

1                                   IN THE MATTER OF  
2                                   THE MORELAND COMMISSION

3                                   MORELAND INVESTIGATION INTO UTILITY  
4                                   PREPARATION RESPONSE  
5                                   AND  
6                                   RESPONSE TO HURRICANE SANDY AND PRIOR MAJOR STORMS

7   Location:           Murray Hill Drive  
8                                   Binghamton, New York  
9  
10  
11  
12  
13  
14  
15  
16  
17  
18  
19  
20  
21  
22  
23  
24  
25  
26  
27  
28  
29  
30  
31  
32  
33  
34  
35  
36  
37  
38  
39  
40  
41  
42  
43  
44  
45  
46  
47  
48  
49  
50  
51  
52  
53  
54  
55  
56  
57  
58  
59  
60  
61  
62  
63  
64  
65  
66  
67  
68  
69  
70  
71  
72  
73  
74  
75  
76  
77  
78  
79  
80  
81  
82  
83  
84  
85  
86  
87  
88  
89  
90  
91  
92  
93  
94  
95  
96  
97  
98  
99  
100

7   Date:                April 24, 2013  
8   Time:                6:00 p.m. to 8:15 p.m.

1 (The hearing commenced at 6:00 p.m.)

2 MS. CALCATERRA: Good evening. I am

3 Regina Calcaterra. Joanie Mahoney,

4 Commissioner of Onondaga County. She is one of our

5 Moreland Commissioners. And we're also joined by

6 Justin Teres and Aylin Ictemel, as well. They're

7 all part of the Moreland Commission team. The

8 Moreland Commission was created -- the Moreland

9 Commission for -- for Storm Utility -- for Storm

10 Utility Preparation and Response -- there you go --

11 Utility Storm Preparation and Response was created

12 in November. Governor Cuomo, on November 13th,

13 issued an executive order creating a Moreland

14 Commission.

15 A Moreland Commission is an

16 extraordinarily unique commission. There are many

17 task forces and commissions in state government,

18 but what this particular Commission has is subpoena

19 power, which is an extraordinary power. So he

20 created a Moreland Commission, directing the

21 Commissioners and also directing the Moreland staff

22 to investigate all of the utilities around the

23 state, their emergency plans when it comes to

24 storms and, also, their storm response as well.

1 And the executive order, also, gave a directive for  
2 the Moreland Commission to investigate any energy  
3 agencies in the state to find out if there's any  
4 type of redundancy or inefficiency and, also, to  
5 take a look at LIPA, the Long Island Power  
6 Authority, which struggled to put the lights on  
7 after Sandy.

8           The important thing about the -- the  
9 executive order and what's unique about it is how  
10 far the governor directed us to go back. He wanted  
11 the Moreland Commission to take a look at storms  
12 going back to the December 2008 Ice Storm, to  
13 Hurricane Sandy, Lee, and Irene as well. So it  
14 goes back then. So what this has required us to do  
15 is actually travel around the state and hold  
16 regional public hearings because we're -- the way  
17 that we're doing our investigation is through a  
18 variety of different means. Mean one is we've got  
19 subpoena power, so we're able to subpoena documents  
20 from each one of the utilities, which is what we've  
21 been doing and we've been sifting through, which  
22 we'll talk about in a moment. Then we could bring  
23 them in for questioning.

24           We have, also, been interviewing

1 external stakeholders as we call them. We've did  
2 our best to reach out to every Office of Emergency  
3 Management in the state that was impacted by  
4 outages during one of those storms, and either had  
5 telephone interviews with them or in-person  
6 interviews to get their assessment. And other  
7 external stakeholders that operate critical  
8 infrastructure, whether it's hospitals or schools  
9 or telecommunication providers, mass transit  
10 providers or fuel providers as well, to get their  
11 understanding of the impact of not having power as  
12 well and to find out how responsive the utilities  
13 were to -- to them during those storms.

14 So -- so that's one way that -- those  
15 are a variety of different ways that we've been  
16 getting information, but it's also important to get  
17 information from the public. So we have a website  
18 which is Moreland N.Y. dot gov which is the  
19 Moreland Commission's website which we ask people  
20 to submit testimony to if they can't attend a  
21 public hearing. But, of course, we've also held  
22 public hearings around the state. This is our  
23 eleventh one and this is our final one. And the  
24 way that we've identified where to have these

1 hearings is we are working closely with staff from  
2 the Public Service Commission and we've had them  
3 identify for us counties that have had outages  
4 based upon these storms and based upon the amount  
5 of outages in an area is a determination of whether  
6 or not we actually had a hearing there or not. So  
7 we have a hearing in most of the state but there  
8 were some counties that weren't affected by any of  
9 the storms. So this is our final hearing.

10 So what I'd like to do this evening  
11 is -- first, is go through a power point and  
12 presentation to give you a little bit more  
13 background specifically about the Moreland  
14 Commission and the work we've done so far since  
15 we've been in place since November. What we did in  
16 early January was actually issue something called  
17 an interim report. The reason why is because in  
18 early January the legislative session begins and  
19 there were some changes that we saw early on in our  
20 investigation where we realized that needed to be  
21 made by -- by support of the legislature as well.  
22 So it was best for us to make recommendations in  
23 January so at least the governor and the  
24 legislature then have the rest of the session to

1 negotiate the changes that we had recommended.

2           This, fortunately, had happened and  
3 the recommendations that we made in our interim  
4 report on January 7th concerning the Public Service  
5 Commission, which I'll mention in a moment, was the  
6 governor put in his State of the State address.  
7 He, also, put it in his budget and the legislature  
8 and the governor approved -- approved our  
9 recommendations and now the recommendations by the  
10 Moreland Commission are now statute because the  
11 budget was passed last month and there's a law just  
12 surrounding what some of the recommendations we  
13 made.

14           So the recommendations we made in  
15 January, it was a fruitful exercise for us to do it  
16 then. But we still had a lot more to do. So what  
17 we did in -- in November-December, is we took a  
18 look at LIPA because was a -- that was a very  
19 pressing issue at the time and we also took a look  
20 at changes that need to be made to the Public  
21 Service Commission. We made those recommendations  
22 in January and then afterwards we moved on to the  
23 other utilities because there are six publicly  
24 traded utilities in New York State, outside of LIPA

1 which is not publicly traded. It's a -- it's a  
2 public authority. LIPA would be the seventh. So  
3 it's those seven utilities that we were charged  
4 with investigating.

5 So since January, we have been  
6 traveling around the state, meeting with all the --  
7 with the leadership and the executives of the  
8 utilities, meeting with O.E.M. managers and, also,  
9 taking public testimony which is what actually  
10 brought us here today.

11 (Off-the-record discussion)

12 MS. CALCATERRA: Okay. This is --  
13 this is an example of why it is the governor  
14 actually targeted these four storms. If you take a  
15 look at the numbers, what we have here is a list of  
16 outages for each one of the storms. And as  
17 everyone knows, once power goes down it impacts  
18 telecommunications, it impacts your fuel supply,  
19 hospital rooms, and other critical infrastructures  
20 such as mass -- mass transportation and other  
21 areas. So having the ability to put the power back  
22 on quickly has either a positive effect or a  
23 negative effect that could be a trickledown effect,  
24 which is what we saw on Long Island after Sandy.

1           So what -- what we did was identify  
2 the number of outages based on each storm. And you  
3 can see that these four storms that are listed up  
4 here are the ones that had a tremendous amount of  
5 outages. And what we, also, did is identify the  
6 amount of time it took actually to restore power  
7 for each one of the storms. So you see Hurricane  
8 Sandy, there were over two point one million  
9 customer outages. Now it's important to know as we  
10 go through this evening that a customer is a meter.  
11 It is not just a home or a person; it's actually a  
12 meter. So there could be one meter on an entire  
13 apartment building or one meter on an entire mall  
14 or there could be a meter on a small residential  
15 home. So when it's -- you see that -- when we talk  
16 about the million customer outages, two point one  
17 million, what it means is that -- it was a heck of  
18 a lot more as far as individuals that were affected  
19 when you have two million customer outages of  
20 meters. And the restoration time took up to  
21 twenty-one days.

22           And Hurricane Lee, which was August  
23 2011, there was one point one million customer  
24 outages and the restoration period took up to nine



1 days.

2 Tropical Storm Lee in September 2011,  
3 sixty-eight thousand customer outages and the  
4 restoration period took up to ten days.

5 And the December 2008 Ice Storm, there were three  
6 hundred and thirty thousand customer outages and  
7 the restoration period took up to eight days.

8 So not having electricity from eight  
9 days to twenty-one days does have a substantial  
10 impact on -- on individuals and a community as  
11 well. So these four storms were targeted.

12 The next slide basically tells us what  
13 the Moreland Commission was charged to do, which is  
14 what I had mentioned earlier. We have to  
15 investigate all the utilities, take a look at the  
16 energy agencies, and see if there's any  
17 recommendations, make recommendations on oversights  
18 if we see that there's a failure or weakness in  
19 oversight, and recommendations for reform.

20 What we've done to date, some of that  
21 I've mentioned earlier but in order to get the  
22 documentation that we needed we sent subpoenas out  
23 to seven utilities. As we said, there's six  
24 privately owned utilities and one large municipal

1 authority which is on Long Island. And we sent out  
2 forty letter requests. Basically those letter  
3 requests were sent to what we deemed to be critical  
4 infrastructure. We needed to understand the role  
5 that -- that the lack of power had on critical  
6 infrastructures. So we sent letters around to the  
7 M.T.A., to the Port Authority, to fuel  
8 transportation agencies, to schools, and a variety  
9 of other groups out there that were impacted, for  
10 us to learn from their perspective what their  
11 communication line was with their utility.

12 We've reviewed hundreds of thousands  
13 of pages of documents. That's what happen -- that  
14 is what happens when you send out a subpoena and  
15 you get documents back. We've conducted numerous  
16 witness interviews, which I've -- I itemized  
17 earlier. This is now our eleventh public hearing  
18 and our work is ongoing and we expect to be putting  
19 out a report within -- our final report within the  
20 next two months.

21 And this is where the problem came  
22 from. The problem didn't come from Sandy. That's  
23 not necessarily what prompted putting together the  
24 directive. The problem has been ongoing throughout

1 all the storms. And the governor saw that there  
2 was a pattern that whether it was with Lee or Sandy  
3 or Irene, that he didn't -- there was no real  
4 jurisdiction over the utilities because the  
5 utilities are privately owned and they operate  
6 within a certain area. So you don't have a choice.  
7 You -- you have to work with that utility that  
8 covers the area that you either live or you work  
9 in. There's no competition.

10 And on the state level, the state has  
11 an agency called the Public Service Commission that  
12 is supposed to have oversight of these utilities,  
13 but there wasn't any oversight. The oversight was  
14 incredibly weak and I'll give examples of it later.  
15 So -- which we'll tell you about, but basically  
16 what we found out through our early investigation  
17 is that the Public Service Commission was a  
18 toothless government oversight, and as a result,  
19 the utilities didn't have any risk of losing any or  
20 all or any part of their business or being  
21 penalized even for failure to do what they were  
22 supposed to be doing. And that frustration and  
23 that pattern that was seen time after time again is  
24 what prompted the governor to put together the

1 executive order, taking a look at all the utilities  
2 around the state.

3           So as I said, we put together  
4 recommendations in January in the interim report.  
5 One of them was to strengthen the oversight of the  
6 Public Service Commission. The second one was to  
7 unify state energy programs because we saw that  
8 there was redundancy. And the third one was to  
9 restructure LIPA.

10           We'll just focus on the Public Service  
11 Commission. What we actually found is that there's  
12 a variety of different problems with it. I mean  
13 one of them is that there's limited performance of  
14 required utility operational and management audits.  
15 And basically what that means is that the Public  
16 Service Commission had, over time, been eliminating  
17 their ability to actually audit utilities, which is  
18 counterintuitive to what a regulatory body should  
19 be. So we noticed that they were drifting from  
20 their core mission as far as being a regulatory  
21 body. They, also, had scaled back a lot of the  
22 work that they did in the past.

23           And what we, also, found out, which  
24 was incredibly unique to this particular -- to --

1 to this particular state, is that in order for the  
2 Public Service Commission to penalize a utility,  
3 they actually have to go to court, and the bar was  
4 incredibly high. They had to prove that the  
5 utility knowingly did what they did. So since the  
6 bar was so high, the Public Service Commission  
7 never went to court. So they didn't penalize  
8 utilities. And what we realized is that all the  
9 other Public Service Commissions in the region and  
10 elsewhere in the U.S. actually has the ability to  
11 penalize the utilities, which is what we didn't  
12 have here in -- in New York.

13 So -- and what we, also, realized is  
14 that if they did go to court and they prevailed  
15 over that very high bar, they would then have the  
16 ability to set a fine of a hundred thousand dollars  
17 a day for a utility, for each day that that fine --  
18 that the problem occurred. So if you think that  
19 there's an outage for nine days, it's a hundred  
20 thousand dollars a day, that's nine hundred  
21 thousand dollars. These are publicly traded  
22 companies. They do incredibly well. It's not --  
23 that's not losing a lot of money. That's not a  
24 tremendous penalty. So another recommendation that

1 the Moreland Commission made was not only to give  
2 the P.S.C. the ability to penalize internally  
3 instead of going to court to penalize  
4 administratively, but also, to change the formula  
5 for how the fines were given. So as you see,  
6 what's listed up here is that the fines are  
7 actually -- the recommendation that we made is that  
8 the fines be based upon a percentage of the revenue  
9 of the company. And these recommendations, not  
10 specifically to those numbers but generally around  
11 them, were adopted in the budget. So now the  
12 Public Service Commission now, today, has the  
13 ability to administer -- to administratively  
14 provide penalties and, also, give a penalty that  
15 would move the utility to making some changes that  
16 they actually need to make.

17 What we also found was the issue with  
18 the audits. That they moved away from doing any  
19 type of audits. So we had made recommendations  
20 that they start increasing their ability to do both  
21 management audits and operational audits. An  
22 operational audit is when they look at the utility,  
23 in and of itself, to see how -- how it's providing  
24 service. A management audit is when they may pick

1 one or two issues and look at those one or two  
2 issues across all -- all six of the utilities that  
3 the P.S.C. oversees to see how each one of the  
4 utilities is doing it differently.

5           So now they're -- they're stepping up  
6 and that was part of the recommendations. It  
7 wasn't adopted in the budget because it didn't need  
8 to be. That change just needed to be made in the  
9 agency. The agency has already put that into play,  
10 created a new unit, and is staffing it up and  
11 moving forward to go with the operational audits.

12           Another thing that was discovered is  
13 that the agency was losing staff, a tremendous  
14 amount of staff. Several years ago they only had  
15 four hundred and seventy-seven people and they were  
16 down substantially. So what we did was take a look  
17 at the median number of staff that they had over  
18 the past fifteen years and we made a recommendation  
19 that that median level of staff be funded because  
20 in order for this regulatory agency to now beef up,  
21 now that they finally have teeth, they need to have  
22 staff that's going to do the enforcement. So that  
23 recommendation was made and was put into the budget  
24 and it was adopted.

1                   And the -- the -- one more thing that  
2 was put in there was the ability to revoke  
3 certificates of utility companies because if a  
4 utility company, time after time after time again,  
5 refuses to do what they need to do to provide  
6 the -- the level of service that they should be  
7 providing, you need to have some way to -- to get  
8 them to act appropriately because if you don't,  
9 then you don't have any negotiating -- then you  
10 lose your negotiating ability. So what we did was  
11 put in a provision -- or made a recommendation for  
12 provision about revoking their certificate to  
13 operate, basically saying you can't operate in this  
14 territory. But in order to do that we would have  
15 had to gone through a lot of due process and  
16 hearings. But if they're still not conducting  
17 themselves the way they need to, then we -- then  
18 the governor now has the ability to revoke their  
19 certificate. So that's something that is -- is  
20 held over the utilities now which wasn't held  
21 before and is, also, done in many other states as  
22 well. So it's not unique to New York.

23                   But, also, the one that  
24 specifically -- the recommendation that



1 specifically is in line with why we're here tonight  
2 is we found that the utilities create an emergency  
3 plan and nobody looks at them. And sometimes those  
4 emergency plans aren't even drilled. They'll sit  
5 around a table and will do something called a table  
6 talk drill. Well they'll talk about a drill, but  
7 they won't physically conduct the drill. So now  
8 utilities have to submit their written plans, their  
9 written emergency plans to the Public Service  
10 Commission. The Public Service Commission and  
11 utility will now go back and forth and negotiate  
12 what is going to be the best plan. And then the  
13 Public Service Commission has the job to then  
14 certify their approval of the plan. So it puts it  
15 back in the Public Service Commission's bucket  
16 because they, also, need to take responsibility to  
17 make sure that plan is an adequate plan as well.  
18 So now both parties have to start talking and  
19 sharing and the P.S.C. now has oversight to make  
20 sure that the emergency plans are the appropriate  
21 plans statewide. And that was put into the budget  
22 and was adopted as well.

23                   So even though we were -- we've only  
24 been around for a short time, we've had a

1 tremendous impact, which is -- which is terrific  
2 and we -- which helps every citizen here in New  
3 York State. And the governor is committed to  
4 making sure that the recommendations are fully  
5 enforced. And we will be putting out a report  
6 later this evening.

7 What I'm now going to do is turn it  
8 over to Commissioner Joanie Mahoney, who is going  
9 to talk a little bit about locally how the storms  
10 have impacted this area. And then I'll walk  
11 through what the rules are for this evening and  
12 we'll open up the hearing. Thank you.

13 MS. MAHONEY: Thank you, Regina. That  
14 was a great oversight and I know that people have  
15 comments here, so I'll keep mine brief. But we did  
16 go through what the background is in this  
17 Binghamton area which for our purposes in dividing  
18 the state up includes Broome, Chemung, Chenango,  
19 Cortland, Delaware, Madison, Otsego, Tioga, and  
20 Tompkins Counties. And we looked at what the  
21 customer outages were for Sandy, Irene, and Lee,  
22 and the 2008 Ice Storm. And we, also, have  
23 information about the fact that some of the issues  
24 had to do with flooding and not necessarily power

1 outages and understand that, you know, that's not a  
2 direct focus of what we're doing. But the  
3 information and the way the information was  
4 transmitted and when and how accurately and that  
5 kind of thing has been helpful.

6 We've had the opportunity to collect  
7 written testimony and we have, also, had -- in  
8 addition to the meetings that Regina talked about,  
9 we've also had the opportunity to speak with people  
10 specific to Binghamton and to these counties. So  
11 we're interested to hear from you. We are  
12 gathering the information directly from the public.  
13 It was important to the governor that we hear  
14 directly from the public and that we put this  
15 report together because we have every reason to  
16 believe that we're going to have these kinds of  
17 storms. And what kind of regulatory, you know,  
18 framework is in place to put the proper incentives  
19 in place to make sure that we have the storm  
20 hardening that we need because of the changes that  
21 we've seen in the storms in the last five years and  
22 that we expect to see in the next several years,  
23 what kind of incentives are in place to encourage  
24 storm hardening so that our utilities can withstand

1 these kinds of storms, and then what kind of work  
2 is done ahead of time so that when the storm hits,  
3 we can get everybody back online as quickly as  
4 possible.

5 It's very important. It's not just a  
6 hassle. In many cases, it's a life and death issue  
7 and I know the governor took it very seriously and  
8 appointed Regina, who has worked nonstop for  
9 several months, and we're here to listen.

10 So with that, I don't know. Are we  
11 going to go straight to our first speaker? Okay.  
12 Darcy, you have -- our first speaker, you have a  
13 microphone for her?

14 MS. CALCATERRA: And what I'd like to  
15 do is first thank -- thank University President  
16 Harvey Stenger for hosting us and for Binghamton  
17 University to host the Moreland Commission. It  
18 takes a lot of work to put together an effort like  
19 this and they did it seamlessly and we truly  
20 appreciate it.

