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91st Assembly District
Larchmont - Mamaroneck - New Rochelle - Port Chester - Rye Brook and Rye

August 10, 2020

Dear Friends,

This update provides the latest contact information related to the storm outage that has impacted Westchester. One change to note – Con Ed has updated their [form for food and medicine spoilage claims](#) for both residential and commercial customers.

On Sunday morning, hundreds of out of town utility bucket trucks arrived at the Playland parking lot in Rye for dispatch to repair assignments throughout the county. Why sufficient resources were not assembled before, or shortly after, the storm is a question that I have already asked Con Ed to address. Last Monday, Con Ed provided assurances they had adequate resources. Clearly this was not the case. It is my sincere hope that the reinforcements will bring restoration to all residents and businesses, even at this late date.

Last week I also reached out to Verizon and Alice regarding their response to the storm and their protocols for communicating with their customers. The telecommunications companies and Con Ed all need to drastically improve their communication with each other and with local governments and customers. It is vitally important in emergency events that companies provide customers accurate information regarding service outages and restoration times in a timely manner.

I have been a longtime critic of manpower issues at Con Ed in relation to storm preparedness and response. The NYS PSC report issued in response to the 2018 Winter and Spring storms can be found at [this link](#). The PSC also amended state regulations for utilities in response to those storms based upon comments from customers, local officials and many of us in the State Legislature.

The descriptions in the report of the failures found in 2018 read like a narrative of what we have experienced in the last week. It was the responsibility of each electric utility to implement the recommendations and findings of the PSC report. Seventy-four of the 94 recommendations applied to Con Ed.

On Saturday I spoke by phone to the top staff person at the NYS PSC to discuss the utility company response to this storm and the need for accountability for performance in these events. After super-storm Sandy, the Long Island Power Authority had their operating authority removed by the state because of repeated incidents of poor performance. The PSC will be investigating the events of the last week and the performance of all electric utilities.

I also sit on the Assembly Committee on Corporations that has jurisdiction over the laws controlling the Public Service Commission. A joint hearing with the Senate was announced on Sunday with a date to be determined in the next few days.

After the storms of 2018, my position has been that utilities should plan for storm response with staffing, equipment and ability to perform towards the following standard:

- the goal of full restoration of service to all customers within forty-eight hours,
- the requirement of restoration to eighty percent of customers having lost power within forty-eight hours, and
- utility company best efforts to restore remaining customers as quickly as possible in a timely and safe manner.

Without aggressive requirements and penalties, preparedness and response by utilities, they will continue to fail us. The economic costs to New York families and businesses far exceeds the cost of proper staffing, planning and response for storm events.

I hope the resource information included here is of some help in these difficult circumstances.

Warm regards,

Steve

Important Phone Numbers and Links

To report a power outage please go to the Con Ed website at www.coned.com or call 1-800-75-coned or 1-800-752-6633.

Con Ed Outage map available [HERE](#)

If you have a gas outage please call 914-921-3720 to report.

To receive text message updates, text, 'REG' to the word OUTAGE (688243)

Please click [HERE](#) for information on filing a claim due to food or medicine spoilage.

Covid-19 Testing - Find a Site Near You [HERE](#)

