

**Consolidated Edison Company of New York, Inc.
Report on Preparation and System Restoration Performance**

**Westchester County
Tropical Storm Ernesto
September 2-3, 2006**

November 7, 2006

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Westchester County Storm - Ernesto: September 2-3, 2006

This report is being submitted in compliance with 16 NYCRR Part 105 regarding Consolidated Edison Company of New York, Inc.'s ("Con Edison") storm preparation and system restoration efforts as a result of the remnants of Tropical Storm Ernesto that impacted Westchester County on September 2-3, 2006.

I. Overview of Storm Events, Damage and Customer Outages

September 2, 2006 Weather Conditions, System Impact, and Customer Outages

On Saturday, September 2, at the beginning of the Labor Day weekend, the remnants of Tropical Storm Ernesto struck Con Edison's service area and interrupted electric service in all operating areas with the greatest impacts in Westchester County. On Thursday, August 31 and Friday, September 1, the National Hurricane Center forecast the storm to be quick moving and on a track to pass well west of Con Edison's service territory and into eastern Ohio. As late as 7:00 a.m. on Saturday, September 2, Con Edison's weather service issued a forecast indicating winds in the range of 25-30 mph, and winds along coastal Westchester only as high as 30-35 mph. This pre-storm forecast indicated that the storm would move through the service area in just 2 to 4 hours with no expectation of soaking rains.¹ (See Attachment A – Fleet Weather reports) Weather forecasts shared by the Southern Energy Exchange, Mid-Atlantic Mutual Assistance Group ("MAMA") and New York Mutual Assistance Group ("NYMAG") in the days leading up to September 2 were consistent with the forecast described above.

Instead, the storm quickly moved 250 miles east and stalled over the service area for some 18 to 20 hours, dropping nearly 2.5 inches of rain, with sustained winds of up to 35 mph and gusts exceeding 45 mph. (See Attachment B – National Weather Service Statement) The storm continued until 6:00 a.m. on Sunday, September 3.

The combination of the soaking rains and the high winds caused massive damage to the Westchester overhead system from uprooted trees and large fallen tree limbs. More than 1,000 fallen trees and limbs knocked down about 100 poles, 70 transformers and 2,300 primary and secondary wires. Fallen trees and limbs entangled in electric wires and equipment blocked some 240 roadways in Westchester County. 76,000 Westchester customers and 2,300 Bronx customers lost power as a result of this storm.²

¹ The weather data is from Con Edison's weather service provider, Fleet Weather.

² An additional 1300 customers were without service for a short period of time due to switching and safety related procedures for restoring customers.

The damage to the electric system in the Bronx-Westchester region was as follows:

Primary wires down (spans)	1,400
Secondary wires down (spans)	900
Service wires down	500
Poles damaged or down	105
Transformers damaged	71
Transformer oil spills	36

II. Event Classification and Resource Mobilizations

A. Staffing Plans in the Bronx-Westchester Region

Preparations for the possible impact to the Con Edison system began on Thursday, August 31. Bronx-Westchester conducted a pre-mobilization conference call of all key responders. During the next call at 9:00 a.m. on Friday, September 1, Bronx-Westchester declared a Category 1 event with a potential exposure of up to 7,000 customer interruptions. This was based on the projected storm path and weather reports. Initial expanded staffing began on Friday, September 1 at 3:00 p.m. and included:

- 6 line clearance crews
- 3 Con Edison O/H crews
- 5 Asplundh O/H contract crews
- 6 U/G crews
- 14 Troubleshooters

For the shift beginning at 11:00 p.m. on September 1, Bronx-Westchester added 3 line clearance crews, one Control Center shift Manager, 4 dispatchers and a trouble analysis section comprised of 1 supervisor and 4 analysis technicians.

On Saturday morning, September 2, total Bronx-Westchester staffing included:

- 18 line clearance crews
- 16 Con Edison O/H crews
- 5 Hawkeye O/H contract crews
- 6 U/G crews
- 13 Troubleshooters
- 6 Network crews (5 Ladder Line qualified)
- 3 Service crews (all Ladder Line qualified)
- 4 Meter and Test crews (all Damage Assessment qualified)
- 2 Control Center Shift Managers
- 3 Control Center dispatchers
- 6 Trouble Analysis technicians

Additionally, the overhead operations branch director at the Eastview Service Center and the ladder line operations branch director at the Van Nest Service Center mobilized their respective response teams. The municipal liaison group and damage assessment group were placed on standby for potential mobilization.³

B. Staffing Plans Elsewhere on Con Edison's Electric System

The following plans were put in place in the other Company regions outside of Bronx-Westchester on the afternoon of Friday, September 1:

The Distribution Command Post was mobilized at 7:00 a.m. on Saturday, September 2.

Brooklyn Queens Region

- Supplemented normal staffing with additional Emergency crews
- 10 Overhead on Saturday day shift. Overhead crews were in on Sunday.
- 2 Tree trimmers on Saturday day shift.
- Installation & Apparatus crews in on Saturday and Sunday to address an anticipated increase in no light activity.
- Additional Control Center staffing for Friday evening and throughout the weekend.

Staten Island Region

- Category 1 event declared
- Starting at 11:00 p.m. Friday, September 1:
 - Control Center positions had double coverage
 - 4 – O/H Troubleshooters
 - 3 – O/H Crews with a Supervisor
 - 2 - Tree Trimming Crews with a Supervisor
 - 4 - Damage Assessors/Site Safety personnel
 - All crews were available to work 16 hours if necessary. 15 damage assessors were available for call-in if necessary.
- Starting at 7:00 a.m. Saturday, September 2:
 - Control Center positions had double coverage.
 - 4 – O/H Troubleshooters
 - 5 – O/H Crews with a Supervisor
 - 2 - Tree Trimming Crews with a Supervisor
 - 4 - Damage Assessors/Site Safety personnel with a Supervisor
 - 6 - Trouble Analysis Technicians with an Engineering Supervisor
 - All crews were available to work 16 hours if necessary. Additional O/H Crews were available for call-in if necessary.

³ In Bronx/Westchester, the intent was to utilize on duty underground and network and service crews for initial damage assessment pending mobilization of the damage assessment group, should they be needed.

Manhattan Region

- Starting at 3:00 p.m. Friday, September 1 Manhattan electric operations supplemented normal staffing as follows:
 - 3 Service crews
 - 9 U/G crews
 - 7 U/G emergency crews
- Saturday morning staffing will included:
 - 10 I&A crews
 - 14 U/G crews
 - 6 U/G emergency crews
 - Engineering support was staffed throughout the weekend
 - Environmental Operations made trucks and pumps ready for any de-watering activities

All staffing levels indicated in Con Edison's Comprehensive Emergency Response Program were exceeded for this event. A description of the steps taken by the Company in preparation for events like this storm is set forth in Attachment J.

III. Upgraded Classification and Resource Mobilizations

At 2:30 p.m. on Saturday, September 2, Electric Operations Emergency Management issued an automated mobilization notification of the Bronx-Westchester emergency response organization for a conference call at 3:00 p.m. At that time, the Bronx-Westchester Incident Command upgraded the response to a category 3A full-scale storm. By 4:00 p.m., approximately 24,000 Bronx-Westchester customers had been affected. About 5,000 had been restored, and 18,900 were still out of service.

Between 3:00 p.m. and 4:00 p.m. on Saturday, September 2, the Bronx-Westchester Incident Commander requested additional crews from the other electric operations regions through the Distribution Command Post. Requested were 20 ladder line crews, 20 overhead crews and 15 line clearance crews. At that time, there were approximately 2,100 customer outages in Brooklyn – Queens and 2,200 customer outages in Staten Island and, because these outage numbers were climbing, these regions were unable to release crews until the following day.

Based on the NYMAG/MAMA conference call at 7:30 a.m. on September 2, all utilities were holding crews in anticipation of possible impacts and mutual assistance crews were unavailable. During the next call at 6:00 p.m. on September 2, Con Edison requested crews and received commitments for crews.

Emergency field crewing in the Bronx-Westchester region beginning at 3:00 p.m. on Saturday, September 2 was as follows:

Overhead Construction Crews	
Bronx-Westchester	20
Troubleshooters	19
Ladder Line (service crews)	12
Company overhead contractor crews	
Hawkeye (B/W)	7
Asplundh (B/W)	2
Company line clearance contractor crews	
Asplundh	20
Field Assessment & Safety personnel	
Damage Assessors	16
Site Safety Representatives	23

Corporate support, through the Distribution Command Post, was available throughout this event to assist with the allocation of crews and support personnel among the Company's regions. Additional crewing requests were processed throughout the night. Crews were released by the other regions to report to Bronx-Westchester beginning at 7:00 a.m. on Sunday, September 3.

A. Outside Aid

Electric Operations and Emergency Management participated in the initial NYMAG and MAMA conference call on Monday, August 28 and then the twice a day conference calls from Wednesday, August 30 through Monday, September 4.

NYMAG/MAMA conference calls	
28-Aug	11:30
30-Aug	19:30
31-Aug	7:30
31-Aug	18:00
1-Sep	7:30
1-Sep	18:00
2-Sep	7:30
2-Sep	18:00
3-Sep	7:30
3-Sep	18:00
4-Sep	7:30

Con Edison requested 50 crews during the 6:00 p.m. September 2 conference call, and Orange & Rockland, Energy East and National Grid were able to release some contractor crews to Bronx-Westchester beginning the morning of September 3. By Labor Day, Monday, September 4, an additional 50 overhead utility and contractor crews were obtained through mutual aid from Orange & Rockland, National Grid, Energy East, UGI, Keyspan, Allegheny Power, Wellsbach, Asplundh and Hawkeye.

Con Edison continued to request additional support from utilities in New York and the Mid-Atlantic States via direct phone calls through Tuesday. (See Attachment C – Ernesto Crewing.) Throughout the event, Con Edison utilized a total of 101 mutual assistance overhead crews from investor-owned utilities and companies under contract to other utilities. These crews came from the following sources:

Mutual Assistance Utility Overhead Crews

Orange & Rockland	8
National Grid	11
Allegheny	18

Mutual Assistance Utility Ladder Line Crews

Orange & Rockland	8
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Mutual Assistance Overhead Contractor Releases

National Grid Hawkeye	23
Energy East Hawkeye	9
Orange & Rockland Hawkeye	4
Asplundh	6
Northeast Utilities Hawkeye	7
UGI Utility Line Const	7

Once crew availability was determined and crews secured, the Bronx-Westchester Mutual Aid organization, under the direction of the Administration Chief, managed the coordination of these resources and Company crew guides. Experienced Company personnel worked as Crew Guides, managing approximately five mutual assistance crews each. They met crews at Con Edison staging sites located at the Eastview Service Center, Rye Playland, and their hotels,⁴ 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 procurement cards.

⁴ Crews were directed to the Eastview Service Center or Rye Playland upon arrival to receive their job briefing, safety talk and material kits. Subsequently, at the start of each shift, crews received their daily assignments and briefings at their hotels or at Playland.

The following chart contains a breakdown of total field crews that responded to the event. At peak staffing, there were over 700 field personnel (including mutual assistance overhead, line clearance, ladder line, damage assessment and site safety) working around the clock.

Total Con Edison and Outside Aid Field Crewing

Company overhead	
---Bronx/Westchester	35
---Brooklyn/Queens	27
---Staten Island	12
Company overhead contractors	
---Hawkeye (B/W)	10
---Asplundh Line (B/W)	5
---Welsbach (B/Q)	6
Mutual Assistance overhead -----	93
Troubleshooters	
---Bronx/Westchester	38
---Brooklyn/Queens	4
Ladder Line (service crews)	
---Bronx/Westchester	43
---Brooklyn/Queens	36
---Manhattan	11
---Orange & Rockland	8
Line Clearance	58
Damage Assessors	240
Site Safety Representatives	213

IV. Service Restoration

A. Crew Assignments

On Saturday afternoon, September 2, the Company’s Emergency Management Department initiated contact with the Westchester County Office of Emergency Management (“OEM”) and the County Fire Department Central Dispatch Center (“60 Control”) OEM opened their Emergency Operations Center (“EOC”) at 6:30 p.m., and Company liaisons were dispatched to both locations. Because efforts to restore service and maintain public safety were impeded by downed trees blocking public thoroughfares, the Company liaison at the EOC coordinated with other emergency response agencies to ascertain the locations of and priorities for clearing these critical locations.

In a full-scale storm emergency mobilization, Con Edison typically utilizes Control Center emergency operations personnel (troubleshooters) to perform the public safety function of clearing downed wires. Due to the severity and quantity of tree-related damage to the distribution system and public thoroughfares, the Incident Commander directed all crews, including overhead and line clearance crews, to clear downed wires and to coordinate rapid restoration opportunities (switching) prior to effecting full reconstruction and restoration work. With the assistance of various municipal Departments of Public Works, all Con Edison overhead line and troubleshooter crews initially cleared hazardous wire-down conditions, made areas safe, cleared trees from blocked arteries, and performed switching operations as directed by the Control Center. Customers were restored through switching operations as the distribution system was cleared of tree and limb contact faults.

As roadways were cleared and hazardous conditions remedied, the schools impacted became the next priority. With the help of our liaison at the Westchester County EOC, 31 schools were identified and by Wednesday morning, September 6, all affected schools were able to open - for the first day of school - on time.

