, what's required to restore service, dry ice distribution locations, etc. The last outage-related update went out at 5:21 PM Sunday, January 22<sup>nd</sup>, indicating that service to all customer outages from the Wednesday event had been restored.

A detailed chronology containing a synopsis of broadcast messages and notices to representatives is integrated together on the attachment. (See Attachment 9 – Chronology of Broadcast Messages and Information Provided to CSRs – January 18, 2006 to January 22, 2006)

To ensure that timely information was obtained and communicated to Customer Service Representatives who interact with customers and was updated on the telephone system, CMG monitored the Incident Commander's e-mailed event status updates that were issued every two hours, participated in conference calls hosted by the Incident Commander and the Distribution Engineering Command Post (DECP) and communicated with the Customer Operations staff who were assigned to the Incident Command System Center (ICS) and DECP throughout the event.

## **3. Telephone Calls**

### *a) Inbound Telephone Calls*

From Wednesday, January 18<sup>th</sup> through Sunday January 22<sup>nd</sup>, a total of 62,008 Electric Emergency calls were received, and we answered 94.7%. Almost 70% (69.6%) of the calls were answered within 30 seconds.

Over 18,000 trouble tickets were generated from customer calls. Following are the major types of tickets called in by our customers:

Wire down -	1,814
Service down -	938
Municipal -	452
No light -	10,141
Tree on wire -	1,330

For the same period, overall we received 311,806 calls and answered 93.4%. During business hours we answered 97.9% of calls received on Wednesday, 98.7% on Thursday and 97.2% on Friday.

*b) Outbound Telephone Calls*

To check the status of customers and assist in damage assessment, our CSRs also make outbound calls under the guidance of Electric Operations. On Thursday, 28 CSRs made 2,285 outbound calls. On Friday, 21 CSRs made 1281 calls and on Saturday, seven CSRs made 871 calls.

**4. Contact With Life Sustaining Equipment And Medical Hardship Customers**

Based on incoming call traffic, early indications were that the storm could impact a number of customers in Westchester and Staten Island, and our Communications Management Group initiated outbound calling to those customers utilizing an outbound interactive voice response service.

The outbound call refers to the severe weather and indicates that our records show there is life sustaining equipment in the premises, recommends that they go to a hospital, call 911 or make other arrangements to ensure the equipment remains operable, provides a priority toll free number to call to speak to a representative and recommends battery backup for the equipment.

- 7:55 AM activated outbound calls by voice response units to the 522 life sustaining equipment customers (LSE) in Westchester.
- 10:00 AM activated outbound calls by voice response units to the 304 medical hardship customers in Westchester.
- 11:30 AM activated outbound calls by voice response unit to the 394 LSE customers in Staten Island.
- 12:57 PM activated outbound calls by VRU to the 414 medical hardship customers in Staten Island.
- CSRs called three Queens LSE and five Queens medical hardship accounts specific to outage areas.

## **5. Staffing Levels And Activated Positions**

The impact of the storm was from Wednesday January 18<sup>th</sup> through Sunday January 22<sup>nd</sup> and CSR activity was dedicated to emergency calls. Staffing for Wednesday through Friday averaged 31.8 Customer Service Representatives (CSRs) signed on to take calls from midnight to 9 AM, 285.8 CSRs from 9 AM to 5 PM and 52.4 CSRs from 5 PM to midnight. The figures exclude CSRs on lunch or break. On Saturday January 21<sup>st</sup> and Sunday the 22<sup>nd</sup>, staffing averaged 8.2 CSRs signed in from midnight to 8 AM, 68.6 CSRs from 9 AM to 5 PM and 24.4 CSRs from 5 PM to midnight.

CSRs and our automated Voice Response Unit (VRU) combined afford us the capacity to handle 391 calls simultaneously. This level was exceeded for about 30 minutes on Wednesday morning.

## **6. Safety**

In the interest of safety both to the public and our employees, we suspended meter reading in Westchester and used our meter readers as site safety representatives at locations with downed wires.

## **VI. Lessons Learned**

Observations and suggestions for areas of improvement were solicited from all Company employees and a Lessons Learned meeting was held on Friday, February 10<sup>th</sup> with all key response personnel. The major areas of improvement noted were in communications and systems as follows:

### **A. Communications**

- Enhance our ability to provide more accurate estimated times of restoration to customers, municipal officials, and the media.
- Provide more frequent briefings and closer coordination with municipal officials, department of public works personnel, and emergency response organizations.

### **B. Systems**

The high volume of outages that occurred during this event slowed down our outage management system causing delay in many transactions at the beginning of the event. While this was corrected during the restoration, enhancements of the outage management system are being implemented to accommodate greater volumes of transactions.

