

STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE  
THREE EMPIRE STATE PLAZA, ALBANY, NY 12223-1350  
Internet Address: <http://www.dps.state.ny.us>

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August 22, 2008

[REDACTED]  
[REDACTED]  
Staten Island, NY

Dear [REDACTED],

I am writing to follow up on our recent telephone conversation regarding wiring concerns identified at your home during a recent attempt by Verizon to install FiOS video services on August 19, 2008. At the outset, let me thank you for your courtesy throughout this ordeal, and apologize for any inconvenience.

As you are aware the Verizon installer received a shock while attempting to install Verizon video service at your home. By way of background, that incident resulted in an "electric incident report" which was filed with our agency. The electric service provider conducting tests for stray voltage found an anomaly that resulted in a finding of 30 volts of alternating current (30 VAC) on your interior coaxial cable at a splitter. The power was turned off at the main to help identify the source of this voltage. When the main was turned off in the home the voltage went to zero. The advice given at that time was to contact a licensed electrician. My staff visited your home on August 20 to document the situation. Our interest is to ensure the overall public safety with regard to telephone and cable television services in the State. We appreciate your assistance as protecting the public from the hazards of improperly installed or provisioned facilities is a matter we take very seriously. Fortunately, the installation practices of both Verizon and [REDACTED] appear to have been sound.

Unfortunately, [REDACTED] examination of the voltage on the coaxial cable indicates several electrical outlets in your home with wiring problems may be at fault. From the information we have received it appears there is an electrical safety concern with the wiring in your home that could be potentially hazardous. We advise, as the electric service provider has, that a professional licensed electrician be contacted to review this situation as soon as possible.

Thank you again for the courtesy you extended me and my staff in allowing us access to your premises, and please let me know if I can provide any further information or assistance.

Sincerely,

Joseph M. Baniak  
New York State Department of Public Service  
(518)473-5239  
[jmbaniak@dps.state.ny.us](mailto:jmbaniak@dps.state.ny.us)