21 Okay. What we -- what we -- what --  
22 our testimony is actually recorded so it's very  
23 important that you state your name for the record  
24 and state your position and then you could go on

1 and testify. We do ask that you focus your  
2 testimony on matters related to the utilities and  
3 their response to the storms. Thank you.

4 MR. LACOURT: Thank you, Madam  
5 Commissioner and Chair and Commission. My name is  
6 Richard LaCount. I am the Director of Emergency  
7 Management for Tioga County, have been for forty  
8 years.

9 The county's partnership with NYSEG  
10 has gone back at least thirty years. Without  
11 NYSEG, our communication system would not have been  
12 upgraded.

13 But now on to the storms. Okay. In  
14 each storm we had, 2005, 2006, and, 2011, NYSEG had  
15 an employee in our E.O.C. immediately. Before  
16 that, our emergency crews and NYSEG crews train  
17 together. We train them; they train us, so we know  
18 how each group works. In 2011, before the storm  
19 hit, NYSEG informed me how many crews they were  
20 bringing in from the outside, both electric and  
21 gas. And once the storm hit, like I say, they were  
22 in our E.O.C. They could inform us as to what they  
23 were doing. If we had any problems, they were  
24 right there to help us. And they were always

1 asking what can we do to help. What can we do to  
2 help? We -- they asked us where do you need the  
3 dry ice? Where do you need water? We told them.  
4 They delivered it to those spots. Back in the 2006  
5 flood, the Town of Owego lost the generator at  
6 their power supply. They supplied a generator.

7 So like I say, if all the parties we  
8 have were as good and gracious as NYSEG, it would  
9 be a perfect world. Thank you.

10 MS. CALCATERRA: Thank you. Actually,  
11 we have a series of questions. What's helpful is  
12 as we go around the state is to learn if there are  
13 best practices, specifically that if NYSEG does  
14 things particularly well, then we want to make  
15 recommendations to other utilities. Can you  
16 explain -- do you know if NYSEG, after a storm, if  
17 they actually give an estimated time of  
18 restoration --

19 MR. LACOURT: Yes, they do.

20 MS. CALCATERRA: -- for homes? But is  
21 it a global one or is it a local one? Is it one --  
22 one global what we call E.T.R. or is it street by  
23 street, different times?

24 MR. LACOURT: They give theirs street

1 by street.

2 MS. CALCATERRA: They give -- NYSEG  
3 gives street by street E.T.R.s?

4 MR. LACOURT: Yes.

5 MS. CALCATERRA: And how do -- is  
6 that -- how is that communicated?

7 MR. LACOURT: Via -- via the Internet,  
8 for one thing.

9 MS. CALCATERRA: They put on their  
10 website what the local E.T.R. is?

11 MR. LACOURT: Yes.

12 MS. CALCATERRA: On a street-by-street  
13 basis?

14 MR. LACOURT: Yes, ma'am. Yes, ma'am.  
15 And address, they break it down that far.

16 MS. CALCATERRA: Now because we were  
17 told that -- that what they have on there is who is  
18 out, but they don't necessarily put on the time  
19 that -- that the rest -- that the local restoration  
20 is, that it's more of a global one.

21 MR. LACOURT: No. It tells you what  
22 time the streets are.

23 MS. CALCATERRA: You've seen a local  
24 one. Okay.

1 MR. LACOURT: As far as I know from  
2 what I've seen. It's street by street by address.  
3 Like I say, they --.

4 MS. CALCATERRA: How do you work with  
5 them, which is important from a county perspective,  
6 on tree trimming. Because usually right after a  
7 storm, the trees are down, wires are down, and the  
8 counties have to work cooperatively or do their  
9 best to work cooperatively with the utilities in  
10 order to identify wires that are down, have them  
11 marked, clear the wires, and clear the trees. How  
12 has that been done in the past? Have -- has your  
13 county and the utility teamed up together or do you  
14 have utility go and identify the wire and they will  
15 contact you and tell you what the status of the  
16 wire is?

17 MR. LACOURT: Generally what happens,  
18 being that we are a rural community, there are more  
19 trees than people, the -- our fire -- fire  
20 departments have already been out, our road crews  
21 have been out. They identify where the -- the  
22 problem lies as far as the trees and then they go  
23 out -- NYSEG goes out and kills the power if  
24 necessary so we can get the job done.



1 MS. CALCATERRA: Do you have a list of  
2 critical infrastructure that are priority sites  
3 that need to get power immediately after a storm  
4 that you share with NYSEG?

5 MR. LACOURT: Okay. In our community,  
6 we have no hospitals. We have no real critical  
7 infrastructure that doesn't have their own power --  
8 power supply.

9 MS. MAHONEY: We heard when we were  
10 out on Long Island, from members of the public,  
11 that were frustrated because there were line  
12 workers available but they didn't have -- they  
13 weren't doing work at that time. And one of the  
14 responses that we had from a utility was about the  
15 fact that the code's function is held on the  
16 municipal side and they needed approvals to repower  
17 before they were able to --.

18 MR. LACOURT: Okay. That -- that was  
19 the last storm in -- Lee. The local fire code  
20 states that the -- any electrical wires that  
21 were -- involved water had to be replaced before  
22 they could turn the power on and panels in the  
23 homes also had to be replaced. So that was done.  
24 The biggest hold-up in our county was getting

1 enough electricians in to redo the homes so NYSEG  
2 could turn the power on.

3 MS. MAHONEY: And that's exactly what  
4 the question was that we were getting to. But your  
5 experience has been that that effort of hiring the  
6 electricians to get that work done so that the  
7 codes are satisfied and turn the power back on --

8 MR. LACOURT: Right.

9 MS. MAHONEY: -- that's all smooth? I  
10 mean some of the labor issues that we heard  
11 downstate were very different than that.

12 MR. LACOURT: Like I say, as far as --  
13 as far as I've been involved, we've had no problem  
14 with NYSEG getting things turned on. And it's been  
15 the need that we have qualifying the electricians  
16 to come in and do the work and certify it.

17 MS. CALCATERRA: How do you feel about  
18 the -- the -- any thoughts on the workforce of  
19 NYSEG? And I'm asking this -- I understand this is  
20 a public forum, but what we're finding is that some  
21 of the utilities have had a substantial reduction  
22 in staff over the past decade, so much so that  
23 there's a reduction of linemen and of a variety of  
24 other service providers, and they're not

1 necessarily hiring quickly enough because it takes  
2 about five years to properly train a lineman and to  
3 get them to a point to be one. So there's been a  
4 deficit. So what we're looking to do is find out  
5 what the reality is and what the average age of the  
6 workforce is. And if there's a recommendation that  
7 we will make to the P.S.C., it may be because there  
8 seems to be a trend, please have -- make sure the  
9 utilities start hiring again because there's been a  
10 tremendous amount of retirement. What do you see  
11 here?

12 MR. LACOURT: What I think and feel is  
13 the fact that, granted, they've lost some linemen,  
14 but prior to the storm we had sufficient warning,  
15 NYSEG went out and obtained outside crews to come  
16 in and man up their force. So there was no lack of  
17 crews to do the job.

18 MS. CALCATERRA: So even though  
19 their -- their -- their general staff has been  
20 reduced, in emergency situations they bring in the  
21 mutual aid and you feel that the mutual aid covers  
22 the reduction. Have you seen that their staff  
23 reduction has had an impact on anything else?

24 MR. LACOURT: The only thing the fire

1 service will say as far as staff reduction, is when  
2 you have a simple house fire it takes forever to  
3 get NYSEG there. Or if you have a car accident and  
4 it involves wires, it takes forever to get NYSEG  
5 there. Because either cut the power, get the power  
6 lines off the vehicle, because of the fact that --  
7 I won't go into the details but it's -- but they're  
8 quicker than they used to be, put it that way.  
9 They've improved.

10 MS. CALCATERRA: That's helpful  
11 because what we're doing is we're asking questions  
12 about gray sky -- gray sky days when there are  
13 storm situations, which you said that -- that NYSEG  
14 makes up the difference by bringing mutual aid.  
15 But what you're doing is identifying some  
16 challenges under blue sky days, when things are  
17 fine but then you've got these other incidents that  
18 are out there.

19 MR. LACOURT: Right.

20 MS. CALCATERRA: So that was helpful.  
21 Thank you so much.

22 MR. LACOURT: Okay. Thank you.

23 MS. CALCATERRA: I have a list,  
24 apparently, of people who have signed in to speak

1 and I'm just waiting to get it via email. And I  
2 will identify the next speaker who had signed up,  
3 if I get this email. And we got it. Fabulous.  
4 Here you go.

5           Okay. Our next speaker is Peter --  
6 Peter Andreasen, the -- and I apologize because I  
7 don't know if it's actually written properly so  
8 please make sure that you identify yourself when  
9 you come up. The former supervisor of Vestal. But  
10 what I'm going to do is, also, mention the two  
11 people who are on deck. After Peter, we're going  
12 to have Brian Parker, from Cortland County, and  
13 after that Andy Matviak, the Mayor of the Village  
14 of Sidney. Thank you.

15           MR. ANDREASEN: Good evening. It's a  
16 pleasure to be here. My name is Peter Andreasen.  
17 I am the former supervisor of the Town of Vestal,  
18 2006 through 2011.

19           I managed to hit the storm or the  
20 flood in 2006, six months after I took office. I  
21 could say very honestly that we were lucky that we  
22 had 2006 before we had 2011. We learned a lot,  
23 although we had emergency plans. We followed those  
24 plans almost to a letter and worked extremely

1 closely with NYSEG and with other utilities to get  
2 back online and to minimize the effect on our  
3 populous. Vestal's got fifty-two square miles of  
4 land and about twenty-eight thousand people now.  
5 That's what we dealt with in 2011.

6 What a lot of people forget or they  
7 just don't want to bring it up when they are  
8 complaining about service, is that Irene went  
9 through here about two and a half to three weeks  
10 before Lee followed her up, and all of the  
11 resources in this area were stressed. Even the  
12 resources that they brought in from other areas to  
13 support what they were doing were stressed. Now I  
14 live in Castle Gardens and Castle Gardens gets  
15 flooded pretty regularly. Both floods, I was  
16 fortunate I only had basement flooding. Some of my  
17 neighbors weren't that fortunate.

18 We started working with NYSEG actually  
19 about two days before the actual storm came through  
20 here. We knew it was going to come up. We were  
21 working with NYSEG and with the Emergency Services  
22 Coordinator right behind me, Brett Chellis, for the  
23 county. And at about four o'clock on the 11th,  
24 Brett and I were on the phone and we declared at

1 that time a state of emergency. We knew what was  
2 going to happen.

3 It was essential for us, and I don't  
4 know if anybody else is going to bring this up, but  
5 it's essential that we understand what's happening  
6 to the river. And at least three years in  
7 succession, the federal government has threatened  
8 not to keep the river gauges online. Three years  
9 ago, we almost didn't get them. This year, again,  
10 it was held back until what I would say at the last  
11 moment by the federal government.

12 MS. CALCATERRA: Can you explain that  
13 just a little bit more?

14 MR. ANDREASEN: Sure. The river  
15 gauges that we have, and I'm just going to mention  
16 two of them now, one at Conklin and one right here  
17 in Vestal. They tell us what's going on with the  
18 river. And the things that are important to us are  
19 two things, the height and then the velocity of the  
20 change. And the river gauges on the 11th were  
21 doing things that we just saw a little bit in 2006.  
22 The velocity came to the point that around seven  
23 o'clock that night, Brett Chellis and I were  
24 talking and I told Brett, I said, Brett, I think

1 it's going to go over the dykes. We didn't have to  
2 worry about that in 2006, but we did have it go  
3 over the dykes and had significant flooding in  
4 2011.

5 The only problem that we had with  
6 power, other than having to cut down individual  
7 areas of the town because of dramatic flooding, was  
8 the substation at Castle Gardens.

9 In 2005, with the minor flood that was  
10 brought up earlier, there was no flooding of that  
11 substation. 2006, the bottom part of the  
12 substation flooded and it took about four or five  
13 days to get that back online. Now that takes care  
14 of the western part of the Town of Vestal and goes  
15 in a little bit into Apalachin, into Tioga County.  
16 2011 -- or 2006, they raised it. They went back  
17 in. They raised it up and figured that's far  
18 enough.

19 Well, 2011 proved it wrong. It  
20 flooded again. This time, NYSEG ran a line across  
21 the river from Endicott to try to get some of it  
22 back right away. Now that was really a -- I'm  
23 going to say that was patchwork and I think NYSEG  
24 will agree. They, also, brought in a portable



1 substation and that portable substation is huge.  
2 It's on wheels, very heavy. NYSEG called me and  
3 said we got the substation, we need a road because  
4 if we put that over that wet land, it's not -- it's  
5 not going to get there. This is where I think we  
6 have to learn to work with our utilities. And we  
7 did. I just asked them what do you need, what's  
8 the weight, how wide is it, and our highway  
9 department had it in there in about four hours. So  
10 you've got to learn to work together when you have  
11 a disaster like we had then.

12 Also, some key people in NYSEG were  
13 already up in the Catskills because of Irene and  
14 they were bringing people in to back up the people  
15 that were out taking care of Irene.

16 I sympathize with everybody who loses  
17 a home, power, flooding, but they've got to  
18 remember that everything is stressed, not just  
19 them. And I mean I was stressed, my wife was  
20 stressed, and I was in E.O.C. for probably ten  
21 straight days. But, again, like the gentleman from  
22 Tioga County said, NYSEG was there in the form of  
23 either the director or his assistant. They were  
24 with us day and night. What do you need? What do

1 we have? And once we got a handle on it, we got  
2 almost hourly, there are so many down now for gas,  
3 there are so many down now for electric. And they  
4 were working with us because the other utilities  
5 that you are not addressing are water and sewer and  
6 cable, which really -- cable, I'll set aside, but  
7 water and sewer are in the municipality's  
8 responsibilities. So in a lot of cases on '11, we  
9 were dealing with NYSEG saying we still don't have  
10 that sewer pump area free, you're going to have to  
11 wait. You can't put any power in there yet.

12 And we had a public health issue. We  
13 wouldn't let people back into an area of town.  
14 Again, it delayed NYSEG. It wasn't their fault.  
15 It was a public health issue for about three days.

16 So there's a lot of stuff that goes on  
17 that you got to take in consideration when you're  
18 looking at just one thing. So the way we did it  
19 was we got everybody together, the emergency  
20 coordinators, NYSEG, the local municipalities,  
21 water and sewer people. I can't tell you how many,  
22 but it was like constant meetings, constant  
23 support, and constant addressing the more critical  
24 situations and then taking them down on a priority

1 basis.

2                   So from that standpoint, I can't fault  
3 NYSEG for anything on what they did in either  
4 flood. They were right there with us. They were  
5 helping. I know there were a lot of people who  
6 were upset. I had one that was a little stupid in  
7 the first flood. He said I'm on a hill, I didn't  
8 get flooded, I don't have a problem, but I can't  
9 watch the ball game Sunday because I don't have  
10 electricity.

11                   MS. MAHONEY: Oh, my goodness.

12                   MR. ANDREASEN: And -- and he did it  
13 in the lobby of the town hall, where there were  
14 five or six families that had just lost their  
15 homes.

16                   MS. MAHONEY: Oh, my goodness.

17                   MR. ANDREASEN: And he's worried about  
18 a ball game. So you know, you've got to take a  
19 look at what you're hearing and where it's coming  
20 from and why.

21                   MS. MAHONEY: That's good advice.

22                   MR. ANDREASEN: And that's -- that one  
23 gentleman is glad I didn't catch him because I'd  
24 about had it.

1 I think the big thing is that we learn  
2 from every one of these. We learned in '06. We  
3 had a huge rainstorm in November of '06. Twelve  
4 hundred and fifty homes were affected by water  
5 coming down the hills. That was sort of a bonus  
6 that we got from the June flood. The one we had in  
7 '11, I would put it at a ratio of about eight to  
8 ten times worse than '06. But all the way,  
9 everybody was working together to try to get  
10 everybody back home as soon as we could.

11 MS. CALCATERRO: Thank you so much.

12 MS. MAHONEY: Thank you so much for  
13 that.

14 MS. CALCATERRO: Next, Brian Parker.  
15 After that, Andy Matviak, and after that Alan  
16 Hertel.

17 MR. PARKER: Good evening.

18 MS. CALCATERRO: So far this evening,  
19 we have ten speakers. I just wanted to let you  
20 know.

21 MR. PARKER: Good evening. I'm  
22 representing Cortland County. I'm, also, a former  
23 village trustee of the Village of Marathon. I know  
24 for a fact -- I want to commend all the utilities,

1 NYSEG, National Grid. Marathon has its own  
2 utility, which is municipal owned. I know for a  
3 fact that our linemen, our staff were up north  
4 during the ice storm. They were in Long Island.  
5 They were -- both Sandy and Irene, they were there  
6 as mutual aid. No mutual aid was -- was mentioned  
7 before.

8           The only reason I really wanted to  
9 comment tonight is it was hit on earlier. The  
10 reduction in budgets in the utilities is causing,  
11 in my opinion, reductions in line maintenance and  
12 that line maintenance is essential even during a  
13 minor storm. I know because I live in the Village  
14 of Marathon, the Willet supply line that comes in  
15 from NYSEG, from Willet, if we get a good windy  
16 day, you can count on Marathon going down. That's  
17 because the lines -- the tree trimming isn't --  
18 isn't done anymore. And the -- the staff comes out  
19 of Ithaca, which isn't very far away but it's  
20 still, just for that portion of it, it needs to  
21 be -- something needs to be done with that.

22           And -- and to commend all the  
23 responders, as I said, we sent from -- we have four  
24 people on our utility and we sent half of them both

1 ways on all the storms, all the big ones. So  
2 mutual aid is essential. And that's all I really  
3 have to say, unless you have questions.

4 MS. CALCATERRA: No; that was helpful  
5 because we are finding a trend across the board.  
6 It's just the industry that you have a lot of  
7 linemen who are retiring and the average age of  
8 linemen we are finding out are in their forties.  
9 And that's not going to be helpful for the next  
10 generation. And there hasn't been a cycle of  
11 constantly hiring and training a new one. So this  
12 is not particular to one utility; this just seems  
13 to be industry wide.

14 MS. MAHONEY: And then -- and then you  
15 have the Public Service Commission that oversees  
16 the rates and those are -- there's politics in  
17 there because of how they're appointed and how they  
18 govern. And when a NYSEG, for example, goes for  
19 their rate case, if they don't get the rate that  
20 they need and they can't hire, are they starting  
21 with their cost cutting at tree trimming, which is  
22 taking you out in every storm unnecessarily. So  
23 those are the kinds -- we're hearing a lot of  
24 patterns like that.

1 MR. PARKER: It seems to be. Again,  
2 only because I was a trustee in the Village of  
3 Marathon, I know we hired -- we hired a lineman,  
4 trainee. And at each stage is a thousand hours of  
5 actual work. You got a thousand hours on a line,  
6 you got a thousand hours in a substation, you got a  
7 thousand hours in a bucket. It takes a while,  
8 especially for us --.

9 MS. MAHONEY: How long? I'm curious.  
10 I'm curious how long it takes to do those three  
11 thousand hours.

12 MR. PARKER: Depending on -- depending  
13 on the size of where you are, I mean obviously if  
14 you're at NYSEG who has -- we have a thousand  
15 customers. NYSEG has hundreds of thousands of  
16 customers. And as you take that trainee through  
17 the program, obviously NYSEG can go a lot faster  
18 than we can as a small utility. Endicott has their  
19 own. Sherburne, all the little municipals have a  
20 hard time filling positions.