Site safety representatives, typically Con Edison meter readers and Gas Construction employees, were deployed to wires down and other potential unsafe sites to ensure the safety of the public and to relieve municipal emergency services.

Simultaneously, damage assessors were deployed and provided damage reports to the Trouble Analysis section. Assessors were dispatched (approximately 1 dispatcher for every 10 assessors) to areas selected by the Trouble Analysis Unit based on reports of equipment damage and service outages. As feedback from the damage assessors was received, trouble tickets were updated and sent back to Trouble Analysis for job packaging. The information provided by the damage assessors allowed trouble analysis personnel to better evaluate damages to the electric infrastructure and refer complete jobs to the restoration operation.

The overhead restoration group utilized damage assessors during the overnight hours to inspect additional jobs in order to appropriately assign job packages for the following day-shift crews.

By 11:00 AM on Sunday morning, Trouble Analysis had determined that approximately 6,000 of the customer outages were due to feeder lockouts on 4kV loops. This information was used to prioritize work, and the jobs were referred to the restoration organization.

As mutual aid crews arrived, they were immediately dispatched to full restoration assignments, leaving Con Edison crews available for municipal assistance and quick restoration work during the first 48 hours of the event. 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. By Tuesday, September 5, all Company and non-Company overhead crews were engaged in major reconstruction work.

B. Restoration Priorities

Public safety is the Company's foremost priority. There were no public or employee injuries or vehicle accidents directly related to the Company's response to the storm.

As noted above, during this event Con Edison assisted with and facilitated the clearing of downed wires that were both a public safety concern and an impediment to street access. About 240 major roadways were reported blocked by fallen trees and power lines. This was also a priority request from Westchester County and its various municipal governments. Burning wires or wires down were cut and cleared to eliminate hazards. Where practical and expedient during this work, repairs were made to allow partial service restorations.

Consistent with the Company's Comprehensive Emergency Response Program, following roadway clearing, work priorities shifted to restore power to critical municipal services and to repairs to distribution feeders, primary lines and spurs that would restore power to the largest customer blocks, and then transformers, secondary circuits, and individual services.

C. Customer Restoration

The storm lasted from about noon on Saturday, September 2 through about 6:00 AM on Sunday morning. About 78,300 customers in the Bronx-Westchester region lost power. By midnight on Sunday, 18 hours later, Con Edison had restored service to over 35,000 (45%) of these customers (See Attachment E – Customer Restoration Chart.)

The following is a breakdown of daily restoration between September 2 and September 7. Percentages are of the total number of customers finally impacted by the event.

Ernesto Customer Restoration by Day

Date	Cust. Restored	Cumulative Cust. Restored	% of Total	Cumulative % of Total
2-Sep	16,273	16,273	20.8%	20.8%
3-Sep	18,960	35,233	24.2%	45.0%
4-Sep	15,587	50,820	19.9%	64.9%
5-Sep	13,879	64,699	17.7%	82.6%
6-Sep	9,300	73,999	11.9%	94.5%
7-Sep	4,301	78,300	5.5%	100.0%
Total	78,300			

V. Support Services

A. Logistics

Con Edison's Logistics Section was mobilized to provide direct on-site support, including 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 materials.

The Hotel/Food Unit Leader secured accommodations for restoration field forces and Crew Guides over five nights at two hotels. In total, 366 rooms were utilized. In order to maximize crew productivity, Crew Guides were advanced emergency petty cash and procurement cards to supply meals and other essentials, breakfast was arranged for crews at the hotels, and vehicles were fueled overnight.

B. Dry Ice Distribution

Con Edison began distributing dry ice at noon on Monday, September 4, at the Bloomingdales Shopping Center in White Plains, Rye Playland in Rye, Cross County Shopping Center in Yonkers, North Castle Town Park in Armonk and the City Hall parking lot in New Rochelle. Con Edison maintained four to five dry-ice distribution locations from Monday through Wednesday, and three distribution locations on Thursday. All requests for dry ice were satisfied. Approximately 69,000 pounds were distributed.

Information pertaining to dry-ice distribution locations and times was made available to customers via local media (statements issued to WHUD radio, Cable News 12, and the Journal News), through municipal officials, and through Con Edison's Customer Outreach and Call Center.

VI. Communications

A. Internal

The Incident Commander issued status reports up to six times each day. These updates were transmitted to all key responders 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, and updates were posted on the Company's intranet homepage.

At 7:00 PM on Sunday, September 3 (13 hours after the storm ended), the Incident Commander issued a global estimated time for restoration ("ETR") for all 78,300 customers. The estimate was that most customers would be restored by Tuesday and the remaining customers would be restored by early Thursday. This estimate was consistent with the actual restorations. (see Section IV.C) From the beginning of the restoration effort, job specific ETRs were available on jobs that had crews assigned. By Sunday night, unassigned jobs that were planned for completion in the next 24 hours were assigned ETRs.

Global and incident-specific ETRs were provided internally via periodic status reports and the outage management system, and externally via public information and Customer Service.

B. Municipal Contacts

Dedicated phone lines for use by all municipal officials were staffed by the Bronx-Westchester Municipal Contact Group that was established as part of the expanded ICS mobilization on Saturday afternoon, September 2. The Municipal Contact Group processed 396 municipal trouble tickets and updated municipal officials on the progress of the restoration efforts.

Liaisons were dispatched to the County Fire Department Central Dispatch Center (“60 Control”), Westchester’s EOC, the City of New Rochelle and the City of White Plains on Saturday afternoon. Additional liaisons were dispatched to the Village of Scarsdale, the City of Mt. Vernon, the Town of Mamaroneck and the City of Rye during the following days. These liaisons were available around the clock to provide timely updates to County and local government officials and to assist in the prioritization of areas of safety concerns.

All municipal leaders, county leaders, and fire and police departments were invited to participate in afternoon teleconferences each day from Sunday, September 3 through Thursday, September 7. The issues discussed during these calls are included on Attachment F.⁵

C. Communications with Elected Officials and the Media

During wide-scale outages, the Media Relations, Government Relations and Local Public Affairs groups within Con Edison’s Public Affairs organization serve as the company’s primary communications liaison to elected officials and the media.

Media Relations communicates directly with all print, broadcast and electronic media outlets. The Media Relations office is staffed 24 hours a day, seven days a week regardless of system emergencies. In order to assist the media in its coverage of events involving the company’s electric, gas and steam systems, there is a Newsroom page on Con Edison’s Web site that contains general information, pertinent facts, and graphic depictions of the three energy systems. Every year, prior to the summer season, Media Relations releases information to the media on the company’s hot-weather preparedness efforts and conducts interviews with interested reporters. The department also holds events for the press at the Company’s training center, where journalists receive instruction in the basics of electricity and the electric system, get to see the inside of a simulated manhole, and are able to put their questions to Company experts.

Government Relations is responsible for communications with federal, state, and local elected officials. Government Relations is staffed with employees who have had significant experience working with elected officials at all levels of government. Throughout the year, Government Relations assists elected officials and their staffs with a wide range of energy-related issues. Government Relations also maintains local Public Affairs offices in each New York City

⁵ Formal talking points were used during the calls from Sunday through Tuesday and are attached. A similar outline was utilized during the calls on Wednesday and Thursday.

borough and Westchester County that communicate with elected officials and community organizations at the local level about company information, such as planned infrastructure improvements and its summer-preparedness efforts.

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

Throughout this storm and the related power outages in Westchester County, Media Relations staff distributed numerous press releases providing updates on systems conditions, identifying the most affected areas and alerting the public as to locations of ice distribution. The releases also urged the public to avoid any downed electrical wires and report outages to Con Edison. The press releases were blast faxed to an established list of media outlets. In addition, the releases were posted on the Company website. The Media Relations office also initiated and responded to 50 to 100 press calls daily.

On Tuesday, September 5, 2006, Con Edison Vice President of Electric Operations for Bronx and Westchester, William McGrath, held a news conference regarding the Company's restoration efforts for customers affected by Tropical Storm Ernesto in Westchester County.

Both Government Relations and Local Public Affairs staff initiated or responded to over 100 calls to or from local municipalities and elected officials. Communications continued throughout the event. The calls served to provide local outage numbers, restoration updates, receive notification of road closures and requests for information regarding specific customer outages.

Additionally, the Local Public Affairs office held daily municipal conference calls. The calls were open to representatives of all municipalities, fire districts, police departments and county officials including the county executive and commissioner of emergency services. The call-in number and time of call was faxed each morning. Con Edison representatives on the call included a member of the Public Affairs office, Electric Operations, Energy Services and Emergency Management. Each call began with an update of field conditions from the Public Affairs staff member and was followed by a question and answer session which provided locals officials with the opportunity to ask questions. Specific requests for information were followed-up on after the conference call.

Detailed information on the inquiries and communications with elected officials is included on Attachment G, and detailed information on media relations and press contacts is included on Attachment H. The press releases issued by Con Edison are included in Attachment I.

D. Customer Communications

1 - Communicating to Customers about Emergencies

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

In its various communications with customers and the community, the Company advises customers that should their power go out or they see a hazardous condition, such as fallen electric wires, they should contact the Company at the toll free number. This information is featured in *Customer News*, the Con Edison newsletter that is mailed to customers six times a year, and *SPOTLIGHT*, a special publication for senior and disabled customers that is mailed twice each year. Special summer and winter mailings to more than 1,000 community-based and human services organizations also provide information on Con Edison's services and programs, safety tips, and storm and emergency preparedness.

Throughout the year, Customer Outreach advocates attend local community events, make presentations to community groups, and distribute written brochures. A staple of their discussions is how to prepare for and what to do in emergency situations, which include storms, power outages, and extreme hot and cold weather conditions. Advocates distribute Con Edison's *In Case of a Storm* brochure on a regular basis. This brochure provides storm emergency tips and outlines how to report a power outage.

Con Edison's Web site features *Customer Central* that provides customers with information and tips on several safety-related areas and includes a section called Storm Central that has in-depth information on storm preparedness. Customers can also download copies of the *In Case of a Storm* brochure from the Con Edison Web site.

Con Edison invites customers who use electric life sustaining equipment ("LSE") to enroll in a program in which the Company contacts them with important information in case of power outages. All residential customers receive an invitation and application to enroll twice a year via the *Customer News*, and the rights and responsibilities publication that customers receive annually. Applicants for service are informed about the program, and customers can enroll anytime by calling the Con Edison toll-free number or completing an application on line. Each year, Con Edison mails program information to LSE manufacturers and emergency agencies and encourages them to alert those who purchase this equipment to register with Con Edison. All LSE customers on record with Con Edison receive a letter each spring reminding them that they are registered and outlining the LSE program.

Customers who have a medical hardship have an opportunity to enroll as a medical hardship case each year when they receive an application for enrollment with the annual rights and responsibilities notice. Customers can also enroll at any time by calling the Company's toll-free number or visiting the Con Edison Web site.

Upon receiving the application and documentation, as required, customer accounts are updated to indicate life-sustaining equipment/medical hardship status. Due to this, customer records reflect the most current information provided to the Company at the onset of any event.

2 - Customer Outreach Advocates

During the event, Customer Outreach advocates at the Customer Outreach Customer Information Center (“CIC”) mobile vehicle and at other field locations in the affected area provided information to customers, answered questions, and distributed storm emergency brochures in both English and Spanish. Customer Outreach advocates also assisted in the distribution of ice at some locations.

Customer Outreach Advocates staffed the following field locations:

September 3, 2006 (11:00 – 20:00) - New Rochelle City Hall, Cross County Shopping Center, Riverdale Shopping Plaza (11:00 – 18:00), Bloomingdale’s White Plains and Rye Playland.

September 4, 2006 (11:00 – 20:00) - New Rochelle City Hall, Cross County Shopping Center, Riverdale Shopping Plaza, Bloomingdale’s White Plains, Rye Playland and North Castle Town Park, Armonk (10:00 – 20:00).

September 5, 2006 (11:00 – 20:00) - New Rochelle City Hall, Cross County Shopping Center, Riverdale Shopping Plaza, Bloomingdale’s White Plains and Rye Playland (10:00 – 20:00).

September 6, 2006 (11:00 – 20:00) - New Rochelle City Hall, Cross County Shopping Center, Riverdale Shopping Plaza, Bloomingdale’s White Plains, Rye Playland (10:00 – 20:00) and North Castle Town Park, Armonk.

September 7, 2006 (11:00 – 15:00) – New Rochelle City Hall, Cross County Shopping Center, and North Castle Town Park, Armonk (10:00 – 15:00).

3 - Con Edison’s Call Center

a. Broadcast Messages on Telephone System

Customer calls to our toll-free number, 1-800-75CONED, originate from all parts of our service territory. The automated menu provided to callers at the start of the call is designed to prioritize emergency calls. After making the initial language selection (English or Spanish), customers are offered the option to report an emergency or hazardous condition. When a storm or system event occurs, the automated menu provides a special message to inform callers about the nature and location of the event, and to direct customers who are currently experiencing service problems to use the self-service option or speak to a representative to report individual outages, wires down, trees on wires, and other hazardous conditions. Special messages were utilized and updated on a regular basis throughout the Westchester event. The text and broadcast schedule for the special messages is included on Attachment J.