## **VII. Conclusion**

The January 18, 2006 storm outages resulted from several, severe weather conditions that proved particularly destructive in Westchester's tree-dense environment. High wind gusts up to 66 mph that were unprecedented in recent history, substantial rainfall, and thawing temperatures undermined tree root systems that had been weakened already by high winds and precipitation several days earlier. These conditions uprooted a large number of trees that damaged the Company's overhead facilities as they fell.

The Company's storm plan is scalable so that a comprehensive response to events of all magnitude can be implemented rapidly. In advance of this storm, Con Edison classified the storm and potential damages and marshaled response resources consistent with the advance weather forecasts. As the storm intensified and damages increased, surpassing initial forecasts, the Company quickly ramped up its restoration resources to incorporate about 275 Company and Company-contractor field crews, about 205 mutual aid field crews, and about 200 damage assessors. These resources made rapid and substantial progress in restoring customers. While the overall storm restoration continued to January 22<sup>nd</sup>, by midnight Wednesday, January 18<sup>th</sup>, 39,309 or 64% of the customers were restored to service. By midnight Thursday, January 19<sup>th</sup>, 53,904 or 88% of the customers were restored to service. And by midnight Friday, January 20<sup>th</sup>, 48 hours after the storm ended, 58,695 or 95.5% of the customers were restored to service. Restoration work proceeded even as Company crews worked with local public works personnel in clearing roadways from downed power lines to prevent any loss of life or injury.

In the aftermath of this event, the Company is working with its local municipalities and is reviewing its internal processes to identify and implement improvements in procedures, systems, and communications.

## COMPOSITE OF FLEET WEATHER FORECASTS AND VERIFICATION

Tuesday, January 17, 2006 – 5 AM Forecast  
AM Forecast

Wednesday, January 18, 2006 - 5

	WEDNESDAY 0600-1200	WEDNESDAY 1200-1800	THIS AM 0600-1200	THIS PM 1200-1800	TONIGHT 1800-0600
HI/LOW TEMP	RISE 45	HIGH 45	RISE 55	FALL 45	LOW 29
WIND DIR	BCMG S-SW	WSW-W	SE-SSE	SSE BCMG WSW	W-WNW
SPEED (MPH)	15-25	18-25	INCR 20-30	20-30 DIM 18- 25	18-25 DIM 12- 20
FREQUENT GUSTS	30	30	30-35	35	35 THRU
GENERAL WEATHER	RAIN, HEAVY EARLY THEN TAPERING TO SHWRS	FEW SHWRS ENDING BY 2 PM	RAINY AND WINDY	RAIN ENDING BY ABOUT 2-3 PM	CLRNG
GENERAL WINDCHILL					15-23
RAINFALL OR SNOW LIQUID EQUIVALENT	0.50-0.85"	0.01-0.10"	0.60-0.85"	0.01-0.10"	
SNW AMOUNT					

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DATE/TIME: Wednesday, January 18, 2006 1430 EST

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WINDS ARE EXPECTED TO REMAIN GUSTY THIS AFTERNOON BUT FREQUENT GUSTS SHOULD REMAIN BELOW 35 MPH.

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Thursday, January 19, 2006 – 5 AM FORECAST  
YESTERDAY'S VERIFICATION:

MISERABLE WITH RAIN, HEAVY AT TIMES THRU MIDDAY THEN SHOWERS ENDING BY 1-2 PM.  
VERY WINDY WITH PEAK WIND SPEEDS OF 55-65 MPH.