21 MS. MAHONEY: Do you know -- just if  
22 you don't know that's fine. But out of curiosity,  
23 do you know how long it takes you to get one person  
24 through the three thousand hours?

1 MR. PARKER: I'm going to say it took  
2 at least five years for the Village of Marathon.

3 MS. MAHONEY: That's -- that's very  
4 helpful.

5 MR. PARKER: And we hired this -- the  
6 one we hired came directly from his college courses  
7 and quit college to come work for us. So he  
8 started, he committed, he's gone through.

9 MS. MAHONEY: That's very helpful.

10 MR. PARKER: So thank you.

11 MS. MAHONEY: Thank you.

12 MS. CALCATERRA: Thank you so much for  
13 joining us this evening. Our next speaker is Andy  
14 Matviak. After that Alan Hertel and Doug Rose.

15 MR. MATVIAK: Good evening and -- and  
16 thank you for having this panel so we can express  
17 our comments to you. I've been a village trustee  
18 for twelve years and I've been Mayor of the Village  
19 of Sidney for two years. So I've seen two floods.

20 Sidney's a municipality of about  
21 thirty-nine hundred people, located in Delaware  
22 County, right at the edge of three counties,  
23 actually Delaware County, Chenango, and Otsego  
24 County and we're the largest village in Delaware



1 County. We have had two floods come through. '06  
2 was worse for us than '11, but it has done  
3 substantial damage to our community and to the  
4 residents of our community.

5 As far as NYSEG, and a lot of speakers  
6 have said this prior to me, NYSEG has done an  
7 outstanding job for the Village of Sidney. They  
8 were on the ground right away the day after the  
9 flood. We had two meetings a day for two weeks.  
10 We had a meeting in the morning, to plan what our  
11 schedule was going to be, and a meeting at night,  
12 to summarize what was done. NYSEG had people  
13 there. They helped -- now, we -- the only power we  
14 lost was we had a substation in the Village of  
15 Sidney that we lost power to because water got too  
16 high and they could not get in and work on that  
17 substation until that water receded, so we were out  
18 longer. We were probably out a week in part of the  
19 village and surrounding counties, but mainly  
20 because the water didn't recede fast enough for  
21 them to get in there to work on that substation.

22 But as far as our residents, they were  
23 in and they disconnected the power to our residents  
24 so we could get inspectors in there or code

1 enforcement officers could get in there. They had  
2 people on the ground following our code meter  
3 people -- on the ground following our code  
4 enforcement people and our inspectors. Once they  
5 were approved to be restored, they got our people  
6 up and running.

7 As was mentioned earlier, they were  
8 great partners. They supplied to our emergency  
9 shelters. They supplied water. They supplied food  
10 to our emergency workers on the ground helping  
11 clear the properties. So we've had a very good  
12 working relationship with NYSEG.

13 NYSEG used to have a crew located  
14 right in Sidney. That is no longer the case. They  
15 have a crew in Oneonta, which is about twenty miles  
16 from us. But we really have not noticed a lot of  
17 deficiencies in responding to needs that we have in  
18 the village.

19 Again, one of the men spoke earlier  
20 about gauges in the river. These gauges in the  
21 river are extremely important to anybody who has a  
22 community along the Susquehanna. It allowed us to,  
23 in '11 -- again, we put in a disaster plan after  
24 '06, but it allowed us to announce to our people

1 that they had to vacate their property a lot  
2 earlier than we thought we would have but with the  
3 gauges we have, we have a matrix that we monitor  
4 and it tells us where the water is going to be in  
5 our community. When it hits the Village of  
6 Unadilla, where there's a -- a gauge and in  
7 Bainbridge where there's a gauge. It helps us do  
8 that and we saved a lot of lives and it's been a  
9 great advantage to us. And the federal government  
10 has said from time to time that they're going to  
11 shut it off. We -- we worked with having people  
12 respond in March so that they would keep them on,  
13 but we don't want to go through that every year.

14 We're, also, very fortunate in the  
15 Village of Sidney, we have a high school program  
16 that has put gauges in the river and they're  
17 recognized throughout the state and the country.  
18 They, also, monitor those gauges for us and  
19 actually they're probably more accurate and give us  
20 more information so that we can better help our  
21 people.

22 But NYSEG has been a great partner to  
23 work with. I really cannot say anything that we've  
24 asked from them that they have not done.

1 MS. MAHONEY: That's very helpful.

2 What is the role that the federal government has  
3 with the gauges once they're in place? Are they  
4 monitoring them?

5 MR. MATVIAK: They do monitor them,  
6 yeah. They monitor those. And what we can do is  
7 we get on NOAH's website which is the weather  
8 service website and they will use those gauges and  
9 tell us where the river is and what we -- we can  
10 expect throughout the emergency period. So they're  
11 very, very helpful. But we use those too because,  
12 like I say, we have a school program that monitors  
13 those and we have a matrix that tells us when the  
14 water is a certain level in Unadilla we know where  
15 it's going to be in the village.

16 And in '11 it really helped us. It  
17 helped us get our people out safely. It helped us  
18 get our -- unfortunately we have our emergency  
19 fire -- one of our fire stations is right in the  
20 flood area. In -- in '06, we lost one of our fire  
21 engines. This time, we were able to get our people  
22 out because of the matrix that was developed after  
23 the '06 flood.

24 So that's -- that is very, very

1 important. I think you'll hear from a lot of  
2 people along the Susquehanna River how valuable  
3 that -- those gauges are.

4 MS. CALCATERRA: Thank you.

5 MR. MATVIAK: You're welcome.

6 MS. CALCATERRA: Our next speaker is  
7 Alan Hertel, followed by Doug Rose, and thereafter  
8 Brett Chellis.

9 MR. HERTEL: Good evening. My name is  
10 Alan Hertel and I'm the Executive Director of the  
11 United Way of Broome County. Our organization  
12 funds programs at a number of not-for-profit  
13 agencies across Broome County that help meet  
14 identified needs. But we, also, operate a  
15 two-one-one information and referral call center.  
16 This is a free, confidential service for residents  
17 in Broome and Tioga Counties. And in 2012, we  
18 handled more than fifty-two thousand inquiries. As  
19 you know, we were hit with the flooding here from  
20 Tropical Storm Lee. And Broome County Emergency  
21 Services asked us to open our call center to help  
22 with the calls that were coming in. We did and  
23 handled probably close to twelve thousand specific  
24 flood related calls. That's leading up to the

1 relationship with NYSEG.

2           Some years ago we worked with NYSEG  
3 and established a communication link so that we  
4 could get regular updates on power outage  
5 information, including general overview of where  
6 outages were, estimated restoration times if  
7 available, location and hours of operation of dry  
8 ice and bottled water sites. That proved to be  
9 valuable information for the calls we were  
10 receiving from -- from people in our community  
11 during that storm situation.

12           We, also, receive safety information  
13 relative to NYSEG facilities that we can share with  
14 staff and callers. And on the rare occasion for  
15 those unusual situations, we can proactively reach  
16 out to NYSEG to try to get more information.

17           After the flood waters receded, the  
18 work of rebuilding and recovery began and is  
19 actually still ongoing. I'm sure you know it takes  
20 a long time. Our United Way was asked by the  
21 county to take the lead on handling donations to  
22 help with recovery and rebuilding needs. We agreed  
23 to do so and received nearly a million dollars from  
24 the community. Not nearly the level of the

1 Superstorm Sandy, but you're dealing with a smaller  
2 population, too. It came from individuals,  
3 companies, both large and small, and foundations.  
4 NYSEG did make a significant contribution to assist  
5 with that, not only in Broome County, but in the  
6 surrounding counties as well. And we acted as the  
7 fiscal agent for the funds.

8 We were part of an organization called  
9 Broome County Community Organizations Active in  
10 Disaster. It's a separate 501C3 whose purpose is  
11 to plan for and respond to disasters from the human  
12 service perspective in a community. So the B.C.  
13 COAD, they decided how the funds would be used and  
14 that was done through a process of working with  
15 case managers. So all of the affected households  
16 had to work with a case manager, who, in turn,  
17 assessed what kind of benefits they had available  
18 to them, either FERA funds or insurance or  
19 whatever. Then they put together a proposal to the  
20 COAD for a grant from these funds. And then that  
21 was how we were involved.

22 But basically about twenty percent of  
23 our total population was impacted by this flooding.  
24 And through that whole process with the recovery

1 and the recommendations from the case managers, we  
2 were never made aware of any complaints or problems  
3 with NYSEG.

4 So that's the involvement that our  
5 United Way has had through this process. I think  
6 they're doing a good job keeping our two-one-one  
7 call center informed of -- you know, with helpful  
8 information. And they seem to work well as the  
9 power was restored, et cetera. So that's my  
10 comments. Any questions?

11 MS. CALCATERRA: Do you have --  
12 what -- what in your county would you believe would  
13 fall under the category of critical infrastructure?

14 MR. HERTEL: We've got the hospitals.  
15 I think our two-one-one call center is -- is on the  
16 verge of being a critical need.

17 MS. CALCATERRA: That -- that's an  
18 excellent point. That actually -- we haven't  
19 thought of that in thinking of bringing that up but  
20 that's a great idea because that is a source of  
21 communications that people will use during an  
22 emergency.

23 MR. HERTEL: Right -- right.

24 MS. MAHONEY: Oh, NYSEG's quick.



1 MR. HERTEL: Yeah. Be careful. And I  
2 have worked with NYSEG so that they're aware that  
3 we have the call center so in case there are  
4 outages that impact our location, but there haven't  
5 been many so we've been fortunate there. So -- but  
6 I know like hospitals, those kinds of things, are  
7 critical, yes.

8 MS. CALCATERRA: Have you ever had  
9 problems with gas stations in the past? In Long  
10 Island --

11 MR. HERTEL: Gas stations?

12 MS. CALCATERRA: -- in Long Island, it  
13 was a bit of a nightmare afterwards, after Sandy  
14 because our fuel --.

15 MS. MAHONEY: Shortages.

16 MS. CALCATERRA: Yeah. We had a fuel  
17 shortages and then we had gas stations that did  
18 have fuel, but didn't have power so they -- they  
19 couldn't pump it out. Anything regionally, like  
20 not related to gas, but similar to that, in that  
21 past?

22 MR. HERTEL: I know that there were  
23 areas that were without power and there were gas  
24 stations in those areas that couldn't operate, but

1 this is a more rural area. It's easier for people  
2 to get around, so I'm sure they were able to get  
3 gas elsewhere. I have not -- I'm not aware of that  
4 as a problem.

5 MS. CALCATERRA: Do you -- can you  
6 categorize the constituency that you have calling  
7 into the two-one-one call center?

8 MR. HERTEL: Well it -- it runs the  
9 gamut. There's a lot of working families that  
10 call, looking for assistance of any wide variety.  
11 We maintain a database of about four thousand  
12 different services and programs for people. So a  
13 lot of them are people who can't afford to pay rent  
14 and buy food. So we see a lot of the calls coming  
15 in for basic needs, which is food, clothing, and  
16 shelter. And we've seen these calls, the call  
17 volumes increasing over the years. It's not that  
18 it's going away. It's increasing. So I think I  
19 would say that -- you know, we have a fair -- a  
20 fairly significant percentage of the population  
21 that's below the poverty level, as well, in our  
22 community. So -- but there are folks that are  
23 definitely working and they still have needs.

24 MS. CALCATERRA: During a storm, does

1 the constituency change drastically --

2 MR. HERTEL: Well, we're not --.

3 MS. CALCATERRA: -- on the two-one-one  
4 call line?

5 MR. HERTEL: During a storm like this,  
6 we're not really taking the time to find out who is  
7 calling and trying to find demographics or -- we're  
8 just trying to get answers to -- to the general  
9 population that's calling in because they're  
10 desperately looking for answers.

11 MS. CALCATERRA: I think the better  
12 way for me to phrase that question is what type of  
13 calls you're getting during a storm?

14 MR. HERTEL: Anything from what roads  
15 are open, where can I get shelter, where can I get  
16 food, you know, what are the -- people do call  
17 about power situations, as well. It really runs  
18 the gamut. A lot of the calls, initially, because  
19 of the widespread impact on -- on the county, were  
20 dealing with transportation-type issues. How can  
21 we get here? Roads were blocked off. We don't --  
22 we don't know, you know. So we were getting that  
23 information from Broome County Emergency Services,  
24 as well. So it runs the gamut. It covers -- then,

1 where can I get furniture. Where can I get help in  
2 rebuilding or where can I -- we need clothes or,  
3 you know, what have you. So.

4 MS. CALCATERRA: If -- if the power  
5 did go out and the two-one-one system did go down,  
6 would having a generator --

7 MR. HERTEL: We are actually working  
8 on it. We have battery backup for about -- I think  
9 it's six hours and we're working to get the funds  
10 together for a generator backup, yes.

11 MS. CALCATERRA: This conversation was  
12 very, very helpful. I mean actually -- you brought  
13 up something unique that no one has brought up  
14 before, is the value of those two-one-one and  
15 three-one-one lines when we're thinking about  
16 critical infrastructure. We haven't thought about  
17 that. We've thought about telecommunication  
18 providers like AT&T and Verizon --

19 MR. HERTEL: Right.

20 MS. MAHONEY: Nine-one-one centers.

21 MS. CALCATERRA: -- when -- when they  
22 go down, but we haven't thought about that --

23 MR. HERTEL: Right.

24 MS. CALCATERRA: -- as yet another

1 avenue.

2 MR. HERTEL: I -- I think numbers I've  
3 seen after Superstorm Sandy is the two-one-one  
4 centers handled -- the last numbers I saw were  
5 somewhere in the range of a hundred and  
6 seventy-eight thousand calls. So they do play a  
7 critical role in a community.

8 And just for grins, we recently  
9 experienced a phone interruption that lasted three  
10 days, but it was because of dig in, in a cable.  
11 And that's another -- whole other situation, but I  
12 did learn that there is a priority --  
13 telecommunications priority service restoration  
14 system that's a federal program. So I'm pursuing  
15 that, as well.

16 MS. MAHONEY: We all learn a lot going  
17 through these. But you know, I just want to just  
18 briefly acknowledge what you just said about in  
19 three different places but when you put it all  
20 together it puts it in perspective. The -- the  
21 high percentage of people that you said were living  
22 in poverty and the high percentage of people that  
23 were affected themselves by the storm and the fact  
24 that out of this community you raised a million

1 dollars for neighbors, it's really -- that's  
2 incredible.

3 MR. HERTEL: We didn't have to raise  
4 it. They just gave it.

5 MS. MAHONEY: That's what I mean, that  
6 the community could be so generous when they were  
7 all in the same boat.

8 MR. HERTEL: Right. We're fortunate.  
9 Okay?

10 MS. CALCATERRA: Thank you very much.

11 MR. HERTEL: Thank you.

12 MS. CALCATERRA: The next speaker is  
13 Doug Rose, followed by Brett Chellis, and  
14 thereafter, Shelley Bierwiler. I do apologize for  
15 pronunciations.

16 MR. ROSE: Hi. I'm Doug Rose. I'm  
17 one of the fire chiefs here in Vestal. As Pete  
18 said, and you know I can't reiterate it enough,  
19 we've had really good cooperation with NYSEG.  
20 During 2011, they actually put crews with fire  
21 crews. So as we were responding to areas, we had a  
22 line crew, we had a gas crew. So when we would go  
23 in an area -- I mean and again the same thing goes  
24 with the river gauges. You know, we've been doing

1 this for years. Even when it's call in, but now we  
2 can look at it on the Internet. We know that at  
3 approximately this time the river's going to be at  
4 this depth which means Castle Gardens is getting  
5 evacuated. We know at this depth we're going to be  
6 evacuating this area. So we're going there, going  
7 door to door, telling people it's time to leave.  
8 NYSEG's coming through with us turning off the  
9 power, turning off the gas. So we're -- a lot of  
10 preventative stuff right up front. It works well.

11 The problem is getting to that point.  
12 You know, the routine calls, the tree and wires  
13 down, you know, they're obviously looking at high  
14 impact areas and sometimes, as you said earlier, it  
15 would be more helpful I think if they would come  
16 through, render an area safe, disconnect the power.  
17 Okay. It's affecting a number of people, but if  
18 you disconnect it, then we can work on clearing the  
19 road. The problem is we're sitting there for a  
20 couple hours because they're working on a high line  
21 and all these roads stay closed because we don't  
22 have access to people. And again, you know the  
23 monetary part of not having the crews or whatever,  
24 that is an issue until you get the mutual aid

1 there.

2 But during the storm when we know it's  
3 going to be big, they're putting people with us.  
4 It's preventative and it's working well to that  
5 point.

6 We have access to the river gauge  
7 information by the Internet. We have access to  
8 NYSEG's power return on the Internet. The problem  
9 then becomes when the power's out, where's the  
10 Internet go. A lot of people are using cable for  
11 their telephone. Cell phones are -- the towers are  
12 fine for a while, but at what point -- you know,  
13 number one, everybody's using them so now it's  
14 tough to get on your cell phone because they're  
15 flooded, not water-wise, but information-wise. And  
16 again, even that eventually becomes a power issue.

17 The river gauges, like I said, I can't  
18 reiterate that enough. I mean we rely on that from  
19 the beginning of the storm to the end. I can bring  
20 it up on my phone and look at what the water trends  
21 are and we know what area of town we need to go  
22 through. Broome County has computer modeling that  
23 we can say when the water is X number of feet, this  
24 area is going to be affected and we can look at



1 that. So when we go into an area -- during 2011,  
2 my son had just joined the fire department. My  
3 daughter's away at college. My son and I are  
4 running with the fire department. My wife's home  
5 alone, oh, by the way without power, and calling me  
6 every half an hour, going do I need to leave? And  
7 I -- you know, and I can bring it up on the  
8 computer and say no, you're good. But everybody  
9 else without power has no means of finding that  
10 out.

11 And it's the same thing after the  
12 storm, until that power is restored, how do you get  
13 the information to people? They don't have T.V.,  
14 they don't have telephone, they don't have  
15 anything. So getting the information out -- when  
16 they have access, they're calling, hopefully,  
17 two-one-one instead of nine-one-one to get that  
18 information.

19 But NYSEG works well with us. You  
20 know, the line crews, like I said, working with us  
21 gives us coordination. And once that's in place,  
22 it's huge. NYSEG is here in Vestal. They had --  
23 they got flooded. Their whole yard got flooded and  
24 obviously they're impacted, but they were still

1     there with us.  And as Pete said, you know, a lot  
2     of them are -- are throughout areas of the state so  
3     now the -- the backup is stressed and -- and  
4     getting those people in place sometimes is a  
5     difficult issue.

6                     But again, you know, I mean if you had  
7     five hundred people instead of a hundred people,  
8     you're still going to stress those people based on  
9     the magnitude of the storm.  The tree trimming  
10    and -- and preventative maintenance, like you said,  
11    I think that's the first thing that goes.  It's no  
12    different than at home.  If you have X dollars  
13    budget and you need five times X dollars budget,  
14    you have to prioritize what you do.  And  
15    unfortunately, you know, the tree trimming or the  
16    preventative maintenance is an issue.

17                    As Pete said, again, the -- the  
18    substation in Castle Gardens, they moved it in  
19    anticipation of this is going to happen again.  
20    Well, who knew?  Right.  And -- and okay, what's  
21    next?  You're going to put on thirty-foot pillars?  
22    You know, at what point doesn't it work.  But they  
23    can't just pick it up and move it.

24                    And I think that the critical

1 infrastructure, the gas stations, things like that,  
2 as -- as the previous speaker said, you know we  
3 have the advantage of being spread out. So this  
4 area may be drastically impacted by power, but  
5 three miles up the road, it might take you an hour  
6 to get there because you have to go up over the  
7 hills, but they have power. If it was a more  
8 widespread larger disaster or something like that,  
9 then that's going to be a huge problem. And I know  
10 there's discussion about generators at gas stations  
11 and things like that. We, also, have a very, very  
12 busy tank farm area here. We supply a huge region  
13 of New York and Pennsylvania with fuel that comes  
14 out of the pipeline. It's delivered to the tank  
15 farms here in Vestal. I think they have some  
16 backup power capabilities, but at what point do we  
17 overstress that as well.