In addition, based on the level of activity and wait time of our emergency queues, the ‘Storm Mode’ is activated to provide for a message advising non-emergency callers that many customers are experiencing outages and that priority is being given to those calls. It asks callers to call at another time for customer service and billing questions. ‘Storm Mode’

messages were utilized during this event. The text of the Storm Priority Message is also included on Attachment J.

b. Call Center Staffing

On a normal Saturday, our call center is staffed with eight customer service representatives between the hours of 12:00 a.m. and 9:00 a.m., 67 customer service representatives between 9:00 a.m. and 5:00 p.m., and 24 representatives between 5:00 p.m. and 12:00 a.m. During a typical Saturday 24-hour period, our call center experiences approximately 18,000 general customer calls and 900 emergency calls.

Because a category 1 storm was expected, customer operations anticipated the volume of emergency calls to increase. On Friday, in preparation for the storm, we scheduled for Saturday 84 customer service representatives to be on duty from 9:00 a.m. to 5:00 p.m., and 24 representatives to be on duty from 5:00 p.m. to midnight. If additional customer service representatives were needed after 5:00 p.m., customer service representatives, who worked between 9:00 a.m. and 5:00 p.m., would extend their shift.

On Saturday, September 2, the call volume increased during the storm and it became apparent that some customers were experiencing long wait times and busy signals. In response, we increased the number of customer service representatives on duty. From Saturday, September 2, through Monday, September 4, the call center focused exclusively on emergency calls from customers and stopped taking general calls.

On Saturday, September 2, 84 customer service representatives were on duty between 9:00 a.m. and 5:00 p.m., and 89 representatives were on duty between 5:00 p.m. and 12:00 a.m.

On Sunday, September 3, we had 30 customer service representatives working between 12:00 a.m. and 9:00 a.m., 98 customer service representatives between 9:00 a.m. and 5:00 p.m., and 108 representatives on duty between 5:00 p.m. and 12:00 a.m.

On Monday, September 4, 33 customer service representatives were on duty from 12:00 a.m. to 9:00 a.m., 133 customer service representatives were on duty between 9:00 a.m. and 5:00 p.m., and 55 representatives between 5:00 p.m. and 12:00 a.m.

On Saturday, September 2, Customer Operations received more than 32,000 emergency calls, 36 times more than normal. The two periods in which customers received busy signals were Saturday, September 2, between 1:30 p.m. and 9:00 p.m., and Sunday, September 3, between 8:30 a.m. and 10:30 a.m. Seventy-three percent of those customers called back and to communicate with the Company.

c. Information Provided To CSRs Handling Customer Calls

The Emergency desktop application in the Customer Service System (“CSS”) assists Customer Service Representatives (“CSRs”) in preparing and processing trouble tickets that are sent to the Emergency Control System (“ECS”) for dispatch and action. The application provides updated service outage status on the customer’s account, if any. If there are no existing tickets, the application prompts the CSR to identify the type of problem (e.g., no lights, partial service, wires down, flickering lights, low voltage, etc.) and to issue the appropriate trouble ticket to the ECS.

Call Center management provided information about the event by email to the CSRs handling customer calls. This information, such as press releases and messages recorded on the telephone system, made the CSRs aware of what customers were being told via the media and the phone system. Other emails contained dry ice locations and distribution times, the location of Customer Outreach staff, claims information, and information about area outages, so that CSRs could provide this information to callers.

Prior to and during the incident, Call Center supervision emphasized to CSRs the need for empathy and concern toward customers who were speaking with the CSRs. During the event, area management conducted tailgate talks and one-on-one coaching with CSRs to reinforce the need for caring and concern. They spoke with representatives individually and in groups explaining the importance of expressing empathy and concern for customers affected by the outage. Quality Assurance (“QA”) representatives also provided CSRs with their contact numbers and cell phone numbers to call for assistance, ask a question, share a concern, or inform QA of any unusual circumstance.

d. Outbound Telephone Calls

Outbound telephone calls were made to follow up on restoration activities and to life sustaining equipment (“LSE”) and Medical Hardship customers (discussed below).

Upon completion of a job generated by customers’ reports, customers received an outbound call from an automated calling system to confirm that their service was restored. The automated system provided customers with two options to communicate the status of their service as follows:

If the problem was resolved satisfactorily, the customer was advised to press ‘1’.
If this problem was not corrected, the customer was advised to press ‘2’ and was connected with a customer service representative.

e. Contact with Life Sustaining Equipment and Medical Hardship Customers

Company procedures require that “at risk” customers – those with life sustaining equipment and medical hardship status – be contacted when there is a pending system emergency (e.g., at the onset of a protracted heat wave or when a tropical or winter storm is forecast). LSE customers are also contacted by CSRs when our outage management system indicates that they are without service. When calls made by CSRs to LSE customers are not answered, Con

Edison contacts emergency officials in New York City or in Westchester, as applicable, to follow-up with the customer.

On September 2, from approximately 6:00 p.m. to 8:00 p.m., outbound interactive voice response unit calls were made to all of the LSE and Medical Hardship customers in the Company's service area due to the severe weather. These calls included all 564 life-sustaining equipment customers in Westchester and 453 medical hardship customers in Westchester. The outbound call message referred to the severe weather, and indicated that our records showed there was life-sustaining equipment or medical hardship at the premises. The message recommended that the customer go to a hospital, call 911 or make other arrangements if necessary. The message also provided a priority toll free number to call to speak to a representative and recommended battery backup for life sustaining equipment customers.

Between September 2 and September 7, outbound calls were made daily to LSE customers who remained out of service and to Medical Hardship customers to remind them of emergency contact information.

4 - Claims

Under the terms of Con Edison's electric rate schedule, the Company is not responsible for spoilage losses attributable to conditions beyond our control, such as storms. Customer Service Representatives were instructed to provide this information to customers calling our toll-free number. The information was also available on the Company's web site. In addition, this information was provided in response to media inquiries.

VII. Lessons Learned

Observations and suggestions for areas of improvement were solicited at a "lessons learned" meeting held on Thursday, September 14, with all key response personnel. As a result of the July 18th storm lessons learned, several enhancements were implemented for the response to the September 2 storm. Enhancements to the Consolidated Emergency Response Program that were identified throughout the year are ongoing.

A. Internal Communications

From September 4-8, the Bronx-Westchester Information Officer developed and produced internal information cards to give a uniform safety message and restoration status update to all office and field personnel, including mutual assistance crews (See Attachment L). As a result of the September 2 storm, the need to streamline this process with the use of a menu of safety messages and pre-scripted, fill-in-the-blank type status updates was identified.

B. External Communications

1. Municipal Contacts

After the September 2 storm, Bronx-Westchester established a team of Company representatives to meet with the Westchester County municipal managers association for the

purpose of defining a process to address municipal issues focusing on the utilization of crews to address public safety and critical infrastructure issues. These resources would be allocated to significantly impacted municipalities during a storm. These meetings began on November 3, 2006 and are expected to be completed by the end of the first quarter of 2007.

2. Call Center Activity

To reduce the potential for customers to receive busy signals during outages, we have taken significant steps to increase the capacity of our telephone lines to our call center. Subsequent to this event, the Company has increased our call capacity, bringing the total number of lines to over 650 on our 800-75CONED number.

In addition to the increased phone-line capacity, on Friday, September 22, we modified our automated system for self-service applications, which is intended to make it easier and faster for customers to report an electric outage. This system allows customers to quickly report an outage without speaking to a customer service representative. We estimate the modified system will reduce the time to report an outage by 90 seconds, cutting the time in half. In addition, customers who use this system will free up lines more quickly and those lines will be available for other customers.

C. Training

As was previously identified in the July 18 Thunderstorm Report, the training of municipal personnel and internal municipal liaisons is important for the management of an emergency response. Accordingly, the process of training both internal municipal liaisons and municipal officials has begun. Bronx-Westchester Electric Operations, Electric Emergency Management, Public Affairs, and Energy Services have started a series of meetings with municipal officials and have included the municipal liaisons in these sessions. This is an ongoing effort.

D. Line Clearance/Tree Trimming

The vast majority of the outages during this event were caused by downed trees and tree limbs. Beginning in January 2007, the Company plans to increase the tree-trimming clearances above and around its wires in order to reduce the number of customers affected during storms. The current policy is to trim 10 feet above and six feet below and to the side of all primary wires. By increasing tree-trimming clearances to 15 feet above and 10 feet below and to the sides of wires, the number of customers who lose power in storm situations should be reduced and customer restoration times should decrease. While increasing clearances will not reduce the number of outages caused by downed trees, it will reduce the number of outages caused by falling limbs.

WEATHER OUTLOOK FOR UPCOMING SHIFT CHANGE**CON-EDISON / WESTCHESTER & BRONX****DATE/TIME: FRIDAY, SEPTEMBER 1, 2006****1800 EDT**

THE REMNANTS OF WHAT IS NOW TROPICAL STORM ERNESTO WILL TRACK TO THE NORTH AND WEST OF THE AREA OVER THE NEXT SEVERAL DAYS...

WINDS WILL BE IN THE GENERAL CATEGORY ACROSS NORTHERN AND CENTRAL WESTCHESTER; WINDS WILL BE HIGHER ACROSS SOUTHERN WESTCHESTER AND THE BRONX, WITH FREQUENT GUSTS BELOW 30 MPH EXPECTED IN THESE LOCALES. THE ONLY EXCEPTION WILL BE THE IMMEDIATE COASTAL LOCATIONS, WHERE WE COULD SEE FREQUENT GUSTS IN THE 30-35 MPH RANGE TONIGHT AND EARLY SATURDAY.

WINDS: NORTHERN AND CENTRAL WESTCHESTER

TIME FRAME	DIRECTION	SUSTAINED WINDS	FREQUENT GUSTS
NOW-8PM FRI	E-ESE	10-16	--
8PM-8AM FRI-SAT	ESE-E	INCR 12-20	25
8AM-NOON SAT	E	12-20	25

WINDS: SOUTHERN WESTCHESTER & THE BRONX

TIME FRAME	DIRECTION	SUSTAINED WINDS	FREQUENT GUSTS
NOW-8PM FRI	E-ESE	12-20	20-25
8PM-8AM FRI-SAT	ESE-E	INCR 18-28	25-30, EXCEPT 30-35 COASTAL WESTCHESTER/BRONX
8AM-NOON SAT	E	15-25	25-30, EXCEPT 30-35 COASTAL WESTCHESTER/BRONX

RAIN MAY BE HEAVY AT TIMES LATE TONIGHT AND DURING THE DAY ON SATURDAY, RESULTING IN RAINFALL AMOUNTS AROUND 2 INCHES THROUGH THE PERIOD.

EMBEDDED GENERAL TO MODERATE THUNDERSTORMS ARE ALSO POSSIBLE TONIGHT THRU SATURDAY MORNING.

GENERAL WEATHER OUTLOOK FOR THE NEXT 7 DAYS

CON-EDISON / WESTCHESTER & BRONX

DATE/TIME: Saturday, September 02, 2006 AM FORECAST

DETAILED FORECAST	TODAY 0600-1200	TODAY 1200-1800	TONIGHT 1800-0600	SUNDAY 0600-1200	SUNDAY 1200-1800
HI/LOW TEMP	RISE 61	HIGH 67	LOW 61	RISE 64	HIGH 71
WIND DIR	ESE	SE	SE	BCMG W-SW	W-NW
SPEED (MPH)	15-25	10-18	7-15	7-15	7-15
FREQ. GUSTS	30	25			
GENERAL WEATHER	RAIN TAPERING TO SHWRS	SHWRS	SHWRS, MAINLY BEFORE 2000	CHNC SHWRS	CHNC SHWRS
DEWPOINT	60-61 MILDLY UNCOMFORT ABLE	61-63 MILDLY UNCOMFORT ABLE	61-63 MILDLY UNCOMFORT ABLE	58-60 MILDLY UNCOMFORT ABLE	57-60 MILDLY UNCOMFORT ABLE
RAINFALL (MELTED SNW)	0.40-0.80"	0.10-0.30"	0.00-0.15"	0.00-0.10"	0.00-0.10"
SNW ACCUM					

EXTENDED FORECAST	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
HIGH TEMP	77	77	75	74	75
LOW TEMP	60	60	60	60	58
GENERAL WEATHER	VAR CLDS	P CLDY, CHNC SHWR	M CLDY, CHNC SHWRS	M CLDY, CHC SHWRS	P CLDY, CHNC SHWRS

SYNOPSIS: RAIN WILL TAPER TO SHOWERS THIS MORNING AS THE REMNANTS OF ERNESTO MOVE NORTHWARD. AS ERNESTO CONTINUES NORTH TONIGHT ALONG WITH A STRONG HIGH PRESSURE ANCHORED OVER CANADA, WINDS WILL BE ON THE BREEZY SIDE TODAY. FREQUENT GUSTS SHOULD REACH 30 MPH THIS MORNING. WINDS DIMINISH IN THE AFTERNOON AS THE STORM MOVES WEST OF THE AREA AND WEAKENS. SCATTERED SHOWERS ARE EXPECTED TONIGHT, AND STILL POSSIBLE ON SUNDAY. THE LOW FINALLY PUSHES INTO THE WELL INTO THE NORTHEAST BY MONDAY WITH QUIET WEATHER EXPECTED FOR THE HOLIDAY. A FEW SHOWERS ARE POSSIBLE TUESDAY THROUGH FRIDAY AS A TROUGH MAY SET UP OVER THE REGION, BRINGING A SERIES OF WAVES OF PRECIPITATION TO THE AREA ALONG IT.