<b>STORM CLASSIFICATION MATRIX</b>				
<b>Storm Category &amp; Plan</b>	<b>PSC Category</b>	<b>Weather Conditions</b>	<b># of Customers Projected (+/-) Affected Out of Service</b>	<b>Estimated Restoration Time*</b>
<b>1 - Upgraded</b>  (Bronx- Westchester Resources)	1	<ul style="list-style-type: none"> <li>▪ Thunderstorms, rain and moving fronts</li> <li>▪ Sustained winds of 25-30 mph</li> <li>▪ Frequent gusts of 35 mph +</li> <li>▪ Condition is short to mid term</li> <li>▪ Up to 6" Heavy, wet snow</li> </ul>	U to 7,000	8-12 Hours
<b>2A - Serious</b>  (Other Con Edison Resources)	2	<ul style="list-style-type: none"> <li>▪ Heavy thunderstorms, rain</li> <li>▪ Sustained winds up to 30 mph</li> <li>▪ Frequent gusts of 40 mph +</li> <li>▪ Up to 8" Heavy, wet snow</li> </ul>	Up to 9,000	12-16 Hours
<b>2B - Serious</b>	2	<ul style="list-style-type: none"> <li>▪ Heavy thunderstorms, rain</li> <li>▪ Sustained winds up to 35 mph</li> <li>▪ Frequent gusts of 45 mph +</li> <li>▪ Up to 12" Heavy, wet snow</li> </ul>	Up to 12,000	12-20 Hours
<b>2C - Serious</b>	2	<ul style="list-style-type: none"> <li>▪ Heavy thunderstorms, rain</li> <li>▪ Sustained winds up to 40 mph</li> <li>▪ Frequent gusts of 50 mph +</li> <li>▪ Up to 15" Heavy, wet snow</li> </ul>	Up to 15,000	12-24 Hours
<b>3A – Full Scale</b>  (Non- Con Edison Resources)	3	<ul style="list-style-type: none"> <li>▪ <i>Severe thunderstorms, tropical storms, Nor'easter type storms, heavy rains</i></li> <li>▪ Sustained winds of 40-50 mph</li> <li>▪ Frequent gusts of 60+ mph</li> <li>▪ &gt; 15" Heavy, wet snow</li> </ul>	Up to 40,000	1-2 Days
<b>3B – Full Scale</b>	3	<ul style="list-style-type: none"> <li>• Tropical storms</li> <li>• Hurricane Category 1-2</li> <li>• Condition exists for 6-12 hours or longer</li> </ul>	40,000-60,000	2-3 Days
			60,000-80,000	<=1week
			80,000-100,000	= 1week
<b>Disaster Response</b>	3	<ul style="list-style-type: none"> <li>• Hurricane Category 3-5</li> <li>• &gt;50% Damage to distribution system</li> <li>• Condition exists for &gt;12 hours</li> </ul>	>100,000	> 1 week

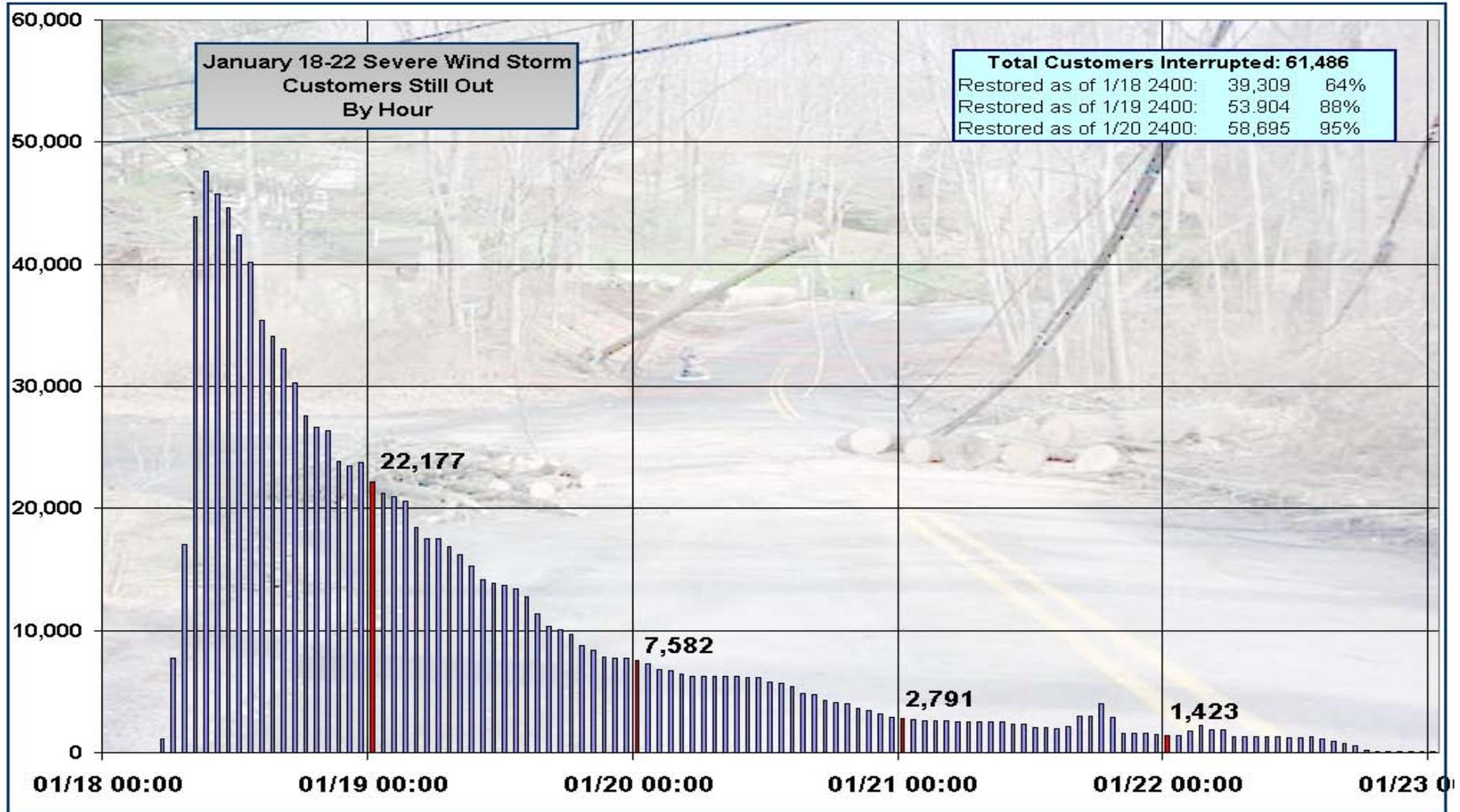
*\*Measured from the end of the storm. See below.*