18 So you know, all of those things come  
19 together, but the -- the -- you know, they're doing  
20 what they can do, I think. And again, I think that  
21 the -- they work well with us and there's always  
22 room for improvement, absolutely, but you know, for  
23 the most part it's not like some of the issues you  
24 ran into in Long Island. That's for sure,

1     thankfully.

2                   MS. MAHONEY:   This has been -- this is  
3     really incredible.  If we could scale this up, you  
4     know.

5                   MR. ROSE:   You know, I mean -- and  
6     it's true.  You know, all of the things that --  
7     that come to play here, everybody's worried about  
8     me, me, me.  But when you look at the -- the scale  
9     of it, you know.  What happened in Boston, 9/11,  
10    you know, who'd have thought?  But when it does  
11    happen, it kind of refocuses your -- your attention  
12    a little bit.  The good part is with those of us in  
13    emergency services or even NYSEG or whoever, we've  
14    been planning for these things and -- and you can't  
15    plan for all of it.  You know, I mean God forbid if  
16    something really bad happens, how much can you  
17    prepare for?  You know, but you do what you can and  
18    you prepare to deal with it and it always could be  
19    worse.

20                   MS. CALCATERRA:  Do you ever -- as  
21    fire chief, do you ever do drills with NYSEG or  
22    have you done that in the past?

23                   MR. ROSE:   Yes.  And they --.

24                   MS. CALCATERRA:  Talk me through those

1 drills. Is it --?

2 MR. ROSE: They provide a lot -- they  
3 provide opportunities for training. And -- and not  
4 as much drills, but they'll bring us in and do a  
5 line demonstration. They have an area where we can  
6 go and do natural gas fires and -- and work with  
7 them. Electric -- if you're not an electrician,  
8 you shouldn't be messing with it. But -- but they  
9 do give us training to teach us what to and what  
10 not to touch. Years and years ago, they used to  
11 teach us to pull meters. They don't do that  
12 anymore because bad things can happen. But you  
13 know, back in the day, you know, we didn't have to  
14 wait for them to get there for a house fire. We  
15 pulled the meter on the side of the house. We  
16 don't do that anymore. But they provide a lot of  
17 training opportunities for us. And again, you  
18 know, we -- we can bring them in at any time.  
19 They're really good about, you know, doing that  
20 type of stuff.

21 MS. CALCATERRA: Thank you. Thank  
22 you. Perfect. Thanks.

23 Brett Chellis is up and then Shelley  
24 Bierwiler and then after that John Hroncich.

1 MR. CHELLIS: Thank you very much.  
2 I'm Brett Chellis, Director of Emergency Services  
3 for Broome County. I provided you with a written  
4 statement. I will say that I'm, also, representing  
5 the county executive, Debbie Preston, who couldn't  
6 be here tonight. She did review this and got back  
7 to me today that she totally concurs with the  
8 written statement. I've made a number of notes.

9 MS. CALCATERRA: That's a good thing.

10 MR. CHELLIS: Yeah. Good for me;  
11 right?

12 MS. CALCATERRA: I know, absolutely.  
13 That's what I'm saying.

14 MR. CHELLIS: Well, I wanted to make  
15 sure. She was a former town supervisor of the Town  
16 of Conklin actually during this flooding event in  
17 2011. So she -- her experience was at a town  
18 level, much like Pete Andreasen's at that event.  
19 So she obviously had a lot of opinions, as well,  
20 and she wanted to -- I wanted to make sure that  
21 they were in line with what my experience was at  
22 the county level.

23 I did make several notes, too, in  
24 regards to things that the other speakers have

1 talked about. I might be able to shed a little bit  
2 of additional information on, but would you like me  
3 to read the whole statement, or do you want me to  
4 try to paraphrase it, or do you want -- I can kind  
5 of just go through it. It'll probably be quicker.

6 MS. CALCATERRA: Yeah. I would say --  
7 yeah, just absolutely, if you could just go through  
8 and paraphrase it.

9 MR. CHELLIS: Okay. This Susquehanna  
10 River basin is very, very flood prone and -- and  
11 the Lee -- the Lee incident, we've been flooded  
12 dozens of times over the -- the last twenty years.  
13 Almost every other year, we're -- we're evacuating  
14 people somewhere. But they seem to be getting  
15 worse. The 2004, '05, '06 floods. '06 was a flood  
16 of record and five years later we had 2011, which  
17 was -- broke all those records by far.

18 So a lot of our experience in this  
19 area has to do with the flooding. But I will talk,  
20 after I get done with Lee, because you're focused  
21 on Lee, a little bit about the response to storms  
22 and those types of issues, as well, that affect the  
23 infrastructure more than flooding, if you know what  
24 I mean.

1                   Tropical Storm Lee was originally  
2 forecast to affect the Chemung River basin. We had  
3 conference calls with the weather service. They  
4 are very good about forecasting in terms of with  
5 the emergency management folks. It was the  
6 Saturday before Lee struck, we were given a  
7 heads-up that we really got to watch this system.  
8 Somebody is going to be in a world of hurt. Okay.  
9 This system is going to come up through central  
10 Pennsylvania. And at that time they believed it  
11 was aimed for the Elmira area. We were still  
12 operating under Irene. We were lucky that only the  
13 eastern portion of Broome County was really  
14 affected with Irene. I think we had some like two  
15 or three-day power outages experienced there. It  
16 was mostly east of us so we actually had a lot of  
17 personnel in counties east of us, helping them.  
18 Myself, I worked several days in Delaware County  
19 right before Lee.

20                   All in all, Lee dumped eight to ten  
21 inches on western Broome County and eastern Tioga  
22 County. This is where it lined up and stayed. And  
23 we had significant flash flooding on the forefront  
24 on the Nanticoke Creek Watershed, Route 26. Our



1 first evacuations were there. And these were flash  
2 flooding events. They're much more life critical  
3 because the creeks are coming out of their banks  
4 and people have less time to -- to evacuate. So  
5 that's where we initially were getting a lot of  
6 inundation and flooding. But by mid-afternoon, as  
7 we were getting updates from the weather service on  
8 the forecast and forecasted river levels, we had to  
9 step in our emergency plans. We were preparing for  
10 a 2006 flood or worse. Initially, they said we  
11 believe it will be a 2005 level, then 2006, and by  
12 late day, they were saying we're in trouble. We're  
13 probably going to go over the flood walls.

14 Previous speakers mentioned the river  
15 gauges. We had some -- those are critical  
16 infrastructure to this whole system because  
17 everything is measured. The weather service flood  
18 forecast centers, they can -- the river forecast  
19 centers can predict exactly, based on the rainfall  
20 in the basin, where the river's going to come to.  
21 We base our response plans on that. We do have  
22 inundation mapping which is a tool that our G.I.S.  
23 department built. The Susquehanna River Basin  
24 Commission had a grant from New York State to

1 actually do inundation mapping. They turned the  
2 data layers over to the counties, as well as  
3 putting it on their own website. Our G.I.S. was  
4 able to take that so that I can enter the forecast  
5 river level, as Chief Rose talked about, into the  
6 website and it will tell us the inundation area.

7 We based our evacuation orders -- we  
8 basically printed these out based on the latest  
9 forecast. When they said it was going to go over  
10 the flood walls, we brought it all up, printed them  
11 out. I had an emergency meeting with the municipal  
12 officials at the Emergency Operations Center and  
13 advised them of the forecast, this is our  
14 inundation mapping, what it's going to show. And  
15 we based all of our evacuation on that, besides  
16 what had happened in the -- was happening in the  
17 flash flooding areas of the creeks and streams.

18 That saved a lot of lives. It was  
19 very successful. In all, we evacuated twenty-four  
20 thousand residents, approximately, in Broome  
21 County. And these were under states of emergency  
22 executive orders. We set up mass care shelters,  
23 one of the largest was right here at Binghamton  
24 University, working in partnership with the

1 University and the Red Cross. We had a general  
2 population and special needs shelter here and we  
3 had animal shelters set up as well. So we were  
4 running into it, working, municipalities with the  
5 county. NYSEG was present throughout. As soon as  
6 I gave the orders of opening the EOC, they sent a  
7 representative.

8 But even more so, with the way we  
9 operate the EOC, is we have at least twice daily  
10 conference calls with all the municipal leaders and  
11 the major partners in the disaster response. The  
12 Red Cross is on. NYSEG is on. And we go through  
13 situation reports. We get reports from each of the  
14 municipalities, what they're experiencing, and what  
15 their problems and needs are so that the county EOC  
16 can react to that and respond. We had state O.E.M.  
17 in by then. And I had requested two things when we  
18 knew the level of things and that was the National  
19 Guard to come in to assist. We needed them in '06.  
20 And, also, I requested an incident management team.

21 The State was kind enough to send me  
22 New York City Fire Department, which is one of the  
23 highest rated incident management teams in the  
24 country. They were with us for three weeks and

1 helped us operate in the EOC. Nobody took anything  
2 over. The State didn't. The -- New York City  
3 didn't. But they were huge partners and a lot of  
4 experience. So it was very helpful to give us the  
5 people we needed to run an efficient operation.

6 NYSEG was engaged throughout, as I  
7 said. And due to many lessons learned in 2006  
8 flooding, a number of steps were taken early to  
9 pre-position their resources and safeguard natural  
10 gas and electric services as early as possible. We  
11 had two house explosions in the '06 flood due to  
12 natural gas leaks. We -- they were very  
13 preventative that if we knew those most flood prone  
14 areas, I think as much as possible, they went in to  
15 try to secure the gas meters and so on as people  
16 were being evacuated. That was very helpful. In  
17 Broome County, we did not experience any gas  
18 explosions in 2011 and the footprint was at least  
19 ten times what the '06 flood was. I think -- I  
20 can't say and I don't want the testimony to reflect  
21 they were able to do that in every area. I think  
22 it got ahead of them, you know, as far as the  
23 resources needed to do that and the flooding once  
24 it went over the walls.

1 NYSEG provided representatives  
2 throughout the E.O.C. They participated in our  
3 regular conference calls, as I stated. And the  
4 provision of rigorous status reports was critical.  
5 Every call we got the number of people out, gas and  
6 electric, and what they were doing. A lot of this  
7 does go back to codes where you get an area  
8 flooded, we did initial damage assessments as soon  
9 as the water receded, and due to New -- New York  
10 code and for safety reasons, NYSEG had to go in and  
11 pull the meters if the -- if the flood waters got  
12 to the panel. And there were a lot of unhappy  
13 people. We -- we had to actually send the police  
14 with NYSEG on numerous occasions where people had  
15 just returned to their homes. I can understand  
16 they were you know despondent over the damage and  
17 next thing you know NYSEG shows up to pull their  
18 meter. And you know, that was very hard on the  
19 people, but there are safety reasons that that has  
20 to be done and it's New York State law basically.  
21 So I'm not going to -- I think a lot of people were  
22 angry at NYSEG over that, but they -- they need to  
23 understand that the safety of the public is -- is  
24 most important.

1           They had strike teams available as  
2 soon as the people were able to have their power  
3 restored. They got the work done necessary. They  
4 had a strike team of gas and electric utility  
5 people ready to go in and restore the power just as  
6 soon as they got the request. They were able to  
7 get a thirty-day waiver working with the code  
8 enforcement and municipalities. We instituted a  
9 thirty-day waiver on the final inspection that as  
10 long as -- because that was a big backlog, was code  
11 enforcement being able to keep up with the demand.  
12 There was a thirty-day waiver that as long as a --  
13 a licensed electrician did the work and they  
14 concurred with it, NYSEG would restore the power  
15 and give them thirty days to provide the inspection  
16 from the municipality.

17           MS. CALCATERRA: How -- how was the  
18 electrical inspection communicated to NYSEG for  
19 them to put the power on within those -- you know,  
20 and wait for the thirty days? Was there something  
21 transmitted? A letter?

22           MR. CHELLIS: Yes. They had to have a  
23 waiver like signed from the resident that they  
24 concurred they had a licensed electrician to -- did

1 the work and therefore agreed to having the power  
2 restored. That did help a lot to get people back  
3 in power. This storm happened around, you know,  
4 Halloween and it was getting cold quick and we were  
5 very concerned about low income apartment complexes  
6 without power in the city. We had shelters full of  
7 low income people from housing projects and high  
8 rises, downtown Binghamton, that did not have  
9 power. Their apartments weren't flooded, these  
10 were high rises, but all the utilities were flooded  
11 and it was going to be weeks, if not months, for  
12 the high rise to get all the main service replaced,  
13 switch panels and everything, in order to get these  
14 housing projects back in business.

15 We had a number of people, though,  
16 individual homes, that were living in their homes  
17 without power for weeks. And -- and I'm sure Sandy  
18 made this thing look small. I mean, I went to Long  
19 Island myself, served six days down there helping  
20 in Nassau County and I was just amazed by the  
21 footprint of that incident compared to what we  
22 experienced in Lee so --.

23 I don't feel that NYSEG had an  
24 unreasonably long waiting period for service, but

1 again, it was a flood. It was not an ice storm  
2 where we had tons of heavy transmission lines. It  
3 was a whole different picture than probably what  
4 you experienced on Long Island with a hurricane and  
5 the wind damage to the infrastructure.

6 Pete -- I won't go into the  
7 substation. I mention it in the report, that same  
8 substation he was talking about in Castle Gardens  
9 where they were very proactive in replacing the  
10 power.

11 Dry ice and water, I thought went much  
12 better than in previous incidents. It seemed that  
13 they -- they had a plan and had stuff coming in  
14 just as fast as possible. I know we -- Memorial  
15 Day of 2011, we had a long-term -- a lot of storm  
16 damage during some heavy thunderstorms and it --  
17 one to five days in restoration around the county  
18 and that was probably the longest period that we've  
19 seen in a long time around here for actual wind  
20 storm damage. And they had difficulty getting dry  
21 ice at the time. There was a big demand for it.  
22 But this time, it seemed to go much more  
23 efficiently. I think their suppliers, they had  
24 changed, and so on.



1           They always work with us on critical  
2 infrastructure. What do you need? You know, they  
3 recognize -- we have an emergency plan in our  
4 comprehensive emergency plan for power outage. It  
5 does recognize, you know hospitals, nursing homes,  
6 you know, major utility places, pump stations, you  
7 know, these type of things to get service restored.  
8 And NYSEG was very helpful throughout that.

9           The river gauges, just to clarify,  
10 there are six in Broome County. They are funded  
11 through NOAH. The issue here is that the federal  
12 government does not have it as a line item in their  
13 budget. They -- it's like they have to search  
14 around every year or two for somebody to be willing  
15 to pay for it. And it's ridiculous for something  
16 that is such a life safety issue, that that  
17 wouldn't be a regular line item in the budget and  
18 we have to go through a circus here every one or  
19 two years when they say, you know, funding's being  
20 cut in March to operate these unless somebody steps  
21 up and funds them. And that needs to be addressed  
22 because our whole emergency response is based on  
23 that. And I don't know if this is in your  
24 jurisdiction, but it certainly is critical.

1           The tree trimming, I have witnessed in  
2 the last year a big step up. I know in my area, I  
3 live in a rural town in Broome County, they've had  
4 contract crews throughout. In fact, they've been  
5 working out of our fire station. Their  
6 contractors, we let them park and stage their  
7 equipment there at night. I don't -- I couldn't  
8 tell you exactly what they're -- you know, the  
9 crews told me that they want to get around a  
10 minimum of every ten years, but I can't tell you  
11 exactly what -- how well that's been done  
12 throughout the county. But I can tell you they  
13 have had a number of contractors in the area this  
14 last summer throughout working on tree trimming.

15           I've been advised by NYSEG there's  
16 been changes in terms of storms, in terms of their  
17 response, where they now render issues safe. Chief  
18 Rose brought this up. They will go in and render  
19 power lines safe before they actually restore it.  
20 You know, they'll go around, safe -- make things  
21 safe and then go back and start restoration. So  
22 that does tend to lengthen, in some cases, the  
23 restoration process. However, it does make things  
24 safer and I guess we have to live with that.

1           Cell towers are critical  
2 infrastructure. I feel they should be required to  
3 have emergency backup power. People are -- you  
4 know, as much as gas stations. The people are  
5 depending on them for nine-one-one service now and  
6 I am very, very concerned about the trend towards  
7 people leaving traditional phone service for using  
8 just cell phones and VoIP cable based services.  
9 The cable based services are dependent on power.  
10 When there's a power outage, they don't work. And  
11 a lot of people say well I'll put a U.P.S. in my  
12 house for the little unit. Well that's fine, but  
13 there's power boosters throughout the system that  
14 have to have power for the cable telephone to work.  
15 And we found when we have widespread power outages,  
16 we've got tens of thousands of people without phone  
17 service. They can't even call nine-one-one. I  
18 feel that that is something that needs to be  
19 addressed on the Public Service side to require  
20 them to provide the same level of service as  
21 traditional phone companies in terms of backup  
22 power and so on. That -- that is very critical.

23           Fuel supplies, we almost felt it with  
24 Sandy here, believe it or not. I was on the phone

1 with our fuel suppliers here in Vestal, two  
2 different ones. They were starting to get  
3 strained. The pipelines that supply these tank  
4 farms come from New Jersey and areas affected by  
5 Sandy, not necessarily all of them, but a good bulk  
6 of the supply. And this was having a trickledown  
7 effect all the way from Long Island and New Jersey  
8 as tank farms were being emptied to try to supply  
9 the problems down there. I actually had requests  
10 here for tankers of gasoline to go to New York City  
11 to try to provide fuel for emergency responders and  
12 so on that were working in New York City with no  
13 fuel for their vehicles. So that's how far they  
14 were going to try to find gas.

15 So I commend you for working in that  
16 area of response. That's something that was never  
17 on my radar and I think it was a huge lesson  
18 learned. But I could see that even a major ice  
19 storm here, if we had one such as they had in the  
20 Adirondacks in, I believe it was '98, I'm thinking,  
21 where you have multiple counties affected by a  
22 major ice storm, I could see us having major fuel  
23 issues because of gas stations if you had that kind  
24 of a widespread power damage to the infrastructure.

1 So that is a great thing that that's being  
2 addressed in emergency planning.

3 I think I made one other note here.  
4 As far as public information that was mentioned,  
5 Chief Rose mentioned getting the public information  
6 during storms, the dependency on the Internet. It  
7 is very, very important that that be done. We've  
8 been working in partnership with our public  
9 television and radio station, provided -- we got a  
10 grant through Homeland Security funding to pay for  
11 equipment to be able to do videoconferencing  
12 through -- to the public television and they will  
13 then put it on the footprint of both phone and  
14 radio emergency information. So that is a huge way  
15 that we're stepping up because we understand the  
16 person that's lost power isn't going to be looking  
17 at their -- their computer or their television. So  
18 they will be able to listen to a battery powered  
19 radio and still get information through this plan  
20 and that information is being shared with the  
21 commercial markets as well, through -- through  
22 them. So that is one thing I wanted to add to the  
23 prior statements.

24 MS. MAHONEY: Is -- is that what you

1 just talked about on the county's website?

2 MR. CHELLIS: No. That is a separate  
3 project. The county website is the G.I.S.  
4 inundation mapping that I was talking about.

5 MS. MAHONEY: That is very helpful.

6 MS. CALCATERRA: That was very  
7 helpful. I actually -- you answered most of our  
8 questions because you wrote down our earlier  
9 questions and responded to them.