ADVERSE WEATHER: WINDS IN THE GENERAL CATEGORY TODAY

**ADVERSE WEATHER OUTLOOK FOR THE NEXT 24 HOURS
CON-EDISON / WESTCHESTER & BRONX**

DATE/TIME: SATURDAY, SEPTEMBER 2, 2006

0700 EDT

THE REMNANTS OF ERNESTO WILL CONTINUE TO TREK TO THE NORTH AND WEST OF THE AREA TODAY, SPARING THE AREA FROM THE HEAVIEST RAINS...

WINDS WILL BE IN THE GENERAL CATEGORY ACROSS NORTHERN AND CENTRAL WESTCHESTER; WINDS WILL BE HIGHER ACROSS SOUTHERN WESTCHESTER AND THE BRONX, WITH FREQUENT GUSTS 25 MPH OR LESS EXPECTED IN THESE LOCALES. THE ONLY EXCEPTION WILL BE THE COASTAL LOCATIONS, WHERE WE SHOULD SEE FREQUENT GUSTS IN THE 30-35 MPH RANGE THROUGH THE FIRST HALF OF THE DAY TODAY. WINDS GRADUALLY DIMINISH THROUGH THE AFTERNOON AS THE REMNANTS OF ERNESTO GRADUALLY PUSH NORTHWARD AND THE PRESSURE GRADIENT WEAKENS.

WINDS TODAY: NORTHERN AND CENTRAL WESTCHESTER

TIME FRAME	DIRECTION	SUSTAINED WINDS	FREQUENT GUSTS
7AM-12PM	E	10-20	25
1PM-5PM	E-ESE	10-18	20-25
5PM-9PM	E-ESE	9-17	20-22

WINDS TODAY: SOUTHERN WESTCHESTER & THE BRONX

TIME FRAME	DIRECTION	SUSTAINED WINDS	FREQUENT GUSTS
7AM-1PM	E	15-25	25-30, EXCEPT 30-35 COASTAL WESTCHESTER/BRONX
1PM-5PM	E-ESE	14-23	25-30
5PM-9PM	E-ESE	10-20	23-27

WEATHER OUTLOOK FOR UPCOMING SHIFT CHANGE

CON-EDISON / WESTCHESTER & BRONX

DATE/TIME: SATURDAY, SEPTEMBER 2, 2006

2100 EDT

THE REMNANTS OF ERNESTO WILL CONTINUE TO TRACK TO THE NORTH AND WEST OF THE AREA THROUGH THE OVERNIGHT.

EXPECT STRONG CATEGORY WINDS FROM NOW UNTIL 2AM (ESPECIALLY IN SOUTHERN WESTCHESTER AND THE BRONX) AFTER 2AM WINDS WILL AT MODERATE CATEGORY AND FINALLY BE AT GENERAL CATEGORY WINDS AROUND 6AM.

WINDS TODAY: NORTHERN AND CENTRAL WESTCHESTER

TIME FRAME	DIRECTION	SUSTAINED WINDS	FREQUENT GUSTS
NOW-10PM	E	20-30	30-35
10PM-2AM	E-ESE	15-30	25-30
2AM-6AM	ESE	10-20	20-25

WINDS TODAY: SOUTHERN WESTCHESTER & THE BRONX

TIME FRAME	DIRECTION	SUSTAINED WINDS	FREQUENT GUSTS
NOW-10PM	E	30-35	35-40, EXCEPT 40-45 COASTAL WESTCHESTER/BRONX
10PM-2AM	E-ESE	25-30	30-35, UP TO 35-40 COASTAL WESTCHESTER/BRONX
2AM-6AM	ESE	16-22 EASE BY 6AM	UP TO 25.

000
 NOUS41 KOKX 030940
 PNSOKX
 CTZ005>012-NJZ002>006-011-NYZ067>081-032129-

PUBLIC INFORMATION STATEMENT
 SPOTTER REPORTS
 NATIONAL WEATHER SERVICE UPTON NY
 540 AM EDT SUN SEP 3 2006

THE FOLLOWING ARE UNOFFICIAL WIND GUST OBSERVATIONS TAKEN ON
 SEPTEMBER 2ND WHEN THE REMNANTS OF TROPICAL STORM ERNESTO COMBINED
 WITH A LARGE HIGH PRESSURE SYSTEM TO THE NORTH TO CREATE STRONG
 WINDS ACROSS OUR REGION. APPRECIATION IS EXTENDED TO COOPERATIVE
 OBSERVERS...SPOTTERS AND MEDIA FOR THESE REPORTS. THIS SUMMARY IS
 ALSO AVAILABLE ON OUR HOME PAGE AT WEATHER.GOV/NYC

*****MAXIMUM WIND SPEED*****

LOCATION	MAXIMUM WIND SPEED (MPH)	TIME/DATE OF MEASUREMENT	COMMENTS
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CONNECTICUT

...FAIRFIELD COUNTY...

NORWALK	57	215 PM	9/2 AWS
OLD GREENWICH	57	238 PM	9/2 SPOTTER
BRIDGEPORT	53	626 PM	9/2 KBDR ASOS
WESTPORT	49	1145 AM	9/2 AWS
DANBURY	35	1235 PM	9/2 KDXR ASOS

...NEW HAVEN COUNTY...

WEST HAVEN	54	330 PM	9/2 SPOTTER
NEW HAVEN/TWEED	37	1046 PM	9/2 KHVN ASOS

...NEW LONDON COUNTY...

GROTON/NEW LONDON	39	316 PM	9/2 KGON ASOS
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NEW JERSEY

...BERGEN COUNTY...

BERGENFIELD	45	245 PM	9/2 SPOTTER
TETERBORO	41	458 PM	9/2 KTEB ASOS

...ESSEX COUNTY...

NEWARK	43	411 PM	9/2 KEWR ASOS
CALDWELL	38	547 PM	9/2 KCDW ASOS

...HUDSON COUNTY...

JERSEY CITY	46	300 PM	9/2 AWS
HARRISON	36	230 PM	9/2 SPOTTER

NEW YORK

...KINGS COUNTY...

BAY RIDGE	52	430 PM	9/2 AWS
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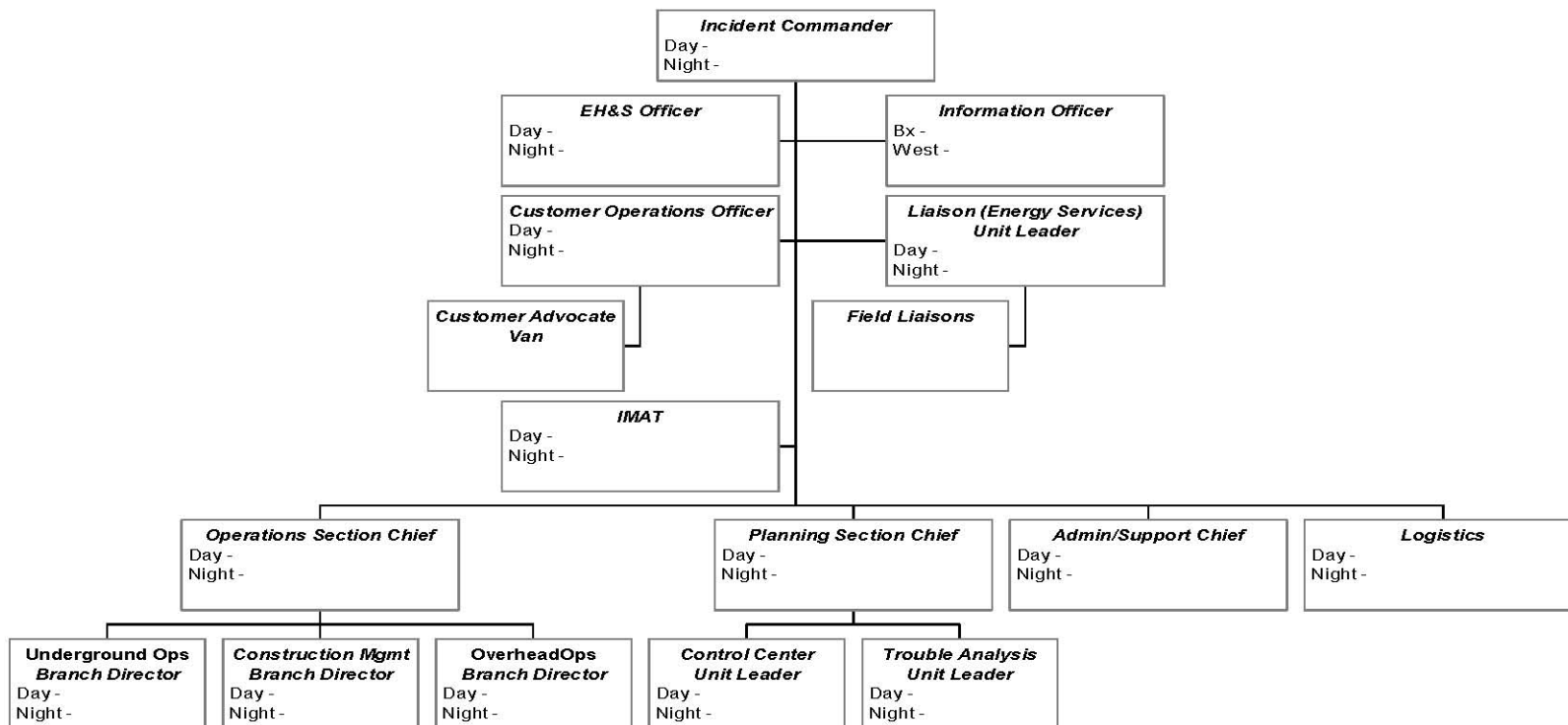
...NASSAU COUNTY...					
LIDO BEACH	57	245 PM	9/2	AWS	
OCEANSIDE	55	145 PM	9/2	AWS	
JONES BEACH ISLAND	52	1115 AM	9/2	AWS	
BELLMORE	48	115 PM	9/2	AWS	
WANTAGH	46	1200 PM	9/2	AWS	
FARMINGDALE	41	336 PM	9/2	KFRG ASOS	
...QUEENS COUNTY...					
NYC/JFK ARPT	51	313 PM	9/2	KJFK ASOS	
NYC/LA GUARDIA	46	530 AM	9/2	KLGA ASOS	
...RICHMOND COUNTY...					
ANNADALE	49	215 PM	9/2	AWS	
...SUFFOLK COUNTY...					
SHINNECOCK INLET	55	356 PM	9/2	LISHORE	
WESTHAMPTON	46	758 PM	9/2	KFOK ASOS	
MONTAUK	45	500 PM	9/2	AWS	
ISLIP	44	1023 PM	9/2	KISP ASOS	
LINDENHURST	44	434 PM	9/2	SPOTTER	
SHIRLEY	35	259 PM	9/2	KHWV ASOS	
...WESTCHESTER COUNTY...					
EASTCHESTER	48	600 PM	9/2	AWS	