**Note:** The number of customers affected and time required for restoration can be impacted by any of the following conditions:

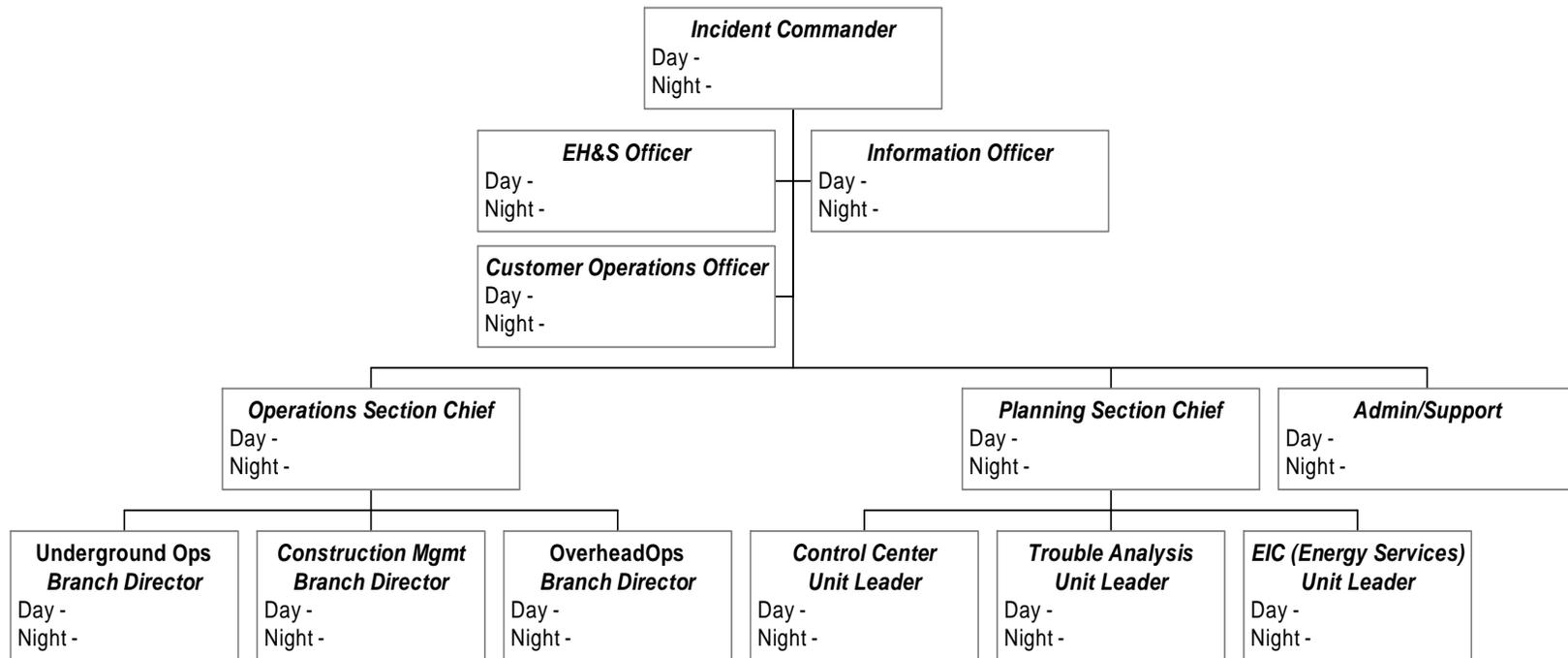
- The storm stalls over our operating area
- Heavy rain for more than 8 hours
- 3 inches of heavy, wet snow with wind
- More than ¼ inch of ice with wind and/or foliage