10 MR. CHELLIS: Sorry I talked so long.  
11 I'm known for that.

12 MS. CALCATERRA: So that's fabulous.  
13 Never apologize. The more public input we get, the  
14 better our recommendations and sharper that they're  
15 going to be. So thank you so much for taking the  
16 time. I really appreciate it.

17 MR. CHELLIS: If I could, could I add  
18 one thing I just remembered?

19 MS. CALCATERRA: Absolutely.

20 MR. CHELLIS: The storm response and  
21 houses on fire, gas leaks, that is an area that  
22 needs to be looked at close. Back -- I remember  
23 late '70s when there was a gas emergency, I know  
24 the gas company was required to have somebody on

1 the scene within like thirty minutes. I don't know  
2 what the exact requirements are today, but it's --  
3 you know, the gas is still better than the  
4 electric. But again, I think because of cuts, they  
5 don't have twenty-four-seven crews on and they have  
6 to call people in. So we'll get a supervisor first  
7 to the scene and then they will have to call in a  
8 crew, if deemed necessary, to -- to get an actual  
9 service truck there that can do the work. We've  
10 had house fires where there's over an hour response  
11 time to get a crew. And I do feel that that needs  
12 to be addressed in terms of twenty-four-seven  
13 coverage for -- for the smaller scale emergencies.

14 NYSEG has been a great partner in the  
15 major emergencies, working hand in hand with us and  
16 providing data to us that we can judge where the  
17 damage is and respond accordingly and work with us  
18 on priorities. I think I've addressed the other  
19 areas that could use improvement. Thank you.

20 MS. MAHONEY: Thank you very much.

21 MS. CALCATERRA: Thank you so very  
22 much. We have three speakers that are registered  
23 for this evening. And if anyone has not testified  
24 and is not one of the following three speakers,

1 make sure that you sign up, but we'll certainly  
2 allow you to come up afterwards and speak. But we  
3 just want to make sure you're signed up. But our  
4 next speakers we have Shelley -- Shelley Bierwiler,  
5 John Hroncich, and Donald Castellucci. Then that's  
6 it for our list.

7 MS. BIERWILER: Hello. My name is  
8 Shelley Bierwiler and I am the Community Chapter  
9 Executive of the American Red Cross in the southern  
10 tier. The southern tier, for us, is Tioga, Broome,  
11 Chenango, and Delaware counties. And just -- just  
12 a few comments that I have in reference to the  
13 events over the last several years. And as you can  
14 imagine, whether it's Irene, Lee, Sandy, the Red  
15 Cross has been involved in one way or another. And  
16 when we didn't respond on this end up here for  
17 Sandy, many of our volunteers and our resources  
18 went downstate for Sandy. So we're always on the  
19 ready to respond wherever.

20 And in saying that, I think one of the  
21 things that is extremely important and I think that  
22 we as a community need to be more cognizant of is  
23 the mutual aid and understanding that -- it doesn't  
24 matter where I go on disaster response. I've been



1 on many responses and it seems to be the same thing  
2 with the utility companies and the power companies.  
3 You're seeing mutual aid all the time. If we were  
4 geared up for the largest event all year long, we  
5 couldn't afford it. We couldn't afford it as a  
6 community, as private citizens, and you know we  
7 operate the same way with the Red Cross. We depend  
8 on mutual aid. Ninety-four percent of our -- of  
9 our staff, basically, are volunteers. So when an  
10 event happens, we can't be geared up a hundred  
11 percent of the time to respond to any one single  
12 event.

13 So I think keeping that in mind, we  
14 probably would go broke if -- and we have had a  
15 great relationship with NYSEG. They have been very  
16 supportive, not only in the time of disasters, but  
17 year round. They're very responsive and they're  
18 interested in reaching out into the community and  
19 being part of the community. We, as a Red Cross,  
20 work very closely here in Broome County and the  
21 surrounding counties with our county government.  
22 And like Brett had mentioned, you know, we follow  
23 their lead and if we're opening up a shelter --  
24 they're opening up a shelter, the Red Cross is

1 there to provide the staffing and the services to  
2 do that sheltering.

3 An area that I, also, wanted to touch  
4 on was the safety. And I -- and I think about this  
5 often, especially with Sandy. Although we may be  
6 waiting days and weeks to get back into our homes  
7 or the buildings, safety is number one. And we, as  
8 a Red Cross, would much rather have these utility  
9 companies say we need to err on the side of safety  
10 because what we have to remember, as a Red Cross,  
11 is if individuals go into an unsafe area, they're  
12 coming back to us and we're sheltering them. And  
13 so when we release individuals or they leave our  
14 shelters, we want to make certain that they're  
15 going to a place that is safe. And if it means a  
16 few extra days with power being reconnected or  
17 making sure that that's safe, that's important to  
18 us. Otherwise, they're repeat customers and we  
19 want to release people to safe places.

20 Here, during Lee, we worked with the  
21 county, as I said. We sheltered right in the  
22 ballpark of eighteen hundred individuals from this  
23 area here, actually on this campus at the B.U.  
24 Center and over four hundred in Johnson City at a

1 school. Now for us as far as power, one of the --  
2 the thing that's very important to us is  
3 preparedness. And so when we go out to set up a  
4 shelter before any event takes place, what we're  
5 looking for are places that we can go to open up  
6 shelters that have generators, so that we can count  
7 on the power. And we have a list a mile long of  
8 shelters and shelter agreements so that wherever an  
9 event may take place, we know that we're going to  
10 have power. Unless the end of the world comes and  
11 then we're not going to have to worry about the  
12 power. But so we're very cognizant of that.

13 Now I do have to say during Lee we  
14 lost power in our building, in the Red Cross  
15 building, which -- that doesn't really look good  
16 when you're the Red Cross and you lose everything.  
17 But we -- our building was flooded for the first  
18 time. It was quite a large event, which displaced  
19 our headquarters for the response, so that we moved  
20 out into the community. And I do need to say that  
21 we totally lost the first floor of our building and  
22 our power was restored and we were back in our  
23 building after a week's time, which is outstanding  
24 because all of these utilities were underwater --

1 totally underwater. And so that response to help  
2 us get back on our feet was -- was outstanding.

3           And just something I want to -- it's  
4 important for me to say, as a Red Cross, is  
5 preparedness is so key. And we as individuals and  
6 community members need to make an effort to prepare  
7 ourselves in the event and not automatically say  
8 that an event happens and everybody else needs to  
9 take care of us. And we really have a strong drive  
10 to get out in the communities and say, hey, how  
11 prepared are you? If we know we're flood prone  
12 here, are you prepared for the next event? It's  
13 not if it's going to happen; it's when it's going  
14 to happen. So how are you going to take care of  
15 you and your family, your loved ones, and know that  
16 we can't depend on everyone else in the community,  
17 so what can we do as citizens to become more  
18 prepared? And that's really important for us.

19           But I -- but I do have to say that the  
20 relationship with us as far as NYSEG and being in  
21 the community year-round, it's not just showing up  
22 if -- if there's a disaster, but being engaged and  
23 being part and being supportive has meant a lot to  
24 us.

1 MS. MAHONEY: Thank you.

2 MS. BIERWILER: Okay.

3 MS. CALCATERRA: Yes. Thank you very  
4 much. We have our final two speakers, John  
5 Hroncich, followed by Donald Castellucci.

6 MR.HRONCICH: Hi. Good evening.  
7 Thank you for coming. My name is John Hroncich. I  
8 work at B.A.E. Systems here in Endicott, just  
9 across the river. My title is Strategy and Market  
10 Development Manager for our HybriDrive Solutions  
11 business.

12 What I'd like to talk about  
13 tonight --.

14 MS. CALCATERRA: What is B.A.E.  
15 Systems, for the record, because this is a  
16 transcript so --.

17 MR.HRONCICH: B.A.E. systems is an  
18 aerospace and defense company. We have a facility  
19 here in Endicott, New York, which is just a few  
20 miles away. It houses three divisions of the  
21 company, commercial avionics, defense avionics, and  
22 HybriDrive Solutions. I'm in the HybriDrive  
23 Solutions business. We do heavy duty HybriDrive  
24 propulsion systems for vehicles like transit buses.

1 Did you have a question?

2 MS. CALCATERRA: Thank you. No; that  
3 was good.

4 MR.HRONCICH: What I'd like to talk  
5 about -- and you mentioned earlier about trying to  
6 gather best practices across the state. I'd like  
7 to talk about a technology at B.A.E. that we have  
8 developed that I hope to be a future best practice.  
9 B.A.E. Systems, back in 2011, during Tropical Storm  
10 Lee, was completely flooded. We had a facility, it  
11 was six hundred thousand square feet, housed  
12 thirteen hundred employees, and had four to six  
13 feet of water come in it during the storm. The  
14 building was deemed unusable. It's empty today;  
15 it's vacant. We had to move out. Thankfully, the  
16 State was very supportive and helped the company  
17 get back on its feet and we relocated at the former  
18 I.B.M. campus in Endicott, which was just a few  
19 miles away. We had the privilege of hosting  
20 Governor Cuomo on December 5th as part of our  
21 regional economic development proposal. While he  
22 was doing his statewide tour, he came, along with  
23 Lieutenant Governor Duffy and members of the  
24 governor's staff, and the timing of it was great

1 because it was just two weeks after we reinstated  
2 ourselves in our new facility so we were very  
3 thankful for that. We did a big thank you to the  
4 governor and he got to meet employees, many of whom  
5 were personally affected by the flood, not just  
6 through work, but their homes.

7           During the flood B.A.E. developed --  
8 can I approach the Commission? I have a  
9 photograph. I think it will help describe --  
10 during the flood of 2011, B.A.E. sent out a  
11 military vehicle. It's a Humvee. It's a  
12 demonstration vehicle and what it had on it was a  
13 very unique technology. It's what we call  
14 exportable power. And so what this vehicle  
15 enables -- and it was designed for actually  
16 checkpoints in Iraq and Afghanistan where Army or  
17 Marines would be in a remote location, they needed  
18 power, and all they had was their vehicle. What we  
19 can do is take the -- basically the engine on board  
20 a vehicle and add equipment to allow soldiers to  
21 export power to drive com's gear, lighting, things  
22 of that nature.

23           During the flood we had this vehicle  
24 on site. It did manage not to get damaged from the

1 flood. We deployed it in neighborhoods surrounding  
2 our flooded facility. And what you're looking at  
3 is a street just across the road from where our  
4 facility used to be in Johnson City. What we did,  
5 through volunteers, is take this vehicle, house to  
6 house, and these homes were destroyed, and provided  
7 power to run shop vacs, lighting, vacuuming  
8 equipment, power washers, to residents who didn't  
9 have power for days.

10                   What I'd like to propose is what if we  
11 take this capability of exporting power and apply  
12 it to larger vehicles? What -- what if we took  
13 this technology and put it on transit buses and  
14 refuge trucks and public school buses, of which  
15 there are hundreds, if not thousands, of. That New  
16 York City bus fleet has over sixteen of our  
17 HybriDrive buses in their fleet. We've worked with  
18 the M.T.A. before, in the past. Their fleet is  
19 over seven thousand buses. During the -- during  
20 hurricane -- or Superstorm Sandy, the bus fleet  
21 came to the rescue when the -- the metro rail lines  
22 failed, when the subways were flooded. It was the  
23 bus fleet, and many of them hybrids, came to the  
24 rescue and helped --.



1 MS. CALCATERRA: May I ask you, how  
2 much is this technology?

3 MR.HRONCICH: That's a good question.  
4 That right there, the technology is retrofitable,  
5 so it can be -- you can have a traditional vehicle.

6 MS. CALCATERRA: The one on the  
7 Humvee?

8 MR.HRONCICH: The hardware is probably  
9 fifteen thousand dollars. You know, that's just  
10 the hardware itself. To scale it to a bus,  
11 probably two X that. And I hope -- I know this is  
12 on record, so I hope this doesn't come back to bite  
13 me.

14 MS. MAHONEY: Yeah. When they come  
15 back with their checkbooks.

16 MR.HRONCICH: My -- my point is I've  
17 been doing a lot of reading about hospitals and  
18 data centers and school districts buying  
19 generators.

20 MS. CALCATERRA: Is it run -- is it  
21 run off of the battery on the vehicle?

22 MR.HRONCICH: No; it's run off the  
23 engine. So what it does, it takes -- it takes  
24 mechanical energy and, through power conditioning

1 equipment, which is basically a fancy word for  
2 inverters, enables a mechanical engine to act as a  
3 generator. When you buy a generator at Lowes,  
4 essentially it's an engine with the same equipment.  
5 What we can do through our expertise in vehicles  
6 and buses and heavy duty equipment and in power  
7 electronics, is we can retrofit this technology  
8 onto these types of vehicles. I mean the -- the  
9 department of sanitation has hundreds of refuse  
10 trucks. There's got to be hundreds, if not  
11 thousands, of school buses on Long Island. The  
12 irony of Superstorm Sandy is that there was a lack  
13 of generator power and there were thousands of  
14 municipal vehicles sitting idle, school buses,  
15 transit buses, garbage trucks, fire trucks, while  
16 power was needed at gas stations, hospitals, and  
17 data centers.

18 MS. CALCATERRA: We understand. We  
19 get -- we --.

20 MR.HRONCICH: Okay.

21 MS. CALCATERRA: This has been  
22 tremendously helpful. It really does. We'll take  
23 it back, but it's not necessarily something that  
24 the Moreland Commission would recommend because

1 this is not -- I'm not too sure whether or not this  
2 is within our purview, but the Governor has put  
3 together other commissions to take a look at the  
4 issue of generation power and so we'll certainly  
5 bring this idea back.

6 MS. MAHONEY: It's very interesting.

7 MS. CALCATERRA: Thank you.

8 MR.HRONCICH: Thanks.

9 MS. MAHONEY: Is this available  
10 already?

11 MR.HRONCICH: It's mature technology.  
12 It's not commercially available. It was designed  
13 for the military.

14 My last point I'd just like to make is  
15 we've approached New York City in the past, before  
16 Superstorm Sandy -- and when I say New York City, I  
17 mean the MTA. And I agree with them. They're --  
18 they're a transit agency. They're paid to move  
19 people. They're not paid to provide emergency  
20 backup power. This technology, if put on their  
21 fleet, would provide mobile power where it's  
22 needed. We don't know where power is going to go  
23 out, where the hospitals or where the power is  
24 needed.

1           The last point I'll make is a lot of  
2 money's being spent on generators. A lot of money  
3 will go into maintaining those generators.  
4 Agencies like the M.T.A. have dozens of mechanics  
5 that are paid to keep engines up and running  
6 full-time, twenty-four seven, every day of the  
7 year. A school district buying a generator and  
8 paying to keep -- the upkeep of that generator when  
9 they have a fleet of school buses --.

10           MS. CALCATERRA: We understand.

11           MR.HRONCICH: Okay.

12           MS. CALCATERRA: We do. Thank you so  
13 very much.

14           MR.HRONCICH: Thank you for your time.

15           MS. CALCATERRA: You are quite  
16 welcome.

17           MS. MAHONEY: Thank you.

18           MS. CALCATERRA: Okay. Donald  
19 Castellucci and after that we do not have any other  
20 speakers signed up. So if there are additional  
21 speakers, please sign up and we'll welcome you up  
22 afterwards. Thank you.

23           MR. CASTELLUCCI: Good evening and  
24 thank you for providing this forum. My name is Don

1 Castellucci. I'm the Town of Owego Supervisor.  
2 I've been on the council for eighteen years, the  
3 last four as supervisor. It's a community that's  
4 about twenty minutes west of here. It's a good  
5 thing I'm going last as my points have already been  
6 taken, so I'm just going to piggyback on them  
7 quickly.

8           During the event of 2011, we had a  
9 very good working relationship with NYSEG. They  
10 were very -- they were in communication with us all  
11 the time. They were working practically  
12 twenty-four-seven. They were at our E.O.C. which  
13 the first gentleman that spoke today talked about.  
14 I was getting constant emails or telephone calls on  
15 the -- updates on where power was going to be on.  
16 So we were very happy with what they did.

17           As far as the tree trimming, in our  
18 community I've noticed in the last -- over the last  
19 two years, they have subcontracted out to a company  
20 and they've been doing a lot of work in our town  
21 with clearing the lines and -- and doing that kind  
22 of work. So they've been very in the public with  
23 that in our community.

24           During the flood, we had dry ice and

1 any materials through the county to all our  
2 distribution centers in our town and there was  
3 never any lacking for any of those type of things.

4           The substation has been mentioned a  
5 couple times. That does affect the eastern part of  
6 our town and about seven hundred more homes. And  
7 in 2006, we had five or six days where they did not  
8 have power. The same thing did happen in 2011, but  
9 they had worked on it and I am in communication  
10 with them. Since that flooding, they're working on  
11 it again to make it so it doesn't happen again the  
12 best they can. It's a situation that you know they  
13 have a substation in the water. But they have been  
14 very proactive since this last flood to try to  
15 mitigate that issue. So we're happy with that.

16           The gauges have been mentioned. In  
17 Owego, the river came up seven feet higher than  
18 2006. It was very devastating. We were probably  
19 one of the more hardest hit towns during that  
20 event. And those -- and those gauges are very  
21 important. I think that, as Brett said, they're  
22 funded through NOAH. We're talking about a couple  
23 hundred thousand dollars here out of a  
24 trillion-dollar budget. I think they might be able

1 to find it. But that's just me.

2 A couple things I wanted to mention.

3 You talked about communication. And as simple as  
4 this sounds, I've told our town residents and we're  
5 just about finished with our emergency plan, I'm  
6 having them buy a transistor radio. It's very  
7 simple. We have a lot of -- we had a lot of  
8 communication problems in the town of getting  
9 information out in Tioga County. We -- we have our  
10 local radio station that actually got flooded and  
11 it was in an area that you would never expect to  
12 get flooded, but it did. And they opened up --  
13 they drove up to the north side of the country  
14 where their tower is, put a camper there and  
15 they -- and they started communicating from there.  
16 And we drove up there and we put out information  
17 that we could, but if you don't have a transistor  
18 radio or you don't have access to the radio because  
19 of power, you weren't getting a lot of that  
20 information. So as simple as it sounds, a  
21 transistor radio in your house can get you a lot  
22 more information than your cell phone or your iPad,  
23 whatever you got there.

24 Another simple thing and imitation is

1 a form of flattery, the Town of Vestal in 2006 put  
2 out a packet that had all the information, FEMA  
3 numbers, emergency numbers, et cetera. I  
4 piggybacked on that in 2011 and we put all the  
5 information we possibly could in ten -- eleven  
6 pages and I had the Parks Department go out to all  
7 the areas that were affected and put them in their  
8 mailbox. So we had a lot of information that we  
9 got out to residents just by doing something as  
10 simple as putting a packet together and just  
11 driving out. And I would say two, three hundred  
12 residents minimally that were in the worst areas  
13 got the information through this packet.

14 Two things that weren't mentioned that  
15 I think need to be mentioned is NYSEG also created  
16 a grant program. And they've been giving a lot of  
17 money out to businesses and municipalities if you  
18 applied. And all you got to do is apply and show  
19 your bills and they tried to help a lot of people  
20 that got hurt in this flood. So they're very  
21 socially responsible in the community and we were  
22 very appreciative of that in the town. I know a  
23 lot of town residents applied for some of these  
24 things and they were happy with that.



1 I think probably the most important  
2 thing that hasn't been discussed and it comes with  
3 everybody working together in this area, there was  
4 no loss of life. And I think that was probably the  
5 most important thing that you can garner out of all  
6 of this.

7 That's all I have, unless you have any  
8 questions.

9 MS. CALCATERRA: Just can you tell me  
10 a little bit about how you've coordinated tree  
11 trimming with them in the past.