\$\$

EKSTER

ORGANIZATION CHART

ELECTRIC OPERATIONS - Bronx/Westchester
WEDNESDAY July 19, 2006



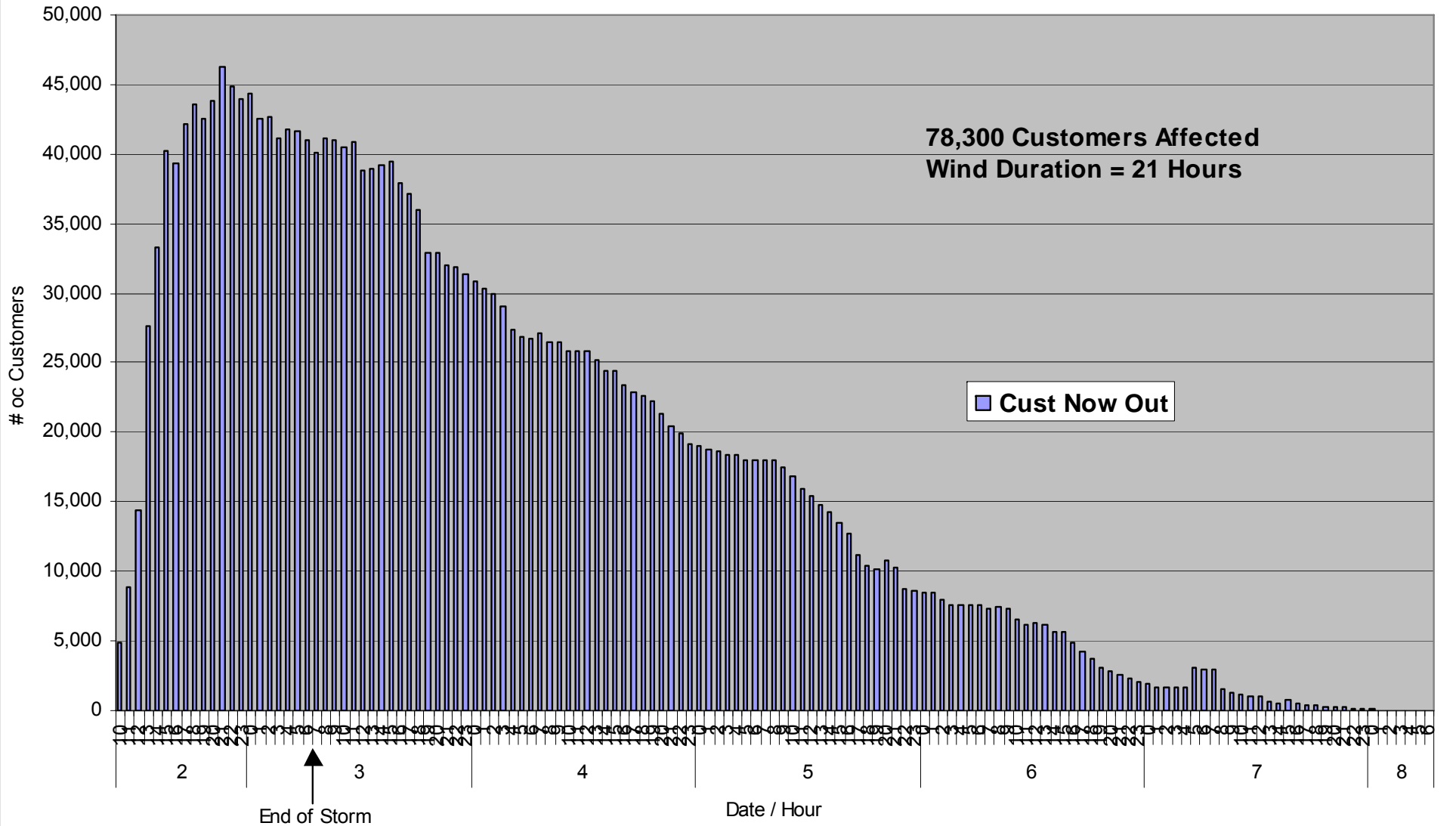
September 2006 Storm – Outside Support

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

Utility	# of Crews	Contacted	Arrived	Released
Contractor Crews				
National Grid – Hawkeye	7	9/2/06	9/3/06	9/8/06
	1		9/4/06	9/8/06
	15		9/5/06	9/8/06
Energy East – Hawkeye	9	9/2/06	9/3/06	9/8/06
Orange & Rockland – Hawkeye	4	9/2/06	9/3/06	9/7/06
Orange & Rockland – Asplundh	6	9/2/06	9/5/06	9/8/06
Northeast Utilities – Hawkeye	7	9/2/06	9/6/06	9/8/06
UGI – Utility Line Constructors	7	9/3/06	9/5/06	9/8/06
Mutual Aid Crews				
National Grid	11	9/2/06	9/4/06	9/8/06
Allegheny Power	18	9/2/06	9/4/06	9/7/06
Orange & Rockland Overhead	8	9/2/06	9/5/06	9/7/06
Orange & Rockland Ladder Line (services)	8	9/2/06	9/6/06	9/8/06
Inter-region Assistance				
Brooklyn-Queens Overhead	5	9/2/06	9/3/06	9/7/06
	7		9/4/06	9/7/06
	15		9/5/06	9/7/06
Brooklyn-Queens Troubleshooters	4	9/2/06	9/4/06	9/7/06
Brooklyn-Queens Ladder Line (services)	34	9/2/06	9/4/06	9/7/06
	4		9/5/06	9/7/06
Staten Island Overhead	5	9/2/06	9/4/06	9/7/06
	7		9/5/06	9/7/06
Manhattan Ladder Line (services)	10	9/2/06	9/3/06	9/7/06
	1		9/5/06	9/7/06

Please note: At least daily mutual assistance (NYMAG conference calls were held beginning 8/30/06. Inter-regional staffing was disseminated on 9/1/06 and regular conference calls began on 9/2/06.

Customer Impact Chart
Tropical Storm Ernesto 9/2/2006



Municipal Conference Calls – Talking Points

From: Drexel, J. Mark
Sent: Sunday, September 03, 2006 2:34 PM
To: Lyons, Daniel J.
Subject: 9/3 script

Pat :

Open the call with a welcome, ask who is on the call and then introduce Bill

Bill:

- Approximately 70,000 customers lost electric service in the Con Edison territory in Westchester County from Tropical Storm Ernesto on Saturday; As of 1000 Sunday 42,000 customers remain without service.
- The restoration efforts are ongoing while we continue to assess the storm's impact on customers.
- Additional company crews, plus crews from Rhode Island and Albany, are assigned to the restoration effort in Westchester.
- The safety of the public and all crews working remains a priority. High winds, rain and falling trees battered our electrical lines at the height of the storm causing 107 blocked roadways throughout the County.
- We would appreciate your assistance regarding any additional closed roads or unsafe conditions that you may be aware of. Please use the MUNI Desk to notify us. The number is 914-921-3716.
- The most damage is in the communities of Briarcliff, Dobbs Ferry, Larchmont, Mamaroneck, Mount Vernon, New Rochelle, Ossining, Pelham, Rye, and Scarsdale,
- We anticipate damage assessment to be completed today and will have an estimation of when all customers can be restored by 6:00 tonight.
- We will distribute ice at the following locations, starting at 1 p.m. today
 - Cross County Shopping Center, Yonkers;
 - New Rochelle Fire Department, City Hall parking lot, 515 North Ave.,
 - New Rochelle; Bloomingdale's parking lot, White Plains;
 - Rye Playland
 - Riverdale Shopping Center, Riverdale Avenue and West 258th Street.

Ask if **Sutton** wants to speak

Pat:

- Customers without service must call our Call Center at 1-800-75-CON-ED and speak to a representative. We remind customers to call into the 1-800 number if they have not yet notified us that they have lost power
- There will be a teleconference call tomorrow, Monday September 4 at noon. *(include instructions)*

Muni Script 060904 noon

Pat :

Open the call with a welcome, ask who is on the call and then introduce Bill

Bill:

- Approximately 76,000 customers lost electric service in the Con Edison territory in Westchester County from Tropical Storm Ernesto on Saturday; As of 1100 Monday 20,000 customers remain without service from the storm.
- The restoration efforts are ongoing while we continue to assess the storm's impact on customers.
- Additional company crews, plus crews from Rhode Island and Albany, are assigned to the restoration effort in Westchester.
- The safety of the public and all crews working remains a priority. High winds, rain and falling trees battered our electrical lines at the height of the storm causing 170 blocked roadways throughout the County.
- We would appreciate your assistance regarding any additional closed roads or unsafe conditions that you may be aware of. Please use the MUNI Desk to notify us. The number is 914-921-3716.
- The most damage is in the communities of Briarcliff, Dobbs Ferry, Larchmont, Mamaroneck, Mount Vernon, New Rochelle, Ossining, Pelham, Rye, Scarsdale, Yonkers and Greenburgh.
- We anticipate damage assessment to be completed today and will have an estimation of when all customers can be restored by 6:00 tonight.
- We will distribute ice at the following locations, starting at 1 p.m. today

DRY ICE LOCATIONS

Dry Ice will be distributed at the following locations at 1:00 p.m. today.

There will be a Customer Service Outreach Representative at each location.

- **WHITE PLAINS**
Bloomington's Store.

Bloomington Road at the North end of the parking lot.
- **RYE**
RYE Playland
- **YONKERS**
Macys
Cross County Shopping Center off of I-87. West Side of Macy's.

- **NEW ROCHELLE**
City Hall Parking Lot

60 Beaufort Place

- **ARMONK**
North Castle Town Park

205 Business Park Drive

Ask if **Sutton** wants to speak

Pat:

- Customers without service must call our Call Center at 1-800-75-CON-ED and speak to a representative. We remind customers to call into the 1-800 number if they have not yet notified us that they have lost power
- There will be a teleconference call tomorrow, September 5th at noon. *(include instructions)*.

Muni Script 060905 noon

Pat :

Open the call with a welcome, ask who is on the call and then introduce Bill

Bill:

- Approximately 76,000 customers lost electric service in the Con Edison territory in Westchester County from Tropical Storm Ernesto on Saturday; As of Tuesday, 11:00 a.m. 12,500 customers remain without service from the storm from work reported through Sunday evening. The remaining 4,500 customers out of service were received since Sunday (17,000 customers out of service).
- The restoration efforts are ongoing while we continue to assess the storm's impact on customers.
- Additional company crews, plus mutual aid crews, Upstate New York, Rhode Island, Boston and Pennsylvania are assisting restoration efforts in Westchester.
- The safety of the public and all crews working remains a priority. High winds, rain and falling trees battered our electrical lines at the height of the storm causing numerous blocked roadways throughout the County. At the present time, there are less than 100 blocked roadways.
- We would appreciate your assistance regarding any additional closed roads or unsafe conditions that you may be aware of. Please use the MUNI Desk to notify us. The number is 914-921-3716.
- We would like to thank you in assisting us regarding information about closed roadways and schools. As a result of your cooperation, the approximately 20 schools closed yesterday have been restored. There are four schools that we are reviewing today with regards to being closed. Our goal is to ensure that all schools will be opened.
- The most damage is in the communities of Mamaroneck, Mount Vernon, New Rochelle, Yonkers and Greenburgh.
- We anticipate that all customers will be restored during tomorrow evening, Wednesday.

DRY ICE LOCATIONS

Dry Ice will be distributed at the following locations at 12:00 p.m. today.

There will be a Customer Service Outreach Representative at each location.

- **WHITE PLAINS**

- **Bloomingtondale's Store.**

- Bloomingtondale Road at the North end of the parking lot.

- **RYE**

- **RYE Playland**

- **YONKERS**

Macys

Cross County Shopping Center off of I-87. West Side of Macy's.

- **NEW ROCHELLE**

City Hall Parking Lot

60 Beaufort Place

Ask if **Sutton** wants to speak – Tony, for future reference you will be receiving press releases.

Pat:

- Customers without service must call our Call Center at 1-800-75-CON-ED and speak to a representative. We remind customers to call into the 1-800 number if they have not yet notified us that they have lost power
- There will be a teleconference call tomorrow, September _____ at noon. *(include instructions)*.

Government Relations and Local Public Affairs
Government and Elected Officials – Inquiries and Communications

Saturday, September 2, 2006

- Assembly Member George S. Latimer's staff: provided outage numbers and information on the restoration process.
- Senator Nicholas Spano's staff: provided outage numbers and information on the restoration process.
- Larry Schwartz, Deputy County Executive: two calls discussed outages at Fenway Country Club.
- Susan Tolchin, Chief Advisor, County Executive Andy Spano: outage at Fenway Country Club.

Sunday, September 3, 2006

- Assembly Member Richard Brodsky's staff: provided outage numbers and information on the restoration process.
- Assembly Member George Latimer's staff: provided outage numbers, information on the restoration process and report of constituents without power.
- Senator Nicholas Spano's staff: provided outage numbers, information on the restoration process and report of constituents without power.
- John Liszewski, Commissioner of Public Works, Yonkers: discussed power to the Hillview water pump station.
- Tom Abinanti, Westchester County Legislator: reported power outage at his home and in his neighborhood.
- Joe Bedard, Superintendent of Public Works, Village of Larchmont: outages and road closures.
- Bud Nicoletti, Commissioner of Public Works, White Plains: outages and road closures.
- Mayor Robert Williams, Elmsford: downed wire on a fence near a school, no light condition near the Knollwood Country Club and tree on wire condition to Underhill Avenue.

Monday, September 4, 2006

- Council Member Barbato, Yonkers: outages at several locations and a leaking transformer.
- Council Member Murtagh, Yonkers: outages at several locations.
- Assembly Member George Latimer: provided outage numbers and restoration update.
- Senator Nicholas Spano's staff: provided outage numbers and restoration update.
- Senator Jeffrey Klein's staff: provided outage number, restoration update and report of constituents without power.
- Reese Berman, Town Supervisor, North Castle: outages in the town and dry ice distribution.
- Gerald Geist, North Castle Town Council: power outage to his home and outages in his neighborhood.
- Patti Malone, Assistant to Yorktown Supervisor Linda Cooper: update on residential restoration efforts.

- Jim Maisano, County Legislator: outages in New Rochelle
- Pete Shirrell, Director of Emergency Management, Mt. Vernon: outages in the city.
- Mayor Elizabeth Feld, Larchmont: outages in the village.
- Janet DiFiero, Westchester County District Attorney: reported outage at her home.
- Gerri Shapiro, Regional Representative, Senator Hillary Clinton: reported outage to sensitive customer.
- Steve Altieri, Town Administrator, Mamaroneck: reported several outages.