- Heavy foliage exists
- Previously saturated soil
- More than ½ inch of ice

CUSTOMERS OUT BY HOUR



**ELECTRIC OPERATIONS - Bronx/Westchester**  
**Wednesday January 18,2006**



**CON EDISON**  
**Bronx Westchester Electric**  
**January 2006 Storm - Outside Support**

Utility	# of Crews	Contacted	Arrived	Released
<b>Contractor Crews</b>				
Wellsbach	3	Jan 18	Jan 19	Jan 26
	1	Jan 20	Jan 20	Jan 26
	1	Jan 20	Jan 22	Jan 26
Hawkeye	5	Jan 18	Jan 19	Jan 26
<b>Mutual Aid Crews</b>				
Allegheny	11	Jan 18	Jan 19	Jan 23
Henkels & McCoy	39	Jan 18	Jan 20	Jan 23
National Grid	34	Jan 18	Jan 19	Jan 22
	1	Jan 18	Jan 19	Jan 21
Harland Electric	26	Jan 18	Jan 20	Jan 23
	14	Jan 18	Jan 21	Jan 23
Central Hudson	10	Jan 20	Jan 21	Jan 23
CW Wright	13	Jan 18	Jan 21	Jan 23
AEP	25	Jan 20	Jan 21	Jan 23
Asplundh (LI)	8	Jan 20	Jan 21	Jan 23
Keyspan	9	Jan 20	Jan 21	Jan 23
PPL	12	Jan 20	Jan 22	Jan 23
O&R	9	Jan 20	Jan 21	Jan 23
	5	Jan 20	Jan 21	Jan 22
<b>Out of Area Company Crews</b>				
B/Q OH	20	Jan 18	Jan 19	Jan 22
SI OH	10	Jan 18	Jan 19	Jan 22
Man & B/Q Ladder Line	61	Jan 18	Jan 19	Jan 22

## Municipal Contacts for the 1.18. to 1.22.2006

**Wednesday 1.18**

Control Center 7:30am Conf call	
Director of Communications for County Executive	Susan Tolchin
Communications, Office of County Executive	Adele Dowling
Yorktown Deputy Supervisor	Patty Malone
Yorktown Supervisor	Linda Cooper
Rye City Manager	Paul Shew
Greenburgh Town Supervisor	Paul Feiner
Yorktown Police Dept.	Lt. Randazzo
Yorktown Police Dept.	Lt. Schuck
Yonkers Police Dept.	Lt. Hellfowler
Yonkers Fire Dept.	Chief Fitzpatrick
Buchanan Village Administrator	Tom Jankowski
New Castle Village Administrator	Gerry Faiella
Yonkers Mayor's office	Katherine Denneher
Yonkers Deputy Mayor	Bill Regan
Harrison DPW Commissioner	Bob Wasp
Yonkers Dir of Communications	Richard Halevy
New Rochelle City Manager	Chuck Strome
White Plains Asst DPW Comm.	Brian Murphy
Yonkers DPW Commissioner	John Liszewski
Cortlandt Supervisor's office	Claudia
White Plains Public Safety Comm	Charles Jennings

**Thursday 1.19**

County Executive	Andy Spano
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Office of Cortlandt Town Supervisor- Linda Puglisi	Claudia
Office of Assemblywoman - Amy Paulin	Nancy Fisher
Harrison DPW Commissioner	Bob Wasp
Greenburgh Supervisor	Paul Feiner
Congress Member N Lowey's	Sarah
Larchmont Mayor	Ken Bialo
Yonkers Office of the Aging	Karen Moran
New Castle Village Administrator	Carolina
Yorktown Supervisor's Office	Patti Malone
White Plains DPW Comm Office	Tracey
Pelham Village Administrator	Rich Slingerland
Pleasantville Police Dept.	Chief Benefico
Yonkers Deputy Mayor	Bill Regan
Town of Mamaroneck Supvsr	Valerie O'Keefe
Larchmont DPW Commissioner	Joe Bedard

**Friday 1.20**

County Executive	Andy Spano
Director of Communications for County Executive	Susan Tolchin
Commissioner Emergency Services	Anthony Sutton
Office of Congresswoman	Nita Lowey
North Castle Councilman	Jerry Geist
Village Manager of Port Chester	Richard Falanka
Commissioner of Public Safety	Tom Belfiore
Assembly Member A. Paulin	Nancy Fisher
New Castle Village Administrator	Carolina
New Castle Village Administrator	Gerry Faiella
Assembly Member A. Paulin	Ellen Likovich

Town of Mamaroneck Supvsr  
Larchmont DPW Commissioner  
Yonkers Deputy Mayor  
Rye Brook Village Administrator  
Yorktown Supervisor's Office

Valerie O'Keeffe  
Joe Bedard  
Bill Regan  
Chris Bradbury  
Patti Malone

**Saturday 1.21**

Senator Clinton's Office  
New Rochelle City Manager  
Larchmont Mayor  
Larchmont DPW Commissioner  
Town of Mamaroneck Supvsr  
Assembly Member A. Paulin

Jerri Shapiro  
Chuck Strome  
Ken Bialo  
Joe Bedard  
Valerie O'Keeffe  
Ellen Likovich

**Sunday 1.22**

Larchmont DPW Commissioner  
Larchmont Mayor

Joe Bedard  
Ken Bialo

## **Media Contacts**

Media calls began at approximately 6:30 a.m. on the morning of Wednesday, January 18, 2006 and continued through Sunday, January 22.

