



## Department of Public Service

### Public Service Commission

**John B. Rhodes**  
Chair and  
Chief Executive Officer

**Gregg C. Sayre**  
**Diane X. Burman**  
**James S. Alesi**  
Commissioners

**Thomas Congdon**  
Deputy Chair and  
Executive Deputy

**Paul Agresta**  
General Counsel

**Kathleen H. Burgess**  
Secretary

#### Office Locations

**3 Empire State Plaza, Albany, NY 12223-1350**  
90 Church Street, 4<sup>th</sup> Floor, New York, NY 10007-2929  
295 Main Street, Suite 1050, Buffalo, NY 14203-2508  
125 East Bethpage Road, Plainview, NY 11803

[www.dps.ny.gov](http://www.dps.ny.gov)



April 5, 2018

Dear Community Leader/Elected Official:

The New York State Public Service Commission is sponsoring a series of public statement hearings regarding the March 2018 winter storms and resulting power outages. The Commission has initiated an investigation of the storm preparation and response by the state's major electric utilities.

To ensure full public participation, the Commission will hold the public statement hearings to solicit input and comments from your community concerning the utilities' performance regarding the storm events. The hearings are open to members of the public who wish to participate and comment. Information received at the public statement hearings will be transcribed and will be included in the record. The public comments will be considered by the Commission in deciding this matter.

The enclosed fact sheet provides detailed information on how to participate in the public statement hearings and available options to submit comments. Information about the investigation can be found at [www.dps.ny.gov](http://www.dps.ny.gov). From the homepage, click on "Search," and enter the associated matter number (18-00618) in the "Search by Case Number" field.

I would appreciate your assistance with informing your constituents about the public statement hearings and encouraging them to provide comments. It is the Commission's intent to facilitate and encourage active and meaningful participation at the hearings. We hope you will consider joining us.

Sincerely,

LuAnn Scherer  
Director  
Office of Consumer Services

Enc.



## March 2018 Winter Storms and Related Power Outages

### Matter 18-00618

In March 2018, two severe snowstorms swept through parts of New York State causing widespread power outages. The New York State Department of Public Service (DPS) is investigating the preparedness and responses of all seven major electric utility companies in New York – Central Hudson Gas & Electric Corporation, Consolidated Edison Company of New York, Inc., Niagara Mohawk Corporation d/b/a National Grid, New York State Electric & Gas Corporation, Orange and Rockland utilities, Inc., PSEG Long Island, LLC, and Rochester Gas & Electric Corporation - regarding these power outages. The bulk of the power outages occurred in counties located in downstate New York.

#### **Public Statement Hearings**

DPS is seeking comments from utility customers regarding the snowstorm-related electric power outages. The Department is holding a series of hearings in the regions of the state that were hardest hit by the storms. Interested members of the public are invited to attend the hearings and provide comment. \*

Each hearing will be preceded by a short presentation by Department Staff who will explain the investigatory process. Because the investigation is ongoing, Staff will not be able to comment on any findings at this stage.

Those wishing to comment will have an opportunity to make a statement to be transcribed and included in the formal record. All comments will be considered by DPS in its investigation. It is not necessary to make an appointment in advance or present written material to speak at the hearing. Each public statement hearing will remain open for a minimum of one hour and will continue until everyone wishing to speak has been heard or other reasonable arrangements have been made to include their comments on the record.

DPS is interested in comments from customers that address questions such as:

- How were you affected by the outages?
- Do you think you received timely, accurate and adequate information from your utility company about what was happening before, during and after the service outages?

\*Persons with disabilities requiring special accommodations should call DPS's Human Resources Management Office at (518) 474-2520 as soon as possible. Telecommunication Relay Service users may request a sign language interpreter by placing a call through the New York Relay Service at 711. Individuals with difficulty understanding or reading English are encouraged to call the Department at 1-800-342-3377 for free language assistance services.

- What are your overall impressions about how your utility responded to the outages?
- What were your reasons for those impressions?
- Did you attempt to contact your utility for information or assistance immediately before, during, and/or after the service outages? If yes, what was your experience during that interaction?
- What are your recommendations about actions you believe your utility should or should not have taken before, during and after the service outages?
- What actions do you recommend DPS consider given all that you know regarding these events?