12 MR. CASTELLUCCI: I actually have not  
13 done that. It's been on their -- well, when we  
14 have an incident, they work with our highway -- you  
15 know, like if any kind of storm, we'll have our  
16 highway department, our fire police in that  
17 particular district. We have a couple different  
18 fire districts. And they all work together to --  
19 we'll come and move trees out if we have to. They  
20 come and do what they have to do and the fire  
21 police is there protecting residents, running  
22 traffic, et cetera, so depending on the incident we  
23 have a pretty good working relationship in that  
24 regard.

1 MS. CALCATERRA: Interesting.

2 MS. MAHONEY: This has been very  
3 interesting. It's interesting that on the eleventh  
4 hearing you can still get so much new information.  
5 It's great.

6 MS. CALCATERRA: We don't have any  
7 more speakers who are registered. Is there anyone  
8 in the audience who hasn't signed up who is  
9 interested in speaking? Did you --?

10 MS. DeJOHN: I did sign up.

11 MS. CALCATERRA: You did? Perfect.  
12 Come on up. And what's your name? Great. Thank  
13 you.

14 MS. DeJOHN: Good evening. My name is  
15 Sandy DeJohn. I'm the utilities manager here on  
16 the Binghamton University campus. And I'd just  
17 like to share a little bit of my experience for  
18 the -- during the 2011 flood, my experience working  
19 with NYSEG.

20 This campus did not lose power, but we  
21 were very close to losing power because the  
22 substation, the Goudy Station, which is where our  
23 power feed came from, was underwater. And NYSEG,  
24 at one point, needed to take our power offline in

1 order to do some repair over there. And so I -- I  
2 was in touch with NYSEG. I said we have eighteen  
3 hundred people on campus in our emergency shelter  
4 here. And they were creative enough to refeed our  
5 campus without cutting off our power supply. So we  
6 were able to have power throughout this entire  
7 disaster period. And -- but two days after the  
8 flood, the temperature went up to eighty-some  
9 degrees, so all of sudden there's a high demand on  
10 the power, on that circuit that they used to refeed  
11 us. And so NYSEG called me back and said now we  
12 need a favor. If you guys can drop low, then we  
13 can, you know, try to reduce the -- the risk of  
14 overloading the circuit. So we immediately  
15 responded. You know, we -- we cut off some of our  
16 unnecessary power usage and we responded within  
17 fifteen minutes of their call. So that was a  
18 two-way street. We worked very well with NYSEG in  
19 that regard.

20 As for our -- we do have a building in  
21 downtown Binghamton that had emergency generator  
22 running up until the power -- the water level  
23 actually went over the top of emergency generator.  
24 And so -- but through all this outage period, we

1 were trying to determine whether or not the  
2 emergency generator stopped running because NYSEG  
3 turned off the gas supply to the emergency  
4 generator or because the equipment was flooded.  
5 And the forensic evidence kind of showed us because  
6 the generator was overcome by the flood water and  
7 actually the gas supply was never cut off by NYSEG.  
8 So that was something that we went back and  
9 rechecked. Just wanted to make sure who is  
10 responsible for the flooding of our building in  
11 downtown Binghamton because if the generator kept  
12 running, we could have stayed dry. We probably  
13 could have salvaged a lot of equipment in the  
14 basement, but because generator died, the sump pump  
15 stopped working, so that building went out of  
16 business for a good eight months, almost a year.

17 But NYSEG came back and responded with  
18 a temporary power hookup to our facility downtown.  
19 So we were able to start doing the recovery work  
20 and reconstruction -- you know, remediation and  
21 construction. And their response to -- to that  
22 building recovery was -- was very, very quick.

23 So my impression with NYSEG as a  
24 utility company -- by the way, I used to work for

1 NYSEG, years ago, too. Yes, they have reduced a  
2 lot of their staffing level. And -- and tree  
3 trimming was the first thing that we did notice was  
4 really lacking, especially after Iberdrola took  
5 over the ownership. And, you know, in -- in  
6 Memorial Day -- on Memorial Day 2011, there was a  
7 storm that came through this area and that took  
8 down a lot of power lines. I think it had a lot to  
9 do with a lack of tree trimming. So the outage  
10 lasted four days where I lived and luckily we had  
11 an emergency generator so we survived. But a lot  
12 of other people didn't.

13           And after that, we did recognize their  
14 tree trimming effort improving. They had been  
15 calling us about dumping their -- their chips --  
16 you know, the chip branches and leaves on our  
17 campus. You know, we have a nature preserve that  
18 we could use that material for paving and for --  
19 for the trails and all that. So they have been  
20 showing efforts and -- and we -- we see the results  
21 too.

22           Lastly, I just want to know with the  
23 revenue decoupling mechanism in place for NYSEG and  
24 all the other utility companies, if they lose their

1 revenue because of outages and all that, is there  
2 still -- are they still eligible to recover the  
3 revenue, are they held harmless, I guess, for not  
4 performing, to restore all the power outages in  
5 time? I mean that's one thing, you know. I do  
6 like to know if there's no penalty for them to  
7 speed up the recovery process because of the  
8 revenue decoupling mechanism, I'm not sure, you  
9 know, if there's any incentive for them to work  
10 better or not.

11           And I guess my last comment is I,  
12 also, have a cousin that used to work at NYSEG as a  
13 lineman. And he had made a comment about their  
14 procedure for restoring power had changed quite a  
15 bit. They used to be able to restore one segment  
16 at a time and turn on power in different areas, but  
17 they have a new procedure in place where they have  
18 to restore the entire circuit before they are  
19 allowed to turn on power. So that really slowed  
20 down a lot of the -- the restoration work. And I  
21 don't know if that is something that was  
22 implemented because of more stringent codes or if  
23 that was just something that -- that they use as an  
24 excuse, you know. I -- I don't know.

1 MS. CALCATERRA: The first question  
2 that you had concerning revenue decoupling, we'll  
3 get back to you on that. If you -- if you signed  
4 in, I'm going to have Justin and Aylin make sure  
5 that they get your information so we can respond  
6 back to it. But did you sign in with your email  
7 and your phone number?

8 MS. DeJOHN: Yes, I did.

9 MS. CALCATERRA: Okay. So we'll  
10 definitely get back to you on that one. The second  
11 one, we don't have anyone on the panel here that  
12 works for the P.S.C. We do have members of  
13 Moreland Commission that do work for the P.F.C. --  
14 P.S.C. are on the Moreland Commission, but we don't  
15 have anyone here this evening that has that  
16 experience, so I don't want to -- so I don't know  
17 what your answer is, whether or not that was  
18 regulated or this is something that the -- that  
19 NYSEG is now doing internally, but we can get back  
20 to you on that one, as well.

21 MS. DeJOHN: Okay.

22 MS. CALCATERRA: Thank you.

23 MS. MAHONEY: Those are good  
24 questions.

1 MS. DeJOHN: Just one other thing,  
2 too, because NYSEG has so many critical  
3 infrastructure right by the river and I don't know  
4 if there's anything in their long term plans to  
5 relocate, you know, like such as Goudy Station, to  
6 higher ground or, you know, somehow refeed this  
7 community from a more secure place.

8 MS. CALCATERRA: We're looking at that  
9 statewide with all the utilities. We've got in Con  
10 Edison the Fifteenth Street Substation is -- has  
11 critical facilities right there that actually power  
12 lower Manhattan. We have the same thing with  
13 substations on Long Island that are in flooded --  
14 flood zone areas that weren't in the flood zone  
15 before. So it's actually a statewide issue that  
16 we're looking at what each one of the utilities are  
17 doing and what the options are to start preparing  
18 for different types of storms that we're having, as  
19 well.

20 MS. DeJOHN: Okay.

21 MS. CALCATERRA: So we'll look at the  
22 same. But thank you so very much. I appreciate  
23 you taking the time and coming on up here.

24 Do we have any other witnesses who are



1 interested in testifying who have not registered?

2 Well, Commissioner Mahoney, I would  
3 say --.

4 MS. MAHONEY: With that, we can close  
5 this public hearing and thank you all very much for  
6 some very valuable input and for your time. And  
7 thanks again to Binghamton to -- for hosting us  
8 here tonight, if you'll take that back to your  
9 president. Thanks.

10 (The hearing adjourned at 8:15 p.m.)

11

12

13

14

15

16

17

18

19

20

21

22

23

24

1 STATE OF NEW YORK

2 I, G. Michael France, do hereby certify that  
3 the foregoing was reported by me, in the cause,  
4 at the time and place, and in the presence of  
5 counsel, as stated in the caption hereto, at  
6 Page 1 hereof; that the foregoing typewritten  
7 transcription, consisting of pages number 1  
8 through 105, inclusive, was prepared under my  
9 supervision and is a true record of all  
10 proceedings had at the hearing.

11 IN WITNESS WHEREOF, I have  
12 hereunto subscribed my name, this the 6th day  
13 of May, 2013.

14

15

16 \_\_\_\_\_  
G. Michael France, Reporter

17

18

19

20

21

22

23

24

<b>A</b>	
<b>ability</b> 7:21 12:17 13:10,16 14:2,13,20 16:2,10,18	<b>aimed</b> 64:11
<b>able</b> 3:19 25:17 44:21 50:2 63:1 66:4 68:21 70:2,6,11 77:11,18 94:24 99:6 100:19 102:15	<b>Alan</b> 36:15 40:14 45:7,10
<b>absolutely</b> 59:22 62:12 63:7 78:19	<b>allow</b> 80:2 87:20
<b>access</b> 55:22 56:6,7 57:16 95:18	<b>allowed</b> 42:22,24 102:19
<b>accident</b> 28:3	<b>amazed</b> 71:20
<b>accurate</b> 43:19	<b>American</b> 80:9
<b>accurately</b> 19:4	<b>amount</b> 5:4 8:4,6 15:14 27:10
<b>acknowledge</b> 53:18	<b>Andreasen</b> 29:6,15,16 31:14 35:12,17,22
<b>act</b> 16:8 90:2	<b>Andreasen's</b> 62:18
<b>acted</b> 47:6	<b>Andy</b> 29:13 36:15 40:13
<b>Active</b> 47:9	<b>angry</b> 69:22
<b>actual</b> 30:19 39:5 72:19 79:8	<b>animal</b> 67:3
<b>add</b> 77:22 78:17 87:20	<b>announce</b> 42:24
<b>addition</b> 19:8	<b>answer</b> 103:17
<b>additional</b> 63:2 92:20	<b>answered</b> 78:7
<b>address</b> 6:6 23:15 24:2	<b>answers</b> 51:8,10
<b>addressed</b> 73:21 75:19 77:2 79:12,18	<b>anticipation</b> 58:19
<b>addressing</b> 34:5,23	<b>anybody</b> 31:4 42:21
<b>adequate</b> 17:17	<b>anymore</b> 37:18 61:12,16
<b>Adirondacks</b> 76:20	<b>Apalachin</b> 32:15
<b>adjourned</b> 105:10	<b>apartment</b> 8:13 71:5
<b>administer</b> 14:13	<b>apartments</b> 71:9
<b>administratively</b> 14:4,13	<b>apologize</b> 29:6 54:14 78:13
<b>adopted</b> 14:11 15:7,24 17:22	<b>apparently</b> 28:24
<b>advantage</b> 43:9 59:3	<b>applied</b> 96:18,23
<b>advice</b> 35:21	<b>apply</b> 88:11 96:18
<b>advised</b> 66:13 74:15	<b>appointed</b> 20:8 38:17
<b>aerospace</b> 85:18	<b>appreciate</b> 20:20 78:16 104:22
<b>affect</b> 63:22 64:2 94:5	<b>appreciative</b> 96:22
<b>afford</b> 50:13 81:5,5	<b>approach</b> 87:8
<b>Afghanistan</b> 87:16	<b>approached</b> 91:15
<b>age</b> 27:5 38:7	<b>appropriate</b> 17:20
<b>agencies</b> 3:3 9:16 10:8 45:13 92:4	<b>appropriately</b> 16:8
<b>agency</b> 11:11 15:9,9,13,20 91:18	<b>approval</b> 17:14
<b>agent</b> 47:7	<b>approvals</b> 25:16
<b>ago</b> 15:14 31:9 46:2 61:10 101:1	<b>approved</b> 6:8,8 42:5
<b>agree</b> 32:24 91:17	<b>approximately</b> 55:3 66:20
<b>agreed</b> 46:22 71:1	<b>April</b> 1:7
<b>agreements</b> 83:8	<b>area</b> 5:5 11:6,8 18:10,17 30:11 34:10,13 44:20 50:1 54:23 55:6,16 56:21,24 57:1 59:4,12 61:5 63:19 64:11 66:6 68:21 69:7 74:2,13 76:16 78:21 82:3 82:11,23 95:11 97:3 101:7
<b>ahead</b> 20:2 68:22	<b>areas</b> 7:21 30:12 32:7 49:23,24 54:21 55:14 58:2 66:17 68:14 76:4 79:19 96:7,12 102:16 104:14
<b>aid</b> 27:21,21 28:14 37:6,6 38:2 55:24 80:23 81:3,8	<b>Army</b> 87:16

<p><b>aside</b> 34:6  <b>asked</b> 22:2 33:7 43:24 45:21  46:20  <b>asking</b> 22:1 26:19 28:11  <b>assessed</b> 47:17  <b>assessment</b> 4:6  <b>assessments</b> 69:8  <b>assist</b> 47:4 67:19  <b>assistance</b> 50:10  <b>assistant</b> 33:23  <b>attend</b> 4:20  <b>attention</b> 60:11  <b>AT&amp;T</b> 52:18  <b>audience</b> 98:8  <b>audit</b> 12:17 14:22,24  <b>audits</b> 12:14 14:18,19,21,21  15:11  <b>August</b> 8:22  <b>authority</b> 3:6 7:2 10:1,7  <b>automatically</b> 84:7  <b>available</b> 25:12 46:7 47:17 70:1  91:9,12  <b>avenue</b> 53:1  <b>average</b> 27:5 38:7  <b>avionics</b> 85:21,21  <b>aware</b> 48:2 49:2 50:3  <b>Aylin</b> 2:6 103:4</p> <hr/> <p style="text-align: center;"><b>B</b></p> <hr/> <p><b>back</b> 3:10,12,14 7:21 10:15  12:21 17:11,15 20:3 21:10  22:4 26:7 30:2 31:10 32:13,16  32:22 33:14 34:13 36:10 61:13  62:6 69:7 71:2,14 74:21 78:22  82:6,12 83:22 84:2 86:9,17  89:12,15 90:23 91:5 99:11  100:8,17 103:3,6,10,19 105:8  <b>background</b> 5:13 18:16  <b>backlog</b> 70:10  <b>backup</b> 52:8,10 58:3 59:16 75:3  75:21 91:20  <b>bad</b> 60:16 61:12  <b>Bainbridge</b> 43:7  <b>ball</b> 35:9,18  <b>ballpark</b> 82:22  <b>banks</b> 65:3  <b>bar</b> 13:3,6,15  <b>base</b> 65:21  <b>based</b> 5:4,4 8:2 14:8 58:8 65:19  66:7,8,15 73:22 75:8,9</p>	<p><b>basement</b> 30:16 100:14  <b>basic</b> 50:15  <b>basically</b> 9:12 10:2 11:15 12:15  16:13 47:22 66:8 69:20 81:9  87:19 90:1  <b>basin</b> 63:10 64:2 65:20,23  <b>basis</b> 23:13 35:1  <b>battery</b> 52:8 77:18 89:21  <b>beef</b> 15:20  <b>began</b> 46:18  <b>beginning</b> 56:19  <b>begins</b> 5:18  <b>believe</b> 19:16 48:12 65:11 75:24  76:20  <b>believed</b> 64:10  <b>benefits</b> 47:17  <b>best</b> 4:2 5:22 17:12 22:13 24:9  86:6,8 94:12  <b>better</b> 43:20 51:11 72:12 78:14  79:3 102:10  <b>Bierwiler</b> 54:14 61:24 80:4,7,8  85:2  <b>big</b> 36:1 38:1 56:3 70:10 72:21  74:2 87:3  <b>biggest</b> 25:24  <b>bills</b> 96:19  <b>Binghamton</b> 1:6 18:17 19:10  20:16 66:23 71:8 98:16 99:21  100:11 105:7  <b>bit</b> 5:12 18:9 31:13,21 32:15  49:13 60:12 63:1,21 97:10  98:17 102:15  <b>bite</b> 89:12  <b>blocked</b> 51:21  <b>blue</b> 28:16  <b>board</b> 38:5 87:19  <b>boat</b> 54:7  <b>body</b> 12:18,21  <b>bonus</b> 36:5  <b>boosters</b> 75:13  <b>Boston</b> 60:9  <b>bottled</b> 46:8  <b>bottom</b> 32:11  <b>branches</b> 101:16  <b>break</b> 23:15  <b>Brett</b> 30:22,24 31:23,24,24 45:8  54:13 61:23 62:2 81:22 94:21  <b>Brian</b> 29:12 36:14  <b>brief</b> 18:15  <b>briefly</b> 53:18</p>
--	--

**bring** 3:22 27:20 30:7 31:4  
56:19 57:7 61:4,18 91:5  
**bringing** 21:20 28:14 33:14  
48:19  
**broke** 63:17 81:14  
**Broome** 18:18 45:11,13,17,20  
47:5,9 51:23 56:22 62:3 64:13  
64:21 66:20 68:17 73:10 74:3  
80:10 81:20  
**brought** 7:10 30:12 32:10,24  
52:12,13 66:10 74:18  
**bucket** 17:15 39:7  
**budget** 6:7,11 14:11 15:7,23  
17:21 58:13,13 73:13,17 94:24  
**budgets** 37:10  
**building** 8:13 83:14,15,17,21,23  
86:14 99:20 100:10,15,22  
**buildings** 82:7  
**built** 65:23  
**bulk** 76:5  
**bus** 88:16,20,23 89:10  
**buses** 85:24 88:13,14,17,19 90:6  
90:11,14,15 92:9  
**business** 11:20 71:14 85:11,23  
100:16  
**businesses** 96:17  
**busy** 59:12  
**buy** 50:14 90:3 95:6  
**buying** 89:18 92:7  
**B.A.E** 85:8,14,17 86:7,9 87:7,10  
**B.C** 47:12  
**B.U** 82:23

---

**C**

---

**cable** 34:6,6 53:10 56:10 75:8,9  
75:14  
**Calcaterra** 2:2,3 7:12 20:14  
22:10,20 23:2,5,9,12,16,23  
24:4 25:1 26:17 27:18 28:10  
28:20,23 31:12 38:4 40:12  
45:4,6 48:11,17 49:8,12,16  
50:5,24 51:3,11 52:4,11,21,24  
54:10,12 60:20,24 61:21 62:9  
62:12 63:6 70:17 78:6,12,19  
79:21 85:3,14 86:2 89:1,6,20  
90:18,21 91:7 92:10,12,15,18  
97:9 98:1,6,11 103:1,9,22  
104:8,21  
**CALCATERRO** 36:11,14,18  
**call** 4:1 22:22 45:15,21 48:7,15

49:3 50:7,10,16 51:4,16 55:1  
69:5 75:17 79:6,7 87:13 99:17  
**called** 5:16 11:11 17:5 33:2  
47:8 99:11  
**callers** 46:14  
**calling** 50:6 51:7,9 57:5,16  
101:15  
**calls** 45:22,24 46:9 50:14,16  
51:13,18 53:6 55:12 64:3  
67:10 69:3 93:14  
**camper** 95:14  
**campus** 82:23 86:18 98:16,20  
99:3,5 101:17  
**capabilities** 59:16  
**capability** 88:11  
**caption** 106:5  
**car** 28:3  
**care** 32:13 33:15 66:22 84:9,14  
**careful** 49:1  
**case** 38:19 42:14 47:15,16 48:1  
49:3  
**cases** 20:6 34:8 74:22  
**Castellucci** 80:5 85:5 92:19,23  
93:1 97:12  
**Castle** 30:14,14 32:8 55:4 58:18  
72:8  
**catch** 35:23  
**categorize** 50:6  
**category** 48:13  
**Catskills** 33:13  
**cause** 106:3  
**causing** 37:10  
**cell** 56:11,14 75:1,8 95:22  
**center** 45:15,21 48:7,15 49:3  
50:7 66:12 82:24  
**centers** 52:20 53:4 65:18,19  
89:18 90:17 94:2  
**central** 64:9  
**certain** 11:6 44:14 82:14  
**certainly** 73:24 80:1 91:4  
**certificate** 16:12,19  
**certificates** 16:3  
**certify** 17:14 26:16 106:2  
**cetera** 48:9 96:3 97:22  
**Chair** 21:5  
**challenges** 28:16  
**change** 14:4 15:8 31:20 51:1  
**changed** 72:24 102:14  
**changes** 5:19 6:1,20 14:15 19:20  
74:16