Media Relations' staff responded to the following regional TV stations

- CNN
- NY 1 News
- Channel 2 News
- Channel 4 News
- Channel 5 News
- Channel 7 News
- Channel 11 News
- News 12 for Brooklyn, Bronx and Westchester
- Channel 41
- Channel 47

Staff also responded to the Staten Island Advance, New York Times, New York Daily News, New York Post, Newsday, Journal News and El Diario.

Several radio stations were informed: WINS, WCBS, WNYC, WFUV, WHUD, WOR and WABC.

At 1649 hours on January 18, 2006: Con Edison issued a news release announcing that Con Edison crews were working around the clock to repair Westchester's storm damage.

At 1710 hours on Thursday, January 19, 2006: The company issued a news release announcing that Con Edison crews restored power to thousands of customers.

There weren't any major rumor control problems during the event.

In addition, Media Relations' staff was in constant contact with the Con Edison's CIG-Desk, Customer Operations, Distribution Command Post, Westchester and Staten Island Public Affairs.

All press releases were posted to the corporate website.

**Media Statement – January 21, 2006**

“With almost 400 crews working to restore power to the 1,500 Westchester customers remaining without power today, we expect to have all customers back in service by midnight tonight. We continue to find extensive damage at numerous sites. We will also be assessing the impact of forecasted inclement weather coming into the area later today accompanied by wind gusts predicted to 35 mph.”

## **Chronology of Broadcast Messages and information provided to CSRs – January 18, 2006 to January 22, 2006**

Attachment 9

### **January 18, 2006**

#### **Wednesday:**

07:10 – Telephone System Message re 1714 customers out in Greenburgh, Tarrytown, Town of Ossining.

07:14- Email to CSRs Area Outage Update - 1714 customers interrupted in Westchester in Greenburgh, Village of Tarrytown and Town of Ossining.

07:15 – Email to CSRs Area Outage Update – 1,600 customers interrupted throughout Westchester County due to the high winds.

07:30 – Telephone System Message re 3656 customers out in Westchester and 2076 customers out in Queens (Jamaica).

07:39 – Email to CSRs Area Outage Update - 3656 customers out in Westchester and 2076 customers out in Queens (Jamaica).

08:01 – Telephone System Message re Severe weather expected all day. Approximately 24,000 customers are without service.

09:04 – Email to the CSRs Area Outage Update – Experiencing scattered outages 12,808 in Westchester and 2,000 customers out in Staten Island.

13:06 – Email to CSRs Area Outage Update - Latest information on outages:  
BKLYN/QUEENS - 741, BRONX/WESTCHESTER - 22,873, STATEN ISLAND - 5,424.

**Chronology of Broadcast Messages and information provided to CSRs – January 18, 2006 to January 22, 2006**

Attachment 9 (Cont.)

13:50 – Email to CSRs Area Outage Update - Latest information on outages: BKLYN/QUEENS - 842, BRONX/WESTCHESTER - 24,421, STATEN ISLAND - 5,480.

13:50 – Telephone System Message re severe weather has caused numerous scattered outages in Staten Island, Queens and Westchester.

14:06 – Email to CSRs Area Outage Update - scattered outages in Staten Island, Queens and Westchester Crews are working to restore service as soon as possible. LSE/MEDC in Westchester and Staten Island were contacted. LSE/MEDC in Queens were contacted specific to the outage areas.

15:13 – Email to CSRs - Sent reps a listing of the areas affected by the storm.

15:18 – Email to CSRs Area Outage Update - Latest information on outages: BKLYN/QUEENS - 756, BRONX/WESTCHESTER - 27,580, STATEN ISLAND - 5,687.

16:20 – Email to CSRs Area Outage Update - Sent reps a listing of the areas affected by the storm.

16:20 – Telephone System Message - Storm has caused scattered outages in Staten Island, Queens, and Westchester. Approximately 35,000 customers affected: Towns with major service outages Greenburgh, Mt Vernon, Mt Pleasant, New Rochelle, North Castle, Port Chester, Rye, Tuckahoe and Yorktown. Crews are working to restore service as soon as possible.