Information about the March 2018 electrical power outage investigation and related documents are available online at [www.dps.ny.gov](http://www.dps.ny.gov). From the homepage, click on “Search,” and enter matter number 18-00618 in the “Search by Case Number” field.

### **Ways to Comment on the Matter**

Comments can be made at the public statement hearings (see attached chart for dates and locations). In addition, comments may be submitted through the methods below.

- **Visit the Department Website:** Comments may be entered directly into the matter via the [www.dps.ny.gov](http://www.dps.ny.gov) website, by entering the associated matter number (18-00618) in the Search option found on the homepage. After opening the case, access the screen to enter comments by clicking on the “Post Comments” tab located at the top of the page.
- **Write to the Secretary:** Submit comments electronically to Kathleen H. Burgess, Secretary by email at [secretary@dps.ny.gov](mailto:secretary@dps.ny.gov) or by mail to Secretary Burgess at the New York State Department of Public Service, Three Empire State Plaza, Albany, NY 12223-1350. Comments delivered in these manners should reference “Matter 18-00618” and/or the “March 2018 Winter Storms Investigation.”
- **Call the Toll-free Opinion Line:** Individuals may choose to submit comments by calling the toll-free Opinion Line at 1-800-335-2120. This line is set up to receive in-state calls 24 hours a day. Callers should press “1” to leave comments about the “March 2018 Winter Storms (Matter 18-00618)”. Comments received via the Opinion Line are not transcribed, but a summary is provided to the Department.

Comments submitted by these alternative means are requested by Tuesday, **May 22, 2018**. Comments will become part of the record and be reported to the Department for its consideration. Comments submitted in writing have the same weight and will be considered equally with those made orally at the public hearings.

The dates, times and locations of the **public statement hearings** regarding Matter 18-00618 are as follows:

Date	Location	Time
Monday, April 16, 2018	Athens Volunteer Fire Department 39 3 <sup>rd</sup> Street Athens, NY 12015	Afternoon Hearing – 2 pm Evening Hearing – 6 pm
	Theodore Roosevelt Executive Building Legislative Chambers 1550 Franklin Avenue Mineola, NY 11501	Afternoon Hearing – 1 pm Evening Hearing – 6 pm
Tuesday, April 17, 2018	Suffolk County Legislature William H. Rogers Building Legislative Chambers 725 Veterans Memorial Highway Smithtown, NY 11787	Afternoon Hearing – 3 pm Evening Hearing – 7 pm
	Columbia Greene Community College Art Center Theater Room 500 4400 State Route 23 Hudson, NY 12534	Afternoon Hearing – 2 pm Evening Hearing – 6 pm
Monday, April 23, 2018	Poughkeepsie Town Hall 1 Overocker Road Poughkeepsie, NY 12603	Afternoon Hearing – 2 pm Evening Hearing – 6 pm
	Larchmont Public Library Village Center Room 121 Larchmont Avenue Larchmont, NY 10538	Afternoon Hearing – 2 pm
	Somers Middle School Auditorium 250 Route 202 Somers, NY 10589	Evening Hearing – 6 pm
Tuesday, April 24, 2018	Ramapo Town Hall 237 Route 59 Suffern, NY 10901	Afternoon Hearing – 2 pm Evening Hearing – 6 pm
	Pound Ridge Town Hall 179 Westchester Avenue Pound Ridge, NY 10576	Afternoon Hearing – 2 pm
	The Westchester County Center Little Theater Auditorium 198 Central Avenue White Plains, NY 10606	Evening Hearing – 6 pm
Wednesday, April 25, 2018	Monticello Fire Department 23 Richardson Avenue Monticello, NY 12701	Afternoon Hearing – 2 pm Evening Hearing – 6 pm
Thursday, April 26, 2018	Putnam Co Training & Operations Center Auditorium 112 Old Route 6 Carmel, NY 10512	Afternoon Hearing – 2 pm Evening Hearing – 6 pm