Tuesday, September 5, 2006

- Taryen Duffy and Anthony Guglielmi, Senator Jeffrey Klein's office: regarding outages.
- Sherri Vissaggi, Council Member McLaughlin's office, Yonkers: regarding outages.
- Council Member Murtagh, Yonkers: regarding outages at specific locations.
- Christine, Eastchester Town Supervisor Anthony S. Colavita's office: regarding outages in Eastchester.
- Brian Murphy, city of White Plains: if lines to Macy Avenue had been de-energized.
- Bob Wasp, town of Harrison: inquired when the line crews would de-energize lines.
- Tony Gianbruno, Senator Nicholas Spano's office: requested status of outage at a constituent location.
- Gerry Faulla, Administrator, New Castle: regarding de-energizing of lines and tree removal.
- Katherine Borgia, Assembly Member Sandra Galef's office
- George Calvi, Manager, Ardsley: regarding specific constituent outage and claims information.
- Gerry Shapiro, Senator Hillary Clinton's office (2 calls): provided outage numbers, restoration update and report of constituents without power.
- Yonkers City Council: briefed all seven members regarding the outage numbers and time table for restoration.
- Senator Suzi Oppenheimer's staff: provided outage numbers, restoration update, and report of constituents without power.
- Assembly Member George Latimer's staff: provided outage numbers, restoration update, and report of constituents without power.
- Senator Nicholas Spano: provided outage numbers, restoration update, and report of constituents without power.
- Assembly Member Gary Pretlow: provided outage numbers, restoration update, and report of constituents without power.
- Assembly Member Richard Brodsky: provided outage numbers, restoration update, and report of constituents without power.
- Assembly Member Sandra Galef's staff: provided outage numbers, restoration update, and report of constituents without power.
- Assembly Member Amy Paulin's staff: provided outage numbers, restoration update, and report of constituents without power.
- Assembly Member Adam Bradley: provided outage numbers, restoration update, and report of constituents without power.
- Senator Jeff Klein's staff: provided outage numbers, restoration update, and report of constituents without power.
- Ruby Shimar, Senator Hillary Clinton: regarding letter sent by the Senator.

- Ellen, Assistant, Assembly Member Amy Paulin: outages in Scarsdale.
- Vito Pinto, Westchester County Legislator: outages and a road closure in Eastchester.
- Joe Delfino, Mayor, White Plains: outages in the city and blocked roads.
- Gennaro Faiella, Town Administrator, New Castle: outages and blocked roads.
- Mike Martine, Mayor, Tuckahoe: outages.
- Mike Blau, Village Administrator, Briarcliff Manor: outages.
- Linda Cooper, Town Supervisor, Yorktown: outages.
- Paul Feiner, Town Supervisor, Greenburgh: requested ETRs for specific customers.

Wednesday, September 6, 2006

- Valerie O'Keefe, Town of Mamaroneck: regarding outage locations.
- Linda Cooper, Yorktown: regarding municipal conference call schedule and outage locations.
- Mayor Mike Martino, Tuckahoe
- Sgt. Kelly, Village of Mamaroneck
- County Legislator Rogowky: provided status update of specific location.
- Sherri, Councilman McLaughlin's office, Yonkers: Status update of specific location.
- NYC Deputy Mayor Harris: requested status update of specific location.
- Sara, Congresswoman Nita Lowey's office: requested status update of specific location.
- Senator Suzi Oppenheimer's staff: provided outage numbers, restoration update, and report of constituents without power.
- Assembly Member George Latimer's staff: provided outage numbers, restoration update, and report of constituents without power.
- Senator Nicholas Spano's staff: provided outage numbers, restoration update, and report of constituents without power.
- Assembly Member Richard Brodsky: provided outage numbers, restoration update, and report of constituents without power.
- Assembly Member Sandra Galef's staff: provided outage numbers, restoration update, and report of constituents without power.
- Assembly Member Amy Paulin's staff: provided outage numbers, restoration update, and report of constituents without power.
- Assembly Member Adam Bradley's staff: provided outage numbers, restoration update, and report of constituents without power.
- Senator Jeff Klein's staff: provided outage numbers, restoration update, and report of constituents without power.
- George Calvi, Manager, Ardsley: requested status update of specific location.
- Valerie O'Keefe, Supervisor, Town of Mamaroneck: restoration times to specific areas of town.
- Noam Bramson, Mayor, New Rochelle: outages, restoration times and sensitive customers.
- George Calvi, Village Manager, Ardsley: specific outages in his village.
- Richard Halevy, Director of Communications, Yonkers: outages.
- Commissioner of Public Works, Harrison: requested restoration updates for job in his town.

Thursday, September 7, 2006

- Cortlandt Supervisor's staff: no problems to report.
- Eastchester town staff members: transformer box in need of repair.
- Don Marra, Irvington: noted crews arrived to restore power to beach area.
- J. Finch, DPW, Mt. Vernon: reported no interferences in roads or lines to report.
- Mayor Gordon, Pleasantville
- W. Williams, Town Manager, Port Chester
- Town Manager, Scarsdale: requested information about general restoration times and one specific constituent inquiry.
- Linda Cooper, Town Supervisor, Yorktown
- Senator Suzi Oppenheimer's staff: reported constituents without power.
- Bill Burton, Westchester County Legislator: specific outage in Briarcliff Manor.

Media Relations and Press Contacts

Saturday, September 2, 2006

- 19:00 - Press Release issued: Con Edison Crews Working to Restore Customers After Storm.
- 19:16 – Press Release posted to corporate website.

Media Relations was in contact with the following media outlets: NBC News, Channel 11, Channel 9, Channel 5, CNN, CNN Radio, Westchester News 12, WINS- News Radio, WCBS – News Radio, Channel 2, Channel 4, Channel 7, Bronx News 12, WVOX, Newsday, New York 1 News, White Plains Citizen Reporter, Channel 41, Channel 47, Associated Press, New York Daily News, The Journal News, New York Times, New York Post.

Sunday, September 3, 2006

- 09:45 – Press Release issued: Con Edison Working to Restore Customers After Storm – update.
- 13:44 – Press Release posted to corporate website.
- 19:00 – Press Release issued: Con Edison Crews Working Around the Clock to Restore Customers After Storm. (Estimated time of restoration is given)
- 20:10 – Press Release posted to corporate website.

Media Relations was in contact with the following media outlets: Channel 11, Channel 9, Channel 5, CNN, CNN Radio, Westchester News 12, WINS – News Radio, Channel 2, Channel 4, Channel 7, Bronx News 12, WVOX, Associated Press, New York Daily News, The Journal News, New York Times, New York Post, WCBS News Radio, Newsday, New York 1 News, White Plains Citizen Reporter, Channel 41, Channel 47.

Monday, September 4, 2006

- 12:00 – Press Release issued: Con Edison Crews Restoring Power in Westchester County: Company is Distributing Dry Ice to Affected Customers.(Estimated time of restoration is given)
- 12:56 – Press Release posted to corporate website

Media Relations was in contact with the following media outlets: Associated Press, Channel 4, Westchester News 12, WINS – News Radio, Journal News, Daily News, New York Post, New York Times, White Plains Citizen Net, New York 1 News, WVOX, Bronx News 12, Channel 2, Channel 7, Channel 9, Channel 11, Channel 5, CNN, CNN Radio, Newsday, Channel 41, Channel 47, WHUD, WFAS.

Tuesday, September 5, 2006

- 10:30 – Media Advisory Released: Con Edison to Hold News Conference on Tropical Storm Ernesto Power Restoration.

Media Relations contacted the following media outlets: Channel 11, Channel 9, Channel 5, Westchester New 12, WINS – News Radio, Channel 2, Channel 4, Channel 7, Bronx News 12, WVOX , White Plains Citizen Net Reporter, Associated Press, the Journal News, Channel 41, Channel 47, New York Post, the Daily News, WFAS, and WHUD.

Wednesday, September 6, 2006

- 10:30 – Press Release issued: Con Edison Crews Continue Working to Restore Power in Westchester After Storm. (Estimated time of restoration is given)
- 11:23 – Press Release posted to corporate website.

Media Relations contacted the following media outlets: The Journal News, WHUD, WFAS, WVOX, News 12 Westchester, News 12 Bronx, Channel 2, Channel 4, Channel 5, Channel 7, Channel 11, Associated Press, White Plains Citizen Net Reporter.

Thursday, September 7, 2006

- 12:00 – Press Release issued: Con Edison Crews Working Around the Clock to Restore Power in Westchester: 77,000 Customers Restored – Full Restoration Nearly Complete.
- 12:18 – Press Release posted to corporate website.

Media Relations contacted the following media outlets: News 12 Westchester, the Journal News, WHUD, WFAS, WVOX, Channel 4, and Channel 2.

Press Releases

Con Edison Media Relations

Contact: Chris Olert

Telephone: 1-212-460-4111

For Immediate Release: September 2, 2006

7:00 p.m.

**CON EDISON CREWS WORKING TO RESTORE CUSTOMERS AFTER
STORM**

NEW YORK - Con Edison crews are working to restore electricity to approximately 40,000 customers affected by today's winds, remnants of Tropical Storm Ernesto. More than 20,000 customers already have had their electrical power restored.

After winds battered electrical lines at the height of the storm, more than 60,000 customers were affected in New York City and Westchester County.

Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers. As the storm continues to damage electrical equipment, the company continues to assess the storm's impact on customers.

Con Edison also warns people to avoid any downed electrical wires, to treat any wires as live and immediately report any downed wires to the company by calling 1-800-75-CONED. Customers without electrical power should call that number.

Additional company crews are assigned to Westchester County where more than 30,000 customers lost power. The most damage is in the communities of Greenburgh, Larchmont, Mamaroneck, Mt. Vernon, New Rochelle, North Castle, Ossining, Port Chester, Rye, Scarsdale, Tarrytown, White Plains and Yonkers.

Con Edison is working to restore the approximately 8,000 customers on Staten Island without power from the storm. Approximately 2,000 customers in Brooklyn; 1,100 in the Bronx and 370 in Queens are without power on Saturday night.

Throughout the day, Con Edison worked closely with New York City's Office of Emergency Management and Westchester County emergency management officials.

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Con Edison Media Relations

Contact: Chris Olert

Telephone: 1-212-460-4111

For Immediate Release: September 3, 2006

9:45 a.m.

**CON EDISON CREWS WORKING TO RESTORE CUSTOMERS AFTER
STORM: *STORM DAMAGE UPDATE***

NEW YORK - Con Edison crews are working to restore electricity to approximately 40,000 customers affected by Saturday's winds, remnants of Tropical Storm Ernesto. More than 52,000 customers already have had their electrical power restored.

After winds battered electrical lines, electric service at one time or another was interrupted to more than 90,000 customers in New York City and Westchester County.

Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers. As the storm continues to damage electrical equipment, the company continues to assess the storm's impact on customers.

Con Edison also warns people to avoid any downed electrical wires, to treat any wires as live and immediately report any downed wires to the company by calling 1-800-75-CONED. Customers without electrical power also should call that number.

Additional company crews, plus crews from Rhode Island and Albany, are assigned to Westchester County where more than 40,000 customers are still without power. The most damage is in the communities of Greenburgh, Larchmont, Mamaroneck, Mt. Vernon, New Rochelle, North Castle, Ossining, Port Chester, Rye, Scarsdale, Tarrytown, White Plains and Yonkers. When damage is assessed and scores of closed streets from downed trees are reopened, Con Edison will have an estimation of when all customers can be restored.

Con Edison will distribute ice at the following locations, starting at 1 p.m. :

Cross County Shopping Center, Yonkers;

New Rochelle Fire Department, City Hall parking lot, 515 North Ave., New Rochelle;

Bloomingdale's parking lot, White Plains;

Rye Playland and at the Riverdale Shopping Center, Riverdale Avenue and West 258th Street.

Con Edison also is working to restore the approximately 900 customers in the Bronx without power from the storm. Approximately 750 on Staten Island, 240 in Queens and 25 in Brooklyn were without power on Sunday morning.

Throughout the day, Con Edison is working closely with New York City's Office of Emergency Management and Westchester County emergency management officials.

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Con Edison Media Relations

Contact: Chris Olert

Telephone: 1-212-460-4111

For Immediate Release: September 3, 2006

7:00 p.m.

**CON EDISON CREWS WORKING TO RESTORE CUSTOMERS AFTER
STORM: *STORM DAMAGE UPDATE***

NEW YORK - Con Edison crews are working around the clock to restore electricity to approximately 43,000 customers affected by Saturday's winds, remnants of Tropical Storm Ernesto. Con Edison employees surveyed damage throughout Westchester County on Sunday while 300 crews are working around downed trees, limbs and branches to replace poles and damaged wires. As of 6 p.m. on Sunday, Con Edison has restored service to more than 34,000 customers in Westchester County. At this time 42,000 Westchester customers remain out of service. Most of these customers will be restored on Monday and Tuesday. Virtually all will be restored by Wednesday with the possibility of a small number going into Thursday.

After winds battered electrical lines, electric service at one time or another was interrupted to more than 90,000 customers in New York City and Westchester County.

Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers.

Con Edison also warns people to avoid any downed electrical wires, to treat any wires as live and immediately report any downed wires to the company by calling 1-800-75-CONED. Customers without electrical power also should call that number.

Additional company crews, plus crews from Upstate New York and Rhode Island are assigned to Westchester County. The most damage is in the communities of Pelham, Greenburgh, Larchmont, Mamaroneck, Mount Vernon, New Rochelle, North Castle, Ossining, Port Chester, Rye, Scarsdale, Tarrytown, White Plains and Yonkers.

Con Edison also is working to restore the approximately 1,000 customers in the Bronx without power from the storm. Approximately 150 on Staten Island, 57 in Queens and 12 in Brooklyn were without power on Sunday night.

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Con Edison Media Relations

Contact: Chris Olert

Telephone: 1-212-460-4111

For Immediate Release: September 4, 2006

12:00 noon

**CON EDISON CREWS RESTORING POWER IN WESTCHESTER COUNTY:
*STORM DAMAGE UPDATE***

Company Is Distributing Dry Ice To Affected Customers

NEW YORK - While Con Edison crews work to restore electrical power to residents in Westchester affected by power interruptions caused by remnants of Tropical Storm Ernesto, the company is distributing dry ice to customers. Dry ice is being distributed at:

- Bloomingdale's in White Plains located at Bloomingdale Road - North end of the parking lot;
- Rye Playland - parking lot;
- The Cross County Shopping Center off of I-87 in Yonkers - West side of the parking lot;
- The City Hall parking lot in New Rochelle located at 60 Beaufort Place

Over 400 Con Edison crews continue to work around the clock to restore electricity to approximately 20,000 customers affected by Saturday's winds, remnants of Tropical Storm Ernesto. The crews are working around downed trees, limbs and branches to replace poles and damaged wires.