16:55 – Telephone System Message - Windstorm has resulted in the loss of service to approximately 50,000 customers. Asked customers not reporting an outage to call

## **Chronology of Broadcast Messages and information provided to CSRs – January 18, 2006 to January 22, 2006**

Attachment 9 (Cont.)

us back on Friday or use our Internet services.

16:58 – Email to CSRs Area Outage Update - Important Information - Sent information to the reps of the affected areas, in addition, they were given the counts for the customers restored and still out of service.

17:35 – Email to CSRs Area Outage Update - Important Information - Sent information to the reps of the affected areas.

18:27 – Email to CSRs Area Outage Update - Important Information - Approximately 40,000 customers were interrupted in Westchester. Peak wind gusts measured at 64 MPH and sustained winds over 30. The evening winds gusts expected to reach 40-45 MPH and 15-25 MPH sustained winds.

18:53 – Email to CSRs Area Outage Update - Important Message - Sent the reps a press release which referenced the customers out of service, Con Edison's safety concerns (down wires) and the Companies restoration efforts.

19:42 – Email to CSRs Area Outage Update - Important Information - Sent information to the reps of the affected areas.

20:45 – Telephone System Message - Storm has caused scattered outages in Staten Island, Queens, and Westchester. Approximately 29,000 customers affected: Towns with major service outages Greenburgh, Mt Vernon, Mt Pleasant, New Rochelle, North Castle, Port Chester, Rye, Tuckahoe and Yorktown. Crews are working to restore service as soon as possible.

21:15 – Email to CSRs Customer Outage Update - Latest information on outages:

**Chronology of Broadcast Messages and information provided to CSRs – January 18, 2006 to January 22, 2006**

Attachment 9 (Cont.)

BKLYN/QUEENS - 191, BRONX/WESTCHESTER - 27,000, STATEN ISLAND - 5, and MANHATTAN - 6.

21:27 – Email to CSRs Area Outage Update - Customer Outage Report - Sent information to the reps of the affected areas.

22:56 – Email to CSRs Area Outage Update - Customer Outage Report - Sent information to the reps of the affected areas.

23:00 – Telephone System Message - Storm has caused scattered outages in Staten Island, Queens, and Westchester. Approximately 23,000 customers affected: Towns with major service outages Greenburgh, Mt Vernon, Mt Pleasant, New Rochelle, North Castle, Port Chester, Rye, Tuckahoe and Yorktown. Crews are working to restore service as soon as possible.

**January 19, 2006**  
**Thursday:**

00:03 – Email to CSRs Customer Outage Update - Latest information on outages: BKLYN/QUEENS - 105, BRONX/WESTCHESTER - 19,744, STATEN ISLAND - 1, and MANHATTAN - 3.

01:11 – Email to CSRs Area Outage Update - Customer Outage Report - Sent information to the reps of the affected areas.

03:47 – Email to CSRs Customer Outage Report - Sent information to the reps of the affected areas.

## **Chronology of Broadcast Messages and information provided to CSRs – January 18, 2006 to January 22, 2006**

Attachment 9 (Cont.)

04:00 – Telephone Switch Message - Storm has caused scattered outages in Staten Island, Queens, and Westchester. Approximately 20,000 customers affected: Towns with major service outages Greenburgh, Harrison, Irvington, Mt Pleasant, North Castle, New Rochelle, Scarsdale, Rye, White Plains and Yorktown. Crews are working to restore service as soon as possible.

04:59 – Email to CSRs - Sent out information about the mobilization of the command vehicle. Sent to the Marriott Hotel in White Plains.

06:10 – Email to CSRs Area Outage Update - Customer Outage Report - Sent information to the reps of the affected areas.

07:15 – Telephone System Message - Storm has caused scattered outages in Staten Island, Queens, and Westchester. Approximately 17,000 customers affected: Towns with major service outages Greenburgh, Harrison, Irvington, Mt Pleasant, North Castle, New Rochelle, Scarsdale, Rye, White Plains and Yorktown. Crews are working to restore service as soon as possible.

11:03 – Email to CSRs Westchester Heating Centers - Each town has its own designated locations. Go to [WESTCHESTER.GOVNEWS](http://WESTCHESTER.GOVNEWS) for locations or customers could call their respective towns.

11:37 – Email to CSRs Customer Outage Report - Sent information to the reps of the affected areas.

12:10 – Telephone System Message - Storm has caused scattered outages in Staten Island, Queens, and Westchester. Approximately 16,000 customers affected:

## **Chronology of Broadcast Messages and information provided to CSRs – January 18, 2006 to January 22, 2006**

Attachment 9 (Cont.)

Towns with major service outages Cortland, Greenburgh, Harrison, Mt Pleasant, New Castle, New Rochelle, North Castle, Scarsdale, Rye, White Plains, Yonkers and Yorktown. Crews are working to restore service as soon as possible.