<p><b>Chapter</b> 80:8  <b>charged</b> 7:3 9:13  <b>checkbooks</b> 89:15  <b>checkpoints</b> 87:16  <b>Chellis</b> 30:22 31:23 45:8 54:13  61:23 62:1,2,10,14 63:9 70:22  78:2,10,17,20  <b>Chemung</b> 18:18 64:2  <b>Chenango</b> 18:18 40:23 80:11  <b>chief</b> 60:21 66:5 74:17 77:5  <b>chiefs</b> 54:17  <b>chip</b> 101:16  <b>chips</b> 101:15  <b>choice</b> 11:6  <b>circuit</b> 99:10,14 102:18  <b>circus</b> 73:18  <b>citizen</b> 18:2  <b>citizens</b> 81:6 84:17  <b>city</b> 67:22 68:2 71:6 76:10,12  82:24 88:4,16 91:15,16  <b>clarify</b> 73:9  <b>clear</b> 24:11,11 42:11  <b>clearing</b> 55:18 93:21  <b>close</b> 45:23 78:22 98:21 105:4  <b>closed</b> 55:21  <b>closely</b> 5:1 30:1 81:20  <b>clothes</b> 52:2  <b>clothing</b> 50:15  <b>COAD</b> 47:13,20  <b>code</b> 25:19 41:24 42:2,3 69:10  70:7,10  <b>codes</b> 26:7 69:7 102:22  <b>code's</b> 25:15  <b>cognizant</b> 80:22 83:12  <b>cold</b> 71:4  <b>collect</b> 19:6  <b>college</b> 40:6,7 57:3  <b>come</b> 10:22 26:16 27:15 29:9  30:20 40:7 41:1 55:15 59:18  60:7 64:9 65:20 67:19 76:4  80:2 86:13 89:12,14 97:19,20  98:12  <b>comes</b> 2:23 37:14,18 59:13 83:10  97:2  <b>coming</b> 35:19 36:5 45:22 50:14  55:8 65:3 72:13 82:12 85:7  104:23  <b>commenced</b> 2:1  <b>commend</b> 36:24 37:22 76:15  <b>comment</b> 37:9 102:11,13</p>	<p><b>comments</b> 18:15 40:17 48:10  80:12  <b>commercial</b> 77:21 85:21  <b>commercially</b> 91:12  <b>commission</b> 1:1 2:7,8,9,14,15,16  2:18,20 3:2,11 5:2,14 6:5,10  6:21 9:13 11:11,17 12:6,11,16  13:2,6 14:1,12 17:10,10,13  20:17 21:5 38:15 65:24 87:8  90:24 103:13,14  <b>Commissioner</b> 2:4 18:8 21:5  105:2  <b>Commissioners</b> 2:5,21  <b>commissions</b> 2:17 13:9 91:3  <b>Commission's</b> 4:19 17:15  <b>committed</b> 18:3 40:8  <b>communicated</b> 23:6 70:18  <b>communicating</b> 95:15  <b>communication</b> 10:11 21:11 46:3  93:10 94:9 95:3,8  <b>communications</b> 48:21  <b>communities</b> 84:10  <b>community</b> 9:10 24:18 25:5 41:3  41:4 42:22 43:5 46:10,24 47:9  47:12 50:22 53:7,24 54:6 80:8  80:22 81:6,18,19 83:20 84:6  84:16,21 93:3,18,23 96:21  104:7  <b>companies</b> 13:22 16:3 47:3 75:21  81:2,2 82:9 101:24  <b>company</b> 14:9 16:4 78:24 85:18  85:21 86:16 93:19 100:24  <b>compared</b> 71:21  <b>competition</b> 11:9  <b>complaining</b> 30:8  <b>complaints</b> 48:2  <b>completely</b> 86:10  <b>complexes</b> 71:5  <b>comprehensive</b> 73:4  <b>computer</b> 56:22 57:8 77:17  <b>com's</b> 87:21  <b>Con</b> 104:9  <b>concerned</b> 71:5 75:6  <b>concerning</b> 6:4 103:2  <b>concurred</b> 70:14,24  <b>concurr</b> 62:7  <b>conditioning</b> 89:24  <b>conduct</b> 17:7  <b>conducted</b> 10:15  <b>conducting</b> 16:16</p>
---	---

**conference** 64:3 67:10 69:3  
**confidential** 45:16  
**Conklin** 31:16 62:16  
**consideration** 34:17  
**consisting** 106:7  
**constant** 34:22,22,23 93:14  
**constantly** 38:11  
**constituency** 50:6 51:1  
**construction** 100:21  
**contact** 24:15  
**contract** 74:4  
**contractors** 74:6,13  
**contribution** 47:4  
**conversation** 52:11  
**cooperation** 54:19  
**cooperatively** 24:8,9  
**coordinated** 97:10  
**coordination** 57:21  
**Coordinator** 30:22  
**coordinators** 34:20  
**core** 12:20  
**Cortland** 18:19 29:12 36:22  
**cost** 38:21  
**council** 93:2  
**counsel** 106:5  
**count** 37:16 83:6  
**counterintuitive** 12:18  
**counties** 5:3,8 18:20 19:10 24:8  
 40:22 41:19 45:17 47:6 64:17  
 66:2 76:21 80:11 81:21  
**country** 43:17 67:24 95:13  
**county** 2:4 21:7 24:5,13 25:24  
 29:12 30:23 32:15 33:22 36:22  
 40:22,23,24 41:1 45:11,13,20  
 46:21 47:5,9 48:12 51:19,23  
 56:22 62:3,5,22 64:13,18,21  
 64:22 66:21 67:5,15 68:17  
 71:20 72:17 73:10 74:3,12  
 78:3 81:20,21 82:21 94:1 95:9  
**county's** 21:9 78:1  
**couple** 55:20 94:5,22 95:2 97:17  
**course** 4:21  
**courses** 40:6  
**court** 13:3,7,14 14:3  
**cousin** 102:12  
**coverage** 79:13  
**covers** 11:8 27:21 51:24  
**create** 17:2  
**created** 2:8,11,20 15:10 96:15  
**creating** 2:13

**creative** 99:4  
**Creek** 64:24  
**creeks** 65:3 66:17  
**crew** 42:13,15 54:22,22 79:8,11  
**crews** 21:16,16,19 24:20 27:15  
 27:17 54:20,21 55:23 57:20  
 74:4,9 79:5  
**critical** 4:7 7:19 10:3,5 25:2,6  
 34:23 48:13,16 49:7 52:16  
 53:7 58:24 65:2,15 69:4 73:1  
 73:24 75:1,22 104:2,11  
**Cross** 67:1,12 80:9,15 81:7,19  
 81:24 82:8,10 83:14,16 84:4  
**Cuomo** 2:12 86:20  
**curiosity** 39:22  
**curious** 39:9,10  
**customer** 8:9,10,16,19,23 9:3,6  
 18:21  
**customers** 39:15,16 82:18  
**cut** 28:5 32:6 73:20 99:15 100:7  
**cuts** 79:4  
**cutting** 38:21 99:5  
**cycle** 38:10

---

**D**


---

**daily** 67:9  
**damage** 41:3 69:8,16 72:5,16,20  
 76:24 79:17  
**damaged** 87:24  
**Darcy** 20:12  
**data** 66:2 79:16 89:18 90:17  
**database** 50:11  
**date** 1:7 9:20  
**daughter's** 57:3  
**day** 13:17,17,20 33:24 37:16  
 41:8,9 61:13 65:12 72:15 92:6  
 101:6,6 106:12  
**days** 8:21 9:1,4,7,9,9 13:19  
 28:12,16 30:19 32:13 33:21  
 34:15 53:10 64:18 70:15,20  
 71:19 72:17 82:6,16 88:9 94:7  
 99:7 101:10  
**deal** 60:18  
**dealing** 34:9 47:1 51:20  
**dealt** 30:5  
**death** 20:6  
**Debbie** 62:5  
**decade** 26:22  
**December** 3:12 9:5 86:20  
**decided** 47:13

<p> <b>deck</b> 29:11  <b>declared</b> 30:24  <b>decoupling</b> 101:23 102:8 103:2  <b>deemed</b> 10:3 79:8 86:14  <b>defense</b> 85:18,21  <b>deficiencies</b> 42:17  <b>deficit</b> 27:4  <b>definitely</b> 50:23 103:10  <b>degrees</b> 99:9  <b>DeJOHN</b> 98:10,14,15 103:8,21              104:1,20  <b>Delaware</b> 18:19 40:21,23,24              64:18 80:11  <b>delayed</b> 34:14  <b>delivered</b> 22:4 59:14  <b>demand</b> 70:11 72:21 99:9  <b>demographics</b> 51:7  <b>demonstration</b> 61:5 87:12  <b>department</b> 33:9 57:2,4 65:23              67:22 90:9 96:6 97:16  <b>departments</b> 24:20  <b>depend</b> 81:7 84:16  <b>dependency</b> 77:6  <b>dependent</b> 75:9  <b>depending</b> 39:12,12 75:5 97:22  <b>deployed</b> 88:1  <b>depth</b> 55:4,5  <b>describe</b> 87:9  <b>designed</b> 87:15 91:12  <b>desperately</b> 51:10  <b>despondent</b> 69:16  <b>destroyed</b> 88:6  <b>details</b> 28:7  <b>determination</b> 5:5  <b>determine</b> 100:1  <b>devastating</b> 94:18  <b>developed</b> 44:22 86:8 87:7  <b>development</b> 85:10 86:21  <b>died</b> 100:14  <b>difference</b> 28:14  <b>different</b> 3:18 4:15 12:12 22:23              26:11 50:12 53:19 58:12 72:3              76:2 97:17 102:16 104:18  <b>differently</b> 15:4  <b>difficult</b> 58:5  <b>difficulty</b> 72:20  <b>dig</b> 53:10  <b>direct</b> 19:2  <b>directed</b> 3:10  <b>directing</b> 2:20,21         </p>	<p> <b>directive</b> 3:1 10:24  <b>directly</b> 19:12,14 40:6  <b>director</b> 21:6 33:23 45:10 62:2  <b>disaster</b> 33:11 42:23 47:10 59:8              67:11 80:24 84:22 99:7  <b>disasters</b> 47:11 81:16  <b>disconnect</b> 55:16,18  <b>disconnected</b> 41:23  <b>discovered</b> 15:12  <b>discussed</b> 97:2  <b>discussion</b> 7:11 59:10  <b>displaced</b> 83:18  <b>distribution</b> 94:2  <b>district</b> 92:7 97:17  <b>districts</b> 89:18 97:18  <b>dividing</b> 18:17  <b>divisions</b> 85:20  <b>documentation</b> 9:22  <b>documents</b> 3:19 10:13,15  <b>doing</b> 3:17,21 11:22 14:18 15:4              19:2 21:23 25:13 28:11,15              30:13 31:21 48:6 54:24 59:19              61:19 69:6 86:22 89:17 93:20              93:21 96:9 100:19 103:19              104:17  <b>dollars</b> 13:16,20,21 46:23 54:1              58:12,13 89:9 94:23  <b>Don</b> 92:24  <b>Donald</b> 80:5 85:5 92:18  <b>donations</b> 46:21  <b>door</b> 55:7,7  <b>dot</b> 4:18  <b>Doug</b> 40:14 45:7 54:13,16  <b>downstate</b> 26:11 80:18  <b>downtown</b> 71:8 99:21 100:11,18  <b>dozens</b> 63:12 92:4  <b>dramatic</b> 32:7  <b>drastically</b> 51:1 59:4  <b>drifting</b> 12:19  <b>drill</b> 17:6,6,7  <b>drilled</b> 17:4  <b>drills</b> 60:21 61:1,4  <b>drive</b> 1:5 84:9 87:21  <b>driving</b> 96:11  <b>drop</b> 99:12  <b>drove</b> 95:13,16  <b>dry</b> 22:3 46:7 72:11,20 93:24              100:12  <b>due</b> 16:15 68:7,11 69:9  <b>Duffy</b> 86:23         </p>
--	---



<b>dumped</b> 64:20	<b>employees</b> 86:12 87:4
<b>dumping</b> 101:15	<b>emptied</b> 76:8
<b>duty</b> 85:23 90:6	<b>empty</b> 86:14
<b>dykes</b> 32:1,3	<b>enables</b> 87:15 90:2
<hr/>	
<b>E</b>	
<b>earlier</b> 9:14,21 10:17 32:10	<b>Endicott</b> 32:21 39:18 85:8,19
37:9 42:7,19 43:2 55:14 78:8	86:18
86:5	<b>energy</b> 3:2 9:16 12:7 89:24
<b>early</b> 5:16,18,19 11:16 68:8,10	<b>enforced</b> 18:5
<b>easier</b> 50:1	<b>enforcement</b> 15:22 42:1,4 70:8
<b>east</b> 64:16,17	70:11
<b>eastern</b> 64:13,21 94:5	<b>engaged</b> 68:6 84:22
<b>economic</b> 86:21	<b>engine</b> 87:19 89:23 90:2,4
<b>edge</b> 40:22	<b>engines</b> 44:21 92:5
<b>Edison</b> 104:10	<b>enter</b> 66:4
<b>effect</b> 7:22,23,23 30:2 76:7	<b>entire</b> 8:12,13 99:6 102:18
<b>efficient</b> 68:5	<b>EOC</b> 67:6,9,15 68:1
<b>efficiently</b> 72:23	<b>equipment</b> 74:7 77:11 87:20 88:8
<b>effort</b> 20:18 26:5 84:6 101:14	90:1,4,6 100:4,13
<b>efforts</b> 101:20	<b>err</b> 82:9
<b>eight</b> 9:7,8 36:7 64:20 100:16	<b>especially</b> 39:8 82:5 101:4
<b>eighteen</b> 82:22 93:2 99:2	<b>essential</b> 31:3,5 37:12 38:2
<b>eighty-some</b> 99:8	<b>essentially</b> 90:4
<b>either</b> 4:4 7:22 11:8 28:5 33:23	<b>established</b> 46:3
35:3 47:18	<b>estimated</b> 22:17 46:6
<b>electric</b> 21:20 34:3 61:7 68:10	<b>et</b> 48:9 96:3 97:22
69:6 70:4 79:4	<b>evacuate</b> 65:4
<b>electrical</b> 25:20 70:18	<b>evacuated</b> 55:5 66:19 68:16
<b>electrician</b> 61:7 70:13,24	<b>evacuating</b> 55:6 63:13
<b>electricians</b> 26:1,6,15	<b>evacuation</b> 66:7,15
<b>electricity</b> 9:8 35:10	<b>evacuations</b> 65:1
<b>electronics</b> 90:7	<b>evening</b> 2:2 5:10 8:10 18:6,11
<b>eleven</b> 96:5	29:15 36:17,18,21 40:13,15
<b>eleventh</b> 4:23 10:17 98:3	45:9 79:23 85:6 92:23 98:14
<b>eligible</b> 102:2	103:15
<b>eliminating</b> 12:16	<b>event</b> 62:16,18 81:4,10,12 83:4
<b>Elmira</b> 64:11	83:9,18 84:7,8,12 93:8 94:20
<b>email</b> 29:1,3 103:6	<b>events</b> 65:2 80:13
<b>emails</b> 93:14	<b>eventually</b> 56:16
<b>emergencies</b> 79:13,15	<b>everybody</b> 20:3 33:16 34:19 36:9
<b>emergency</b> 2:23 4:2 17:2,4,9,20	36:10 57:8 84:8 97:3
21:6,16 27:20 29:23 30:21	<b>everybody's</b> 56:13 60:7
31:1 34:19 42:8,10 44:10,18	<b>evidence</b> 100:5
45:20 48:22 51:23 60:13 62:2	<b>exact</b> 79:2
64:5 65:9 66:11,12,21 73:3,4	<b>exactly</b> 26:3 65:19 74:8,11
73:22 75:3 76:11 77:2,14	<b>example</b> 7:13 38:18
78:23 91:19 95:5 96:3 99:3,21	<b>examples</b> 11:14
99:23 100:2,3 101:11	<b>excellent</b> 48:18
<b>employee</b> 21:15	<b>excuse</b> 102:24
	<b>executive</b> 2:13 3:1,9 12:1 45:10

62:5 66:22 80:9	<b>favor</b> 99:12
<b>executives</b> 7:7	<b>federal</b> 31:7,11 43:9 44:2 53:14
<b>exercise</b> 6:15	73:11
<b>expect</b> 10:18 19:22 44:10 95:11	<b>feed</b> 98:23
<b>experience</b> 26:5 62:17,21 63:18	<b>feel</b> 26:17 27:12,21 71:23 75:2
68:4,17 98:17,18 103:16	75:18 79:11
<b>experienced</b> 53:9 64:15 71:22	<b>feet</b> 56:23 84:2 86:11,13,17
72:4	94:17
<b>experiencing</b> 67:14	<b>felt</b> 75:23
<b>expertise</b> 90:5	<b>FEMA</b> 96:2
<b>explain</b> 22:16 31:12	<b>FERA</b> 47:18
<b>explosions</b> 68:11,18	<b>fifteen</b> 15:18 89:9 99:17
<b>export</b> 87:21	<b>Fifteenth</b> 104:10
<b>exportable</b> 87:14	<b>fifty</b> 36:4
<b>exporting</b> 88:11	<b>fifty-two</b> 30:3 45:18
<b>express</b> 40:16	<b>figured</b> 32:17
<b>external</b> 4:1,7	<b>filling</b> 39:20
<b>extra</b> 82:16	<b>final</b> 4:23 5:9 10:19 70:9 85:4
<b>extraordinarily</b> 2:16	<b>finally</b> 15:21
<b>extraordinary</b> 2:19	<b>find</b> 3:3 4:12 27:4 51:6,7 76:14
<b>extremely</b> 29:24 42:21 80:21	95:1
<b>E.O.C</b> 21:15,22 33:20 69:2 93:12	<b>finding</b> 26:20 38:5,8 57:9
<b>E.T.R</b> 22:22 23:10	<b>fine</b> 13:16,17 28:17 39:22 56:12
<b>E.T.R.s</b> 23:3	75:12
<b>F</b>	
<b>fabulous</b> 29:3 78:12	<b>finer</b> 14:5,6,8
<b>facilities</b> 46:13 104:11	<b>finished</b> 95:5
<b>facility</b> 85:18 86:10 87:2 88:2	<b>fire</b> 24:19,19 25:19 27:24 28:2
88:4 100:18	44:19,19,20 54:17,20 57:2,4
<b>fact</b> 18:23 25:15 27:13 28:6	60:21 61:14 67:22 74:5 78:21
36:24 37:3 53:23 74:4	90:15 97:16,18,20
<b>failed</b> 88:22	<b>fires</b> 61:6 79:10
<b>failure</b> 9:18 11:21	<b>first</b> 5:11 20:11,12,15 35:7
<b>fair</b> 50:19	58:11 65:1 79:6 83:17,21
<b>fairly</b> 50:20	93:13 101:3 103:1
<b>fall</b> 48:13	<b>fiscal</b> 47:7
<b>families</b> 35:14 50:9	<b>five</b> 19:21 27:2 32:12 35:14
<b>family</b> 84:15	40:2 58:7,13 63:16 72:17 94:7
<b>fancy</b> 90:1	<b>flash</b> 64:23 65:1 66:17
<b>far</b> 3:10 5:14 8:18 12:20 23:15	<b>flattery</b> 96:1
24:1,22 26:12,13 28:1 32:17	<b>fleet</b> 88:16,17,18,20,23 91:21
36:18 37:19 41:5,22 63:17	92:9
68:22 76:13 77:4 83:1 84:20	<b>flood</b> 22:5 29:20 32:9 35:4,7
93:17	36:6 41:9 44:20,23 45:24
<b>farm</b> 59:12	46:17 63:10,15 65:10,13,17
<b>farms</b> 59:15 76:4,8	66:10 68:11,13,19 69:11 72:1
<b>fast</b> 41:20 72:14	84:11 87:5,7,10,23 88:1 93:24
<b>faster</b> 39:17	94:14 96:20 98:18 99:8 100:6
<b>fault</b> 34:14 35:2	104:14,14
	<b>flooded</b> 30:15 32:12,20 35:8
	56:15 57:23,23 63:11 69:8