As of 12 noon on Monday, Con Edison has restored service to more than 54,000 customers in Westchester County. Most of the remaining customers without power will be restored on Monday and Tuesday. Virtually all will be restored by Wednesday with the possibility of a small number going into Thursday.

After winds battered electrical lines, electric service at one time or another was interrupted to more than 90,000 customers in New York City and Westchester County.

Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers.

Con Edison also warns people to avoid any downed electrical wires, to treat any wires as live and immediately report any downed wires to the company by calling 1-800-75-CONED. Customers without electrical power also should call that number.

Additional company crews, plus crews from Upstate New York and Rhode Island are assigned to Westchester County. The most damage is in southern Westchester, however there are outages throughout the county.

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FOR IMMEDIATE RELEASE
Tuesday, September 5, 2006
10:30 a.m.

Contact: Michael Clendenin
212-460-4111

MEDIA ADVISORY

**CON EDISON TO HOLD NEWS CONFERENCE
ON TROPICAL STORM ERNESTO POWER RESTORATION**

New York – Con Edison Vice President of Electric Operations for Bronx and Westchester, William McGrath, will hold a news conference to discuss the company’s restoration efforts for customers affected by Tropical Storm Ernesto in Westchester County.

It will be at 11:30 a.m. today in Mount Vernon at Hutchinson Boulevard and East Lincoln Avenue.

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Con Edison Media Relations

Contact: Michael Clendenin

Telephone: 1-212-460-4111

For Immediate Release: September 6, 2006

10:30 a.m.

CON EDISON CREWS CONTINUE WORKING TO RESTORE POWER IN WESTCHESTER AFTER STORM

NEW YORK - Con Edison has more than 600 crews and support personnel working around the clock to restore power to customers in sections of Westchester County caused by remnants of Tropical Storm Ernesto. Crews have been removing trees, repairing damaged equipment and replacing overhead cables and transformers. Approximately 4,500 customers remain without power from the storm; an additional 2,500 customers had their electrical service interrupted since Saturday's storm.

As of 10:30 a.m. today, Con Edison has restored service to more than 78,300 customers in Westchester County. Most of the remaining customers without power will be restored today with the possibility of a small number going into tomorrow.

Yesterday, the company distributed 41,000 pounds of dry ice throughout the county and will continue to do so today at the following locations:

- Bloomingdale's in White Plains located at Bloomingdale Road - North end of the parking lot (noon);
- Rye Playland - parking lot (noon);
- Macy's at The Cross County Shopping Center off of I-87 in Yonkers - West side of the parking lot (noon);
- The City Hall parking lot in New Rochelle located at 60 Beaufort Place (noon); and
- North Castle Town Park in Armonk located at 205 Business Park Drive (11 a.m.).

After winds battered electrical lines, electric service at one time or another was interrupted to more than 90,000 customers in New York City and Westchester County.

Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers.

Con Edison also warns people to avoid any downed electrical wires, to treat any wires as live and immediately report any downed wires to the company by calling 1-800-75-CONED. Customers without electrical power also should call that number.

Additional company crews, plus crews from Upstate New York and Rhode Island are assigned to Westchester County. The most damage is in southern Westchester, however there are outages throughout the county.

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Con Edison Media Relations
Contact: Michael Clendenin
Telephone: 1-212-460-4111

For Immediate Release: September 7, 2006
12:00 noon

**CON EDISON CREWS WORKING AROUND THE CLOCK TO RESTORE
POWER IN WESTCHESTER**

77,000 Customers Restored - Full Restoration Nearly Complete

NEW YORK – Con Edison has nearly 430 crews working throughout the day and into tonight continuing to restore power to the remaining 1,000 customers without power in sections of Westchester. Crews have been working steadily to identify and repair damaged equipment after tropical storm Ernesto rampaged the region with high winds and torrential rain last weekend.

The company has restored service to approximately 77,000 customers.

Crews have been removing trees, repairing damaged equipment and replacing overhead cables and transformers. The downed trees toppled over 125 poles, destroyed more than 80 transformers and required the company to replace more than 900 wires throughout the region. In addition to Con Edison crews, the company has received assistance from utilities in upstate New York, Pennsylvania, Maryland and Rhode Island in making repairs.

The company will deploy dry ice to three locations today with Customer Outreach support personnel at the site. The locations are:

- Yonkers Cross County Shopping Center
- New Rochelle Fire Dept. at 60 Beauford Place
- The Armonk IBM Route 22 location

Safety is Con Edison's top priority as its crews restore electrical power to customers. Con Edison also warns people to avoid any downed electrical wires, to treat any wires as live and immediately report any downed wires to the company by calling 1-800-75-CONED. Customers who remain without power, should report any outages to that same number.

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Con Edison Call Center Special Messages

Saturday, September 02, 2006 5:23 PM:

The damaging wind and rain from Tropical Storm Ernesto interrupted electric service to as many as over 31,000 customers in our service territory. About 23,000 are located in Westchester County. Public safety is our first priority. While we are assessing damage, our crews will be working to restore power to the largest number of customers in the shortest possible time. Please use our self service options or speak to a representative to report individual outages, wires down, trees on wires, and other hazardous conditions. The most damage is in the communities of Greenburgh, Larchmont, Mamaroneck, Mt. Vernon, New Rochelle, North Castle, Ossining, Port Chester, Rye, Scarsdale, Tarrytown, White Plains and Yonkers.

Saturday, September 02, 2006 6:30 PM:

The damaging wind and rain from Tropical Storm Ernesto interrupted electric service to as many as over 43,000 customers in our service territory. About 29,000 are located in Westchester County. Public safety is our first priority. While we are assessing damage, our crews will be working to restore power to the largest number of customers in the shortest possible time. Please use our self service options or speak to a representative to report individual outages, wires down, trees on wires, and other hazardous conditions. The most damage is in the communities of Greenburgh, Larchmont, Mamaroneck, Mt. Vernon, New Rochelle, North Castle, Ossining, Port Chester, Rye, Scarsdale, Tarrytown, White Plains and Yonkers. Please hold during a brief pause.

Saturday, September 02, 2006 9:00 PM:

Please note crews are working to restore electricity to approximately 40,000 customers affected by the winds, remnants of Tropical Storm Ernesto. At the height of the storm, more than 60,000 customers in New York City and Westchester County were affected.

Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers. As the storm continues to damage electrical equipment, the company continues to assess the storm's impact on customers. Additional company crews are assigned to Westchester County where more than 30,000 customers lost power. The most damage is in the communities of Greenburgh, Larchmont, Mamaroneck, Mt. Vernon, New Rochelle, North Castle, Ossining, Port Chester, Rye, Scarsdale, Tarrytown, White Plains and Yonkers.

We are also working to restore service to approximately 8,000 customers on Staten Island, 2,000 customers in Brooklyn; 1,100 in the Bronx and 370 in Queens who are without power on Saturday night. Please hold during a brief pause.

Sunday, September 03, 2006 10:33 AM:

Please note crews are working to restore electricity to approximately 42,000 customers affected by Tropical Storm Ernesto. At the height of the storm, more than 60,000 customers in New York City and Westchester County were affected. Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers. Additional company crews are assigned to Westchester County. The most damage is in the communities of Greenburgh, Larchmont, Mamaroneck, Mt. Vernon, New Rochelle, North Castle, Ossining, Port Chester, Rye, Scarsdale, Tarrytown, White Plains and Yonkers. Please hold during a brief pause.

Sunday, September 03, 2006 7:36 PM:

As of 6pm Sunday, Con Edison has restored service to over 34,000 customers in Westchester County affected by Tropical Storm Ernesto. At this time 42,000 Westchester customers remain out of service. Most of these customers will be restored on Monday and Tuesday. Virtually all will be restored by Wednesday with the possibility of a small number going into Thursday. Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers. Additional company crews are assigned to Westchester County. The most damage is in the communities of Greenburgh, Larchmont, Mamaroneck, Mt. Vernon, New Rochelle, North Castle, Ossining, Port Chester, Rye, Scarsdale, Tarrytown, White Plains and Yonkers. Please hold during a brief pause.

Monday, September 04, 2006 7:54 AM:

As of 7am Monday, Con Edison has restored service to over 57,900 customers in Westchester County affected by Tropical Storm Ernesto. At this time 20,500 Westchester customers remain out of service. Most of these customers will be restored on Monday and Tuesday. Virtually all will be restored by Wednesday with the possibility of a small number going into Thursday. Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers. Additional company crews are assigned to Westchester County. The most damage is in the communities of Greenburgh, Larchmont, Mamaroneck, Mt. Vernon, New Rochelle, North Castle, Ossining, Port Chester, Rye, Scarsdale, Tarrytown, White Plains and Yonkers. Please hold during a brief pause.

Monday, September 04, 2006 6:24 PM:

As of 5pm Monday, Con Edison has restored service to over 57,900 customers in Westchester County affected by Tropical Storm Ernesto. At this time 20,800 Westchester customers remain out of service. Most of these customers will be restored on Monday and Tuesday. Virtually all will be restored by Wednesday with the possibility of a small number going into Thursday. Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers. Additional company crews are assigned to Westchester County. The most damage is in the communities of Greenburgh, Larchmont, New Rochelle, Scarsdale, White Plains and Yonkers. Please hold during a brief pause.

Monday, September 04, 2006 9:25 PM :

As of 5pm Monday, Con Edison has restored service to over 57,900 customers in Westchester County affected by Tropical Storm Ernesto. At this time 16,700 Westchester customers remain out of service. Most of these customers will be restored on Monday and Tuesday. Virtually all will be restored by Wednesday with the possibility of a small number going into Thursday. Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers. Additional company crews are assigned to Westchester County. The most damage is in the communities of Greenburgh, Larchmont, New Rochelle, Scarsdale, White Plains and Yonkers. Please hold during a brief pause.

Tuesday, September 05, 2006 7:00 AM:

As of 6am Tuesday, 12,289 Westchester customers affected by Tropical Storm Ernesto remain out of service. Most of these customers will be restored on Tuesday. Virtually all will be restored by Wednesday with the possibility of a small number going into Thursday. Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers. Additional company crews are assigned to Westchester County. The most damage is in the communities of Greenburgh, Larchmont, New Rochelle, Scarsdale, White Plains and Yonkers. Please hold during a brief pause.

Tuesday, September 05, 2006 8:55 AM:

As of 8am Tuesday, 16,000 Westchester customers affected by Tropical Storm Ernesto remain out of service. Most of these customers will be restored on Tuesday. Virtually all will be restored by Wednesday with the possibility of a small number going into Thursday. Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers. Additional company crews are assigned to Westchester County. The most damage is in the communities of Greenburgh, Larchmont, New Rochelle, Scarsdale, White Plains and Yonkers. Please hold during a brief pause.

Tuesday, September 05, 2006 6:26 PM:

As of 5pm Tuesday, 13,300 Westchester customers affected by Tropical Storm Ernesto remain out of service. Most of these customers will be restored by tonight or Wednesday with the possibility of a small number going into Thursday. Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers. Additional company crews are assigned to Westchester County. The most damage is in the communities of Greenburgh, Larchmont, New Rochelle, Scarsdale, White Plains and Yonkers. Please hold during a brief pause.

Wednesday, September 06, 2006 11:03 AM:

As of 11 AM Wednesday, 7000 Westchester customers affected by Tropical Storm Ernesto remain out of service. Most of these customers will be restored by today with the possibility of a small number going into Thursday. Safety is Con Edison's No. 1 priority

as its crews restore electrical power to customers. Additional company crews are assigned to Westchester County. The most damage is in the communities of Greenburgh, Larchmont, New Rochelle, Scarsdale, White Plains and Yonkers. Please hold during a brief pause.

Wednesday, September 06, 2006 3:10 PM:

As of 1 PM Wednesday, 5700 Westchester customers affected by Tropical Storm Ernesto remain out of service. Most of these customers will be restored by today with the possibility of a small number going into Thursday. Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers. Additional company crews are assigned to Westchester County. The most damage is in the communities of Greenburgh, Larchmont, New Rochelle, Scarsdale, White Plains and Yonkers. Please hold during a brief pause.

Wednesday, September 06, 2006 5:54 PM. It stated:

As of 5 PM Wednesday, 5700 Westchester customers affected by Tropical Storm Ernesto remain out of service. Most of these customers will be restored by today with the possibility of a small number going into Thursday. Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers. Additional company crews are assigned to Westchester County. The most damage is in the communities of Greenburgh, Larchmont, New Rochelle, Scarsdale, White Plains and Yonkers. Please hold during a brief pause.

Wednesday, September 06, 2006 7:20 PM:

As of 7 PM Wednesday, 5500 Westchester customers affected by Tropical Storm Ernesto remain out of service. Most of these customers will be restored by today with the possibility of a small number going into Thursday. Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers. Additional company crews are assigned to Westchester County. The most damage is in the communities of Greenburgh, Larchmont, New Rochelle, Scarsdale, White Plains and Yonkers. Please hold during a brief pause.