13:58 – Email to CSRs Information about restoration was sent to everyone. Majority of the customers were to be restored by Friday night and the remainder on Saturday morning.

14:19 – Telephone System Message about the restoration timeframe.

14:47 – Email to CSR Information was circulated about dry ice locations.

15:11 – Email to CSRs Area Outage Update - Customer Outage Report - Sent information to the reps of the affected areas.

16:20 – Telephone System Message Additional messaging was placed on the switch informing NON-STORM related callers that were adding additional staffing over the weekend to handle their inquiries.

21:24 –Email to CSRs Area Outage Update - Customer Outage Report - Sent information to the reps of the affected areas. 10,400 customers remain out of service.

### **January 20, 2006**

#### **Friday:**

09:27 – Email to CSRs – Customer Outage Update -Sent information to the reps of the affected areas.

## **Chronology of Broadcast Messages and information provided to CSRs – January 18, 2006 to January 22, 2006**

Attachment 9 (Cont.)

10:34 – Email to CSRs Wind Storm Update - 5,800 customers still without service, restoration time frame stays the same. We let the reps know that outbound calls are being made to see if customer's service has been restored. Also, we reminded them about the additional staffing message.

13:28 – Email to CSRs Wind Storm Update - 5,600 customers still without service, restoration time frame stays the same. We let the reps know that outbound calls are being made to see if customers' service has been restored. We reminded them about the additional staffing message. Also, we reminded the reps to use the desktop application when issuing trouble tickets.

15:24 –Email to CSRs Area Outage Update - Customer Outage Report - Sent information to the reps of the affected areas. 4,954 customers remain out of service.

16:25 – Email to CSRs Wind Storm Update - 4,600 customers still without service, restoration time frame stays the same. We let the reps know that outbound calls are being made to see if customers' service has been restored. Also, we reminded them about the additional staffing message.

17:27 – Email to CSRs Mobile command vehicle was returned to the Astoria yard.

19:03 – Email to CSRs Wind Storm Update - 4,000 customers still without service. The restoration information was updated to state that crews will be working throughout the weekend to restore the remaining customers. There will be between 500 and 1,000 customers remaining to restore on Saturday. We let the reps know that outbound calls are being made to see if customers' service has been restored. Also, we reminded them about the additional staffing. Also, we reminded them about the additional staffing message.

## **Chronology of Broadcast Messages and information provided to CSRs – January 18, 2006 to January 22, 2006**

Attachment 9 (Cont.)

19:30 – Telephone System Message Updated - Expect to have the majority of the customers restored to service by Friday evening with the remaining customers throughout the day and night on Saturday.

21:24 – Email to CSRs Wind Storm Update - 3,313 customers still without service, restoration time frame were modified to state throughout the day and night on Saturday.

### **January 21, 2006**

#### **Saturday:**

07:00 – Telephone System Message Updated. Still a number of customers in isolated areas without service. Crews will continue to work throughout the day and evening on Saturday to restore these customers.

08:49 – Email to CSRs Wind Storm Update - 1,569 customers still without service.

17:34 – Email to CSRs Wind Storm Update - 1,169 customers still without service, restoration time frame was modified to state throughout the day and night on Saturday and late tomorrow (Sunday).

17:40 – Telephone System Message Updated - We expect to have all customers restored by late Sunday afternoon.

19:00 – Telephone System Message informing that service to all customers should be restored by Sunday afternoon.

## **Chronology of Broadcast Messages and information provided to CSRs – January 18, 2006 to January 22, 2006**

Attachment 9 (Cont.)

21:16 – Email to CSRs Wind Storm Update - 514 customers still without service, restoration time frame were modified to state Sunday afternoon.

### **January 22, 2006**

#### **Sunday:**

09:27- Email to CSRs Wind Storm Update - 149 customers still without service and hope to have them restored by Sunday afternoon.

13:23 – Email to CSRs Wind Storm Update - 84 customers still without service, restoration still on target for Sunday afternoon.

15:03 – Email to CSRs Wind Storm Update - 24 customers still without service, restoration still on target for Sunday afternoon.

16:20 – Email to CSRs Wind Storm Update - 17 customers still without service, restoration still on target for Sunday afternoon.

17:21 – Telephone System Message All storm customers have been restored. Messaging deleted from the switch at 17:30.

17:21 – Email to the CSRs – all customers who lost service as a result of the wind storm have been restored.

21:54 – Email to the CSRs – Important Message – Updated the representatives based on the information from the 21:00 conference call. Provided weather for the upcoming shift, post storm jobs pending and that the Westchester ICS will remain open to 8 AM.