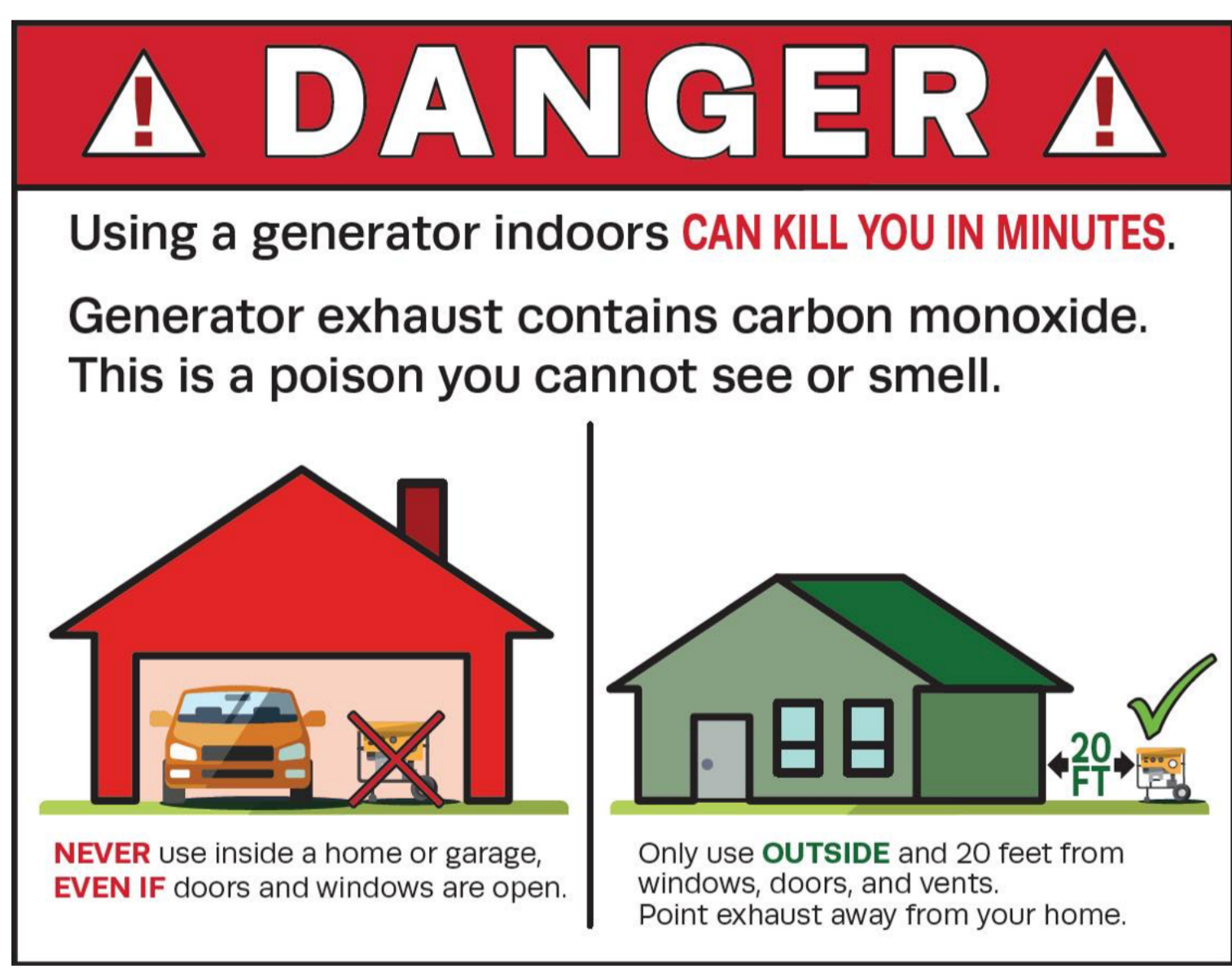
Message from Con Ed For Seniors and Medical High Risk Customers

We encourage residents who use medical equipment to register with Con Edison in case of power outages. This includes those residents who do not receive a bill directly from Con Edison. For more information or to fill out a Life-Support Equipment survey, residents can [CLICK HERE](#).

For our Elderly, Blind and Disabled residents we encourage them to contact and register with our Senior Direct representatives at **800-404-9097**, Monday through Friday, 8:30am to 5PM.

Safe Use of Gas Generators

The Mamaroneck Fire Department issued this warning: Over the past 48hrs we have responded to numerous carbon monoxide incidents. Please follow proper safety guidelines when using a generator.



Ice Distribution, Cooling and Charging Centers

Con Ed ice distribution is available at two Westchester locations:

- The North Castle Community Park, 205 Business Park Drive, in Armonk.
- The Cross County Shopping Center, 8000 Mall Walk, Yonkers.

Cooling and charging are available for residents in the following areas. Please practice social distancing and wear a mask.

Mamaroneck:
[Hommocks Ice Rink](#). Residents are welcome to bring their devices to utilize electrical outlets. Please make sure to enter the ice rink on the south side of the building (facing Flint Park), the main entrance is not available at this time.

[Mamaroneck Town Center](#) at 740 W. Boston Post Road will be open this week between 8:30am and 4:00pm for residents to charge their cell phones and computers. The receptionist at the Town Center will direct you. Facemasks are required and social distancing must be maintained.

[The Larchmont Mamaroneck Library](#) is offering Wi-Fi and charging opportunities on the front lawn.

Rye:
[Rye Library](#), 1061 Boston Post Rd

[Rye Recreation](#) for City of Rye seniors ONLY from 9 a.m. to 6 p.m. on Friday, August 7. For the non-senior community members City Hall will be open from 8:30 a.m. to 8 p.m as well as the Rye Free Reading Room during normal business hours.

Town of Rye
Crawford Mansion Community Center 10:00 am – 1:00 pm

Rye Brook:
[AJP Community Center](#) located at 32 Garibaldi Place starting tomorrow from 1PM to 4PM daily.



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