



**Department of
Public Service**



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Office Locations

3 Empire State Plaza, Albany, NY 12223-1350
90 Church Street, 4th 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

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. 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

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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.