Thursday, September 07, 2006 3:20 AM:

As of 3am Thursday, 1500 Westchester customers affected by Tropical Storm Ernesto remain out of service. We expect to restore all customers today. . Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers. Additional company crews are assigned to Westchester County. The most damage is in the communities of Greenburgh, Larchmont, New Rochelle, Scarsdale, White Plains and Yonkers. Please hold during a brief pause.

Thursday, September 07, 2006 6:30 AM:

As of 6am Thursday, 1374 Westchester customers affected by Tropical Storm Ernesto remain out of service. We expect to restore all customers today. . Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers. Additional company crews are assigned to Westchester County. The most damage is in the communities of Greenburgh, Larchmont, New Rochelle, Scarsdale, White Plains and Yonkers. Please hold during a brief pause.

Thursday, September 07, 2006 2:00 PM:

As of 1 PM Thursday, approximately 1000 customers are out of service in Westchester. We expect to restore all customers today. Safety is Con Edison's No.1 priority as its crews restore electrical power to customers. Additional company crews are assigned to Westchester County. The service outages are scattered throughout Westchester with the largest numbers in Greenburgh, Rye, and Yonkers. Please hold during a brief pause.

STORM PRIORITY (Outage) Messages

During times when call volume was very heavy, they heard the following message.

As a result of severe weather, many of our customers are without service at this time. Priority is being given to callers without service.

If you have an emergency, please press (1). If you are calling from a rotary phone and have a gas emergency, dial 1-800-350-9346; again that number is 1-800-350-9346.

Otherwise we ask that you call us later. Your cooperation is appreciated. Thank you.

Ongoing Preparation and Readiness

Con Edison takes the following actions throughout the year to plan and prepare for an overhead storm event like the one that occurred on September 2, 2006.

Training

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

Annual Storm Drill

In addition to the competence gained through actual emergency response, another key to effective emergency response is training through realistic emergency drills. The Bronx-Westchester region conducted an annual overhead storm drill on June 29, 2006.

Stockpiles of Materials and Tools

Central Field Services (CFS) and Purchasing manage all routine and emergency logistics support for operations. In a corporate emergency, large scale purchasing, delivery, and facility functions are directed by the Logistics desk at the Corporate Emergency Response Center (CERC).

The Purchasing department has a corporate emergency response procedure to meet company requirements. Purchasing maintains lists of suppliers and commodities with emergency vendor contact information. In the event of an emergency, Purchasing contacts major suppliers to alert them that emergency requests may be forthcoming, and that they may need to remain available after hours and on weekends to meet our requirements.

CFS provides 24/7 coverage at its facility in Astoria (the main warehouse as well as field command post site), as well as in regional locations. The Emergency Operations section of CFS implements all generator deployment and fueling activities. CFS augments its workforce with employees from other departments to complete the wide range of emergency functions previously listed.

Customer Assistance in Preparation for Emergencies

Con Edison provides information to its customers to help them prepare for emergencies. The Company's *Customer News* is sent to all customers six times per year. The Company's Internet Web site also includes important information for customers on storm preparations, including pre-storm preparation, safety precautions, storm survival without electricity, and the use of generators, that helps customers to make informed decisions as the company works to restore electric service. The following provides an overview of this information:

- Keeping safe from fallen power lines during storms (staying away from fallen power lines, watching for children and pets, staying inside vehicles until police and power company assistance arrive, reporting down lines immediately to the company's emergency number – 1-800-CONED75 – and to police)
- Protecting appliances and electric circuits during power outages (disconnect or turn off appliances until power returns, including furnaces, air conditioners, electric water heaters, electric space heaters, refrigerators, freezers, water pumps, washers, dryers, television sets, and computers)
- Using emergency generators safely (proper wiring to protect customers and utility workers, electric circuits, and the generator, and to avoid fire)
- Handling food and water safely in an emergency (keeping food frozen or fresh, proper ventilation when cooking with charcoal or camp stove propane, storing water)
- Using a checklist to prepare for a storm (preparing a lights-out kit with flashlights, portable radio, and fresh batteries, protecting appliances and electronic equipment, filling car's gas tank, storing water, lowering refrigerator and freezer temperature)
- Contacting Con Edison immediately to report an outage at 1-800-75-CONED (1-800-752-6633); avoid downed power lines, follow life-saving rules when using a generator; listen to battery-operated radio for updates on our restoration progress and safety tips; use candles and storm lanterns carefully, keeping them out of drafts, away from flammable materials, and out of the reach of children)

Emergency Plan for the Bronx-Westchester Region

Con Edison's Emergency Plan for its Bronx-Westchester region provides planning guidance to all personnel having a role in emergency response. The mission is to achieve the emergency response through execution of the appropriate recovery plan, aimed at prompt service restoration along with a continuous information flow, both internally and externally. The plan provides for

public safety requirements and a hierarchy of critical needs directed at facilitating permanent restoration. At the same time, it provides for a continuous flow of information that will enable employees to advise customers, public officials, and the media of estimated times of restoration, including area involved and sensitive customers affected. Personnel requirements, organizational structure, workflow and coordination, communications, material requirements, and environmental responses are detailed in the emergency plan.

The scope of Con Edison's Electric Operations Emergency Plan is outlined below.

SECTION ONE – CONSOLIDATED PLAN

I Introduction

II Incident Command System (ICS)

- A. Emergency Response Organization - typical
- B. Incident Commander
- C. Environmental, Health & Safety Officer
- D. Information Officer
- E. Liaison/Energy Services Officer (Municipal/Municipal Field Liaison Group)
- F. Customer Operations Officer
- G. Planning Section
- H. Control Center
- I. Emergency Information Center
- J. Trouble Analysis
- K. Damage Assessment
- L. Operations
- M. Logistics Section
- N. Administration/Finance Section
- O. Distribution Command Post (DCP)

III Overhead Plan

- A. Process Description
- B. Classification
- C. Decision Flowchart
- D. Mobilization
- E. Pre-storm Preparations
- F. Human Resource Matrix
- G. Restoration Priority
- H. Communications
- I. Work Flow
- J. De-escalation/De-mobilization
- K. Overhead Disaster Response

IV Costal Storm Plan

- A. Policy Statement
- B. Organization
- C. Storm Surge
- D. Operating Philosophy
- E. Planning / Response
- F. Restoration Philosophy
- G. Work Flow
- H. Recovery/De-Mobilization

V Overhead Contingency Plan

- A. Process Description
- B. Overhead Contingency Emergency Classifications
- C. Decision Matrix - typical
- D. Mobilization
- E. Human Resource Requirement Matrix

VI Program Review

VII Recovery Preparedness/Readiness

- A. Training Requirements
- B. Drills and Exercises
- C. Drill Evaluation

VIII Reference Documents

- A. List of Reserved Overhead Storm Emergency Material
- B. Checklist for Overhead System Pre-storm Preparations
- C. Checklist for Overhead System Alert Preparations
- D. Checklist for Overhead System Emergency Preparations

IX Self Assessment/Lessons Learned

X Definitions

XI Glossary

XII Cross Reference to PSC PART 105 “Electric Utility Emergency Plans”

The Bronx-Westchester Electric Operations Emergency Response Plan is reviewed and updated annually. In addition, the contact information for the following are reviewed and updated at least annually:

- **All utility personnel assigned to emergency response**
- **Mutual aid companies and contractors**
- **Life support and other special needs customers**
- **Human Service agencies**
- **Print and broadcast media**

- **Operators and managers of lodging facilities and restaurants**
- **State, county, and local elected officials**
- **Law enforcement and other emergency response personnel**
- **Medical facilities**
- **Pertinent vendors (including mutual aid contactors)**

Con Edison personnel monitor the electric system and anticipated weather conditions 24 hours a day, 365 days a year at control centers located throughout the Company's service territory. The Company carefully monitors the weather forecast for periods of adverse weather.

Internal Communications
Distributed 9/4/06

PRESS RELEASE ISSUED AT 7:00 P.M. - September 3, 2006

Con Edison crews are working around the clock to restore electricity to approximately 43,000 customers affected by Saturday's winds, remnants of Tropical Storm Ernesto.

Con Edison employees surveyed damage throughout Westchester County on Sunday while 300 crews are working around downed trees, limbs and branches to replace poles and damaged wires.

As of 6 p.m. on Sunday, Con Edison has restored service to more than 34,000 customers in Westchester County. At this time 42,000 Westchester customers remain out of service. Most of these customers will be restored on Monday and Tuesday. Virtually all will be restored by Wednesday with the possibility of a small number going into Thursday.

After winds battered electrical lines, electric service at one time or another was interrupted to more than 90,000 customers in New York City and Westchester County.

Safety is Con Edison's No. 1 priority as its crews restore electrical power to customers.

Con Edison also warns people to avoid any downed electrical wires, to treat any wires as live and immediately report any downed wires to the company by calling 1-800-75-CONED. Customers without electrical power also should call that number.

Additional company crews, plus crews from Upstate New York and Rhode Island are assigned to Westchester County. The most damage is in the communities of Pelham, Greenburgh, Larchmont, Mamaroneck, Mount Vernon, New Rochelle, North Castle, Ossining, Port Chester, Rye, Scarsdale, Tarrytown, White Plains and Yonkers.



"The six core principles of The Way We Work — plan the work and work the plan, seek and accept responsibility, communicate openly, work in teams, improve continuously and celebrate success — are at the heart of every Con Edison job and our company's excellence."

If a reporter requests information about the job you're doing, please ask him/her to call the Con Edison Media Relations office at (212) 460-4111

For customer inquiries, call 1-800-75CONED

Con Edison Crews Restoring Power in Westchester County

- More Than 78,000 customers lost service due to Tropical Storm Ernesto and less than 20,000 are still without electricity
- Over 400 crews continue to work around the clock
- Additional company crews, plus crews from Upstate New York, Rhode Island, Boston and Pennsylvania are assisting restoration efforts
- Safety remains our Number 1 priority
- High winds, rain and falling trees resulted in more than 230 blocked roadways throughout the county
- Most of the remaining customers without power will be restored between today and tomorrow with the possibility of a small number going into Thursday

Restoration crews are doing a tremendous job. Please continue to focus, work productively and most importantly SAFELY.

E H & S SAFETY MESSAGE

Schools are open tomorrow and that means there will be school buses on the road and children on the streets. As always, be cautious in your driving and be prepared for unexpected stops due to school buses making their rounds for pick-ups. Make sure your work area set-up is well established and clearly visible to drivers navigating new routes due to blocked roads. Also keep a strict eye on the set-ups for inquisitive pedestrians and/or children walking too close.

Tuesday, September 5, 2006

Distributed 9/7/06

Restoration Status Update as of 9/6/06 at 10:30 pm

Safety remains Con Edison's No. 1 priority as its crews restore electrical power to customers.

More than 600 crews and support personnel working around the clock to restore power to customers in sections of Westchester County caused by remnants of Tropical Storm Ernesto. Approximately 1,600 customers remain without power from the storm; an additional 1,600 customers who were interrupted since Saturday's storm remain without power.

As of 10:30 p.m. last night, Con Edison has restored service to more than 83,500 customers in Westchester County. Most of the remaining customers without power will be restored today.

The company will continue dry ice distribution today at three locations: Macy's at The Cross County Shopping Center off of I-87 in Yonkers - West side of the parking lot (noon); the City Hall parking lot in New Rochelle located at 60 Beaufort Place (noon); and North Castle Town Park in Armonk located at 205 Business Park Drive (11 a.m.).

Con Edison thanks the more than 250 crew members from Orange & Rockland, National Grid, Allegheny Power, Hawkeye Construction, Utility Line Construction, Asplundh Construction, Asplundh Line Clearance, Nelson Tree Co. and Lewis Tree Co. for their unsurpassed assistance in restoring service to our customers.



- Remember school's are open. Stay alert for children and other pedestrians. Always stop for a school bus with flashing **"Red"** lights and prepare to stop when a school bus has flashing **"Yellow"** lights.

If a reporter requests information about the job you're doing, please ask him/her to call the Con Edison Media Relations office at (212) 460-4111

For customer inquiries, call 1-800-75CONED

CON EDISON CREWS WORKED AROUND THE CLOCK TO RESTORE POWER IN WESTCHESTER

- Throughout the event, public and employee safety remained the top priority.
- You restored power to over 78,000 customers—**GREAT JOB!**
- Downed trees toppled over 125 poles, destroyed more than 80 transformers and required the company to replace more than 2,300 wires.
- We are proud of your skill and dedication. You made great personal sacrifice to restore customers.
- We are grateful to the crews that traveled from throughout the region to restore customers.
- We have a lot of work to do in the days ahead to normalize our system—lets continue to work safely.

7 September 2006 at 7 PM



A message from
Bill McGrath



The past week has been very challenging for our customers and everyone at Con Edison. The severe wind and rain storm in our area resulted in an unusual amount of damage to our overhead system. As you have done so many times before, you, the men and women of Con Edison, demonstrated your dedication to our company and our customers. Hundreds of people in the field worked around the clock under extremely difficult conditions to restore power. Employees throughout the company fully supported this work by communicating with customers, coordinating with municipal agencies, overseeing environmental and safety issues, and fulfilling countless other tasks. Hats off to all for a job well done!