71:9,10 83:17 86:10 88:2,22  
 95:10,12 100:4 104:13  
**flooding** 18:24 30:16 32:3,7,10  
 33:17 45:19 47:23 62:16 63:19  
 63:23 64:23 65:2,6 66:17 68:8  
 68:23 94:10 100:10  
**floods** 30:15 40:19 41:1 63:15  
**floor** 83:21  
**focus** 12:10 19:2 21:1  
**focused** 63:20  
**folks** 50:22 64:5  
**follow** 81:22  
**followed** 29:23 30:10 45:7 54:13  
 85:5  
**following** 42:2,3 79:24  
**food** 42:9 50:14,15 51:16  
**footprint** 68:18 71:21 77:13  
**forbid** 60:15  
**force** 27:16  
**forces** 2:17  
**forecast** 64:2 65:8,18,18 66:4,9  
 66:13  
**forecasted** 65:8  
**forecasting** 64:4  
**forefront** 64:23  
**foregoing** 106:3,6  
**forensic** 100:5  
**forever** 28:2,4  
**forget** 30:6  
**form** 33:22 96:1  
**former** 29:9,17 36:22 62:15  
 86:17  
**formula** 14:4  
**forth** 17:11  
**forties** 38:8  
**fortunate** 30:16,17 43:14 49:5  
 54:8  
**fortunately** 6:2  
**forty** 10:2 21:7  
**forum** 26:20 92:24  
**forward** 15:11  
**found** 11:16 12:11,23 14:17 17:2  
 75:15  
**foundations** 47:3  
**four** 7:14 8:3 9:11 15:15 30:23  
 32:12 33:9 37:23 50:11 82:24  
 86:12 93:3 101:10  
**framework** 19:18  
**France** 106:2,16  
**free** 34:10 45:16

**front** 55:10  
**fruitful** 6:15  
**frustrated** 25:11  
**frustration** 11:22  
**fuel** 4:10 7:18 10:7 49:14,16,18  
 59:13 75:23 76:1,11,13,22  
**full** 71:6  
**fully** 18:4  
**full-time** 92:6  
**function** 25:15  
**funded** 15:19 73:10 94:22  
**funding** 77:10  
**funding's** 73:19  
**funds** 45:12 47:7,13,18,20 52:9  
 73:21  
**furniture** 52:1  
**future** 86:8

---

**G**


---

**G** 106:2,16  
**game** 35:9,18  
**gamut** 50:9 51:18,24  
**garbage** 90:15  
**Gardens** 30:14,14 32:8 55:4  
 58:18 72:8  
**garner** 97:5  
**gas** 21:21 34:2 49:9,11,17,20,23  
 50:3 54:22 55:9 59:1,10 61:6  
 68:10,12,15,17 69:5 70:4 75:4  
 76:14,23 78:21,23,24 79:3  
 90:16 100:3,7  
**gasoline** 76:10  
**gather** 86:6  
**gathering** 19:12  
**gauge** 43:6,7 56:6  
**gauges** 31:8,15,20 42:20,20 43:3  
 43:16,18 44:3,8 45:3 54:24  
 56:17 65:15 73:9 94:16,20  
**gear** 87:21  
**geared** 81:4,10  
**general** 27:19 46:5 51:8 67:1  
**generally** 14:10 24:17  
**generation** 38:10 91:4  
**generator** 22:5,6 52:6,10 90:3,3  
 90:13 92:7,8 99:21,23 100:2,4  
 100:6,11,14 101:11  
**generators** 59:10 83:6 89:19  
 92:2,3  
**generous** 54:6  
**gentleman** 33:21 35:23 93:13

**getting** 4:16 25:24 26:4,14  
 51:13,22 55:4,11 57:15 58:4  
 63:14 65:5,7 71:4 72:20 77:5  
 93:14 95:8,19  
**give** 5:12 11:14 14:1,14 22:17  
 22:24 23:2 43:19 61:9 68:4  
 70:15  
**given** 14:5 64:6  
**gives** 23:3 57:21  
**giving** 96:16  
**glad** 35:23  
**global** 22:21,22 23:20  
**go** 2:10 3:10 5:11 8:10 13:3,14  
 15:11 17:11 18:16 20:11,24  
 22:12 24:14,22 28:7 29:4 32:1  
 32:2 39:17 43:13 52:5,5,22  
 54:22 56:10,21 57:1 59:6 61:6  
 63:5,7 65:13 66:9 67:12 69:7  
 69:10 70:5 72:6,22 73:18  
 74:18,20,21 76:10 80:24 81:14  
 82:11 83:3,5 91:22 92:3 96:6  
**God** 60:15  
**goes** 3:14 7:17 24:23 32:14  
 34:16 38:18 54:23 58:11  
**going** 3:12 14:3 15:22 17:12  
 18:7,8 19:16 20:11 29:10,11  
 30:20 31:2,4,15,17 32:1,23  
 33:5 34:10 37:16 38:9 40:1  
 41:11 43:4,10 44:15 50:18  
 53:16 55:3,5,6,6 56:3,24 57:6  
 58:8,19,21 59:9 64:8,9 65:13  
 65:20 66:9,14 69:21 71:11  
 76:14 77:16 78:15 82:15 83:9  
 83:11 84:13,13,14 91:22 93:5  
 93:6,15 103:4  
**good** 2:2 22:8 29:15 35:21 36:17  
 36:21 37:15 40:15 42:11 45:9  
 48:6 54:19 57:8 60:12 61:19  
 62:9,10 64:4 76:5 83:15 85:6  
 86:3 89:3 92:23 93:4,9 97:23  
 98:14 100:16 103:23  
**goodness** 35:11,16  
**Goudy** 98:22 104:5  
**gov** 4:18  
**govern** 38:18  
**government** 2:17 11:18 31:7,11  
 43:9 44:2 73:12 81:21  
**governor** 2:12 3:10 5:23 6:6,8  
 7:13 11:1,24 16:18 18:3 19:13  
 20:7 86:20,23 87:4 91:2

**governor's** 86:24  
**gracious** 22:8  
**grant** 47:20 65:24 77:10 96:16  
**granted** 27:13  
**gray** 28:12,12  
**great** 18:14 42:8 43:9,22 48:20  
 77:1 79:14 81:15 86:24 98:5  
 98:12  
**Grid** 37:1  
**grins** 53:8  
**ground** 41:8 42:2,3,10 104:6  
**group** 21:18  
**groups** 10:9  
**Guard** 67:19  
**guess** 74:24 102:3,11  
**guys** 99:12  
**G.I.S** 65:22 66:3 78:3

---

**H**


---

**half** 30:9 37:24 57:6  
**hall** 35:13  
**Halloween** 71:4  
**hand** 79:15,15  
**handle** 34:1  
**handled** 45:18,23 53:4  
**handling** 46:21  
**happen** 10:13 31:2 58:19 60:11  
 61:12 84:13,14 94:8,11  
**happened** 6:2 60:9 66:16 71:3  
**happening** 31:5 66:16  
**happens** 10:14 24:17 60:16 81:10  
 84:8  
**happy** 93:16 94:15 96:24  
**hard** 39:20 69:18  
**hardening** 19:20,24  
**hardest** 94:19  
**hardware** 89:8,10  
**harmless** 102:3  
**Harvey** 20:16  
**hassle** 20:6  
**headquarters** 83:19  
**heads-up** 64:7  
**health** 34:12,15  
**hear** 19:11,13 45:1  
**heard** 25:9 26:10  
**hearing** 2:1 4:21 5:6,7,9 10:17  
 18:12 35:19 38:23 98:4 105:5  
 105:10 106:10  
**hearings** 3:16 4:22 5:1 16:16  
**heavy** 33:2 72:2,16 85:23 90:6

**heck** 8:17  
**height** 31:19  
**held** 4:21 16:20,20 25:15 31:10  
 102:3  
**Hello** 80:7  
**help** 21:24 22:1,2 43:20 45:13  
 45:21 46:22 52:1 71:2 84:1  
 87:9 96:19  
**helped** 41:13 44:16,17,17 68:1  
 86:16 88:24  
**helpful** 19:5 22:11 28:10,20  
 38:4,9 40:4,9 44:1,11 48:7  
 52:12 55:15 68:4,16 73:8 78:5  
 78:7 90:22  
**helping** 35:5 42:10 64:17 71:19  
**helps** 18:2 43:7  
**hereof** 106:6  
**hereto** 106:5  
**hereunto** 106:12  
**Hertel** 36:16 40:14 45:7,9,10  
 48:14,23 49:1,11,22 50:8 51:2  
 51:5,14 52:7,19,23 53:2 54:3  
 54:8,11  
**hey** 84:10  
**Hi** 54:16 85:6  
**high** 13:4,6,15 41:16 43:15  
 53:21,22 55:13,20 71:7,10,12  
 99:9  
**higher** 94:17 104:6  
**highest** 67:23  
**highway** 33:8 97:14,16  
**hill** 1:5 35:7  
**hills** 36:5 59:7  
**hire** 38:20  
**hired** 39:3,3 40:5,6  
**hiring** 26:5 27:1,9 38:11  
**hit** 21:19,21 29:19 37:9 45:19  
 94:19  
**hits** 20:2 43:5  
**hold** 3:15  
**hold-up** 25:24  
**home** 8:11,15 33:17 36:10 57:4  
 58:12  
**Homeland** 77:10  
**homes** 22:20 25:23 26:1 35:15  
 36:4 69:15 71:16,16 73:5 82:6  
 87:6 88:6 94:6  
**honestly** 29:21  
**hookup** 100:18  
**hope** 86:8 89:11,12

**hopefully** 57:16  
**hospital** 7:19  
**hospitals** 4:8 25:6 48:14 49:6  
 73:5 89:17 90:16 91:23  
**host** 20:17  
**hosting** 20:16 86:19 105:7  
**hour** 57:6 59:5 79:10  
**hourly** 34:2  
**hours** 33:9 39:4,5,6,7,11,24  
 46:7 52:9 55:20  
**house** 28:2 61:14,15 68:11 75:12  
 79:10 88:5,6 95:21  
**housed** 86:11  
**households** 47:15  
**houses** 78:21 85:20  
**housing** 71:7,14  
**Hroncich** 61:24 80:5 85:5,7  
**huge** 33:1 36:3 57:22 59:9,12  
 68:3 76:17 77:14  
**human** 47:11  
**Humvee** 87:11 89:7  
**hundred** 9:6 13:16,19,20 15:15  
 36:4 40:21 53:5 58:7,7 81:10  
 82:22,24 86:11,12 94:6,23  
 96:11 99:3  
**hundreds** 10:12 39:15 88:15 90:9  
 90:10  
**hurricane** 1:4 3:13 8:7,22 72:4  
 88:20  
**hurt** 64:8 96:20  
**Hybridrive** 85:10,22,22,23 88:17  
**hybrids** 88:23

---

**I**


---

**Iberdrola** 101:4  
**ice** 3:12 9:5 18:22 22:3 37:4  
 46:8 72:1,11,21 76:18,22  
 93:24  
**Ictemel** 2:6  
**idea** 48:20 91:5  
**identified** 4:24 45:14  
**identify** 5:3 8:1,5 24:10,14,21  
 29:2,8  
**identifying** 28:15  
**idle** 90:14  
**imagine** 80:14  
**imitation** 95:24  
**immediately** 21:15 25:3 99:14  
**impact** 4:11 9:10 18:1 27:23  
 49:4 51:19 55:14

**impacted** 4:3 10:9 18:10 47:23  
 57:24 59:4  
**impacts** 7:17,18  
**implemented** 102:22  
**important** 3:8 4:16 8:9 19:13  
 20:5,23 24:5 31:18 42:21 45:1  
 69:24 77:7 80:21 82:17 83:2  
 84:4,18 94:21 97:1,5  
**impression** 100:23  
**improved** 28:9  
**improvement** 59:22 79:19  
**improving** 101:14  
**incentive** 102:9  
**incentives** 19:18,23  
**inches** 64:21  
**incident** 63:11 67:20,23 71:21  
 97:14,22  
**incidents** 28:17 72:12  
**includes** 18:18  
**including** 46:5  
**inclusive** 106:8  
**income** 71:5,7  
**increasing** 14:20 50:17,18  
**incredible** 54:2 60:3  
**incredibly** 11:14 12:24 13:4,22  
**individual** 32:6 71:16  
**individuals** 8:18 9:10 47:2  
 82:11,13,22 84:5  
**industry** 38:6,13  
**inefficiency** 3:4  
**inform** 21:22  
**information** 4:16,17 18:23 19:3  
 19:3,12 43:20 45:15 46:5,9,12  
 46:16 48:8 51:23 56:7 57:13  
 57:15,18 63:2 77:4,5,14,19,20  
 95:9,16,20,22 96:2,5,8,13  
 98:4 103:5  
**information-wise** 56:15  
**informed** 21:19 48:7  
**infrastructure** 4:8 10:4 25:2,7  
 48:13 52:16 59:1 63:23 65:16  
 72:5 73:2 75:2 76:24 104:3  
**infrastructures** 7:19 10:6  
**initial** 69:8  
**initially** 51:18 65:5,10  
**input** 78:13 105:6  
**inquiries** 45:18  
**inspection** 70:9,15,18  
**inspectors** 41:24 42:4  
**instituted** 70:8

**insurance** 47:18  
**interested** 19:11 81:18 98:9  
 105:1  
**interesting** 91:6 98:1,3,3  
**interim** 5:17 6:3 12:4  
**internally** 14:2 103:19  
**Internet** 23:7 55:2 56:7,8,10  
 77:6  
**interruption** 53:9  
**interviewing** 3:24  
**interviews** 4:5,6 10:16  
**inundation** 65:6,22 66:1,6,14  
 78:4  
**inverters** 90:2  
**investigate** 2:22 3:2 9:15  
**investigating** 7:4  
**investigation** 1:3 3:17 5:20  
 11:16  
**involved** 25:21 26:13 47:21  
 80:15  
**involvement** 48:4  
**involves** 28:4  
**in-person** 4:5  
**iPad** 95:22  
**Iraq** 87:16  
**Irene** 3:13 11:3 18:21 30:8  
 33:13,15 37:5 64:12,14 80:14  
**irony** 90:12  
**Island** 3:5 7:24 10:1 25:10 37:4  
 49:10,12 59:24 71:19 72:4  
 76:7 90:11 104:13  
**issue** 5:16 6:19 14:17 20:6  
 34:12,15 55:24 56:16 58:5,16  
 73:11,16 91:4 94:15 104:15  
**issued** 2:13  
**issues** 15:1,2 18:23 26:10 51:20  
 59:23 63:22 74:17 76:23  
**item** 73:12,17  
**itemized** 10:16  
**Ithaca** 37:19  
**It'll** 63:5  
**I.B.M** 86:18

---

**J**


---

**January** 5:16,18,23 6:4,15,22  
 7:5 12:4  
**Jersey** 76:4,7  
**Joanie** 2:3 18:8  
**job** 17:13 24:24 27:17 41:7 48:6  
**John** 61:24 80:5 85:4,7

<b>Johnson</b> 82:24 88:4	26:12 27:12,24 28:19,22
<b>joined</b> 2:5 57:2	<b>land</b> 30:4 33:4
<b>joining</b> 40:13	<b>large</b> 9:24 47:3 83:18
<b>judge</b> 79:16	<b>larger</b> 59:8 88:12
<b>June</b> 36:6	<b>largest</b> 40:24 66:23 81:4
<b>jurisdiction</b> 11:4 73:24	<b>lasted</b> 53:9 101:10
<b>Justin</b> 2:6 103:4	<b>Lastly</b> 101:22
<hr/> <b>K</b> <hr/>	
<b>keep</b> 18:15 31:8 43:12 70:11 92:5,8	<b>late</b> 65:12 78:23
<b>keeping</b> 48:6 81:13	<b>latest</b> 66:8
<b>kept</b> 100:11	<b>law</b> 6:11 69:20
<b>key</b> 33:12 84:5	<b>layers</b> 66:2
<b>kills</b> 24:23	<b>lead</b> 46:21 81:23
<b>kind</b> 19:5,17,23 20:1 47:17 60:11 63:4 67:21 76:23 93:21 97:15 100:5	<b>leaders</b> 67:10
<b>kinds</b> 19:16 20:1 38:23 49:6	<b>leadership</b> 7:7
<b>knew</b> 30:20 31:1 58:20 67:18 68:13	<b>leading</b> 45:24
<b>know</b> 8:9 18:14 19:1,17 20:7,10 21:17 22:16 24:1 29:7 31:4 35:5,18 36:20,23 37:2,13 39:3 39:21,22,23 44:14 45:19 46:19 48:7 49:6,22 50:19 51:16,22 51:22 52:3 53:17 54:18,24 55:2,5,12,13,22 56:2,12,21 57:7,20 58:1,6,15,22 59:2,9 59:18,19,22 60:4,5,6,9,10,15 60:17 61:13,13,18,19 62:12 63:23 68:22 69:16,17,18 70:19 71:3 72:14 73:2,5,6,7,19,23 74:2,8,20 75:4 78:23 79:1,3 81:6,22 83:9 84:11,15 89:9,11 91:22 94:12 96:22 97:15 99:13 99:15 100:20 101:5,16,17,22 102:5,6,9,21,24,24 103:16 104:3,5,6	<b>leaks</b> 68:12 78:21
<b>knowingly</b> 13:5	<b>learn</b> 10:10 22:12 33:6,10 36:1 53:12,16
<b>known</b> 78:11	<b>learned</b> 29:22 36:2 68:7 76:18
<b>knows</b> 7:17	<b>leave</b> 55:7 57:6 82:13
<hr/> <b>L</b> <hr/>	
<b>labor</b> 26:10	<b>leaves</b> 101:16
<b>lack</b> 10:5 27:16 90:12 101:9	<b>leaving</b> 75:7
<b>lacking</b> 94:3 101:4	<b>Lee</b> 3:13 8:22 9:2 11:2 18:21 25:19 30:10 45:20 63:11,11,20 63:21 64:1,6,19,20 71:22 80:14 82:20 83:13 86:10
<b>LaCount</b> 21:6	<b>legislative</b> 5:18
<b>LACOURT</b> 21:4 22:19,24 23:4,7,11 23:14,21 24:1,17 25:5,18 26:8	<b>legislature</b> 5:21,24 6:7
	<b>lengthen</b> 74:22
	<b>lesson</b> 76:17
	<b>lessons</b> 68:7
	<b>letter</b> 10:2,2 29:24 70:21
	<b>letters</b> 10:6
	<b>level</b> 11:10 15:19 16:6 44:14 46:24 50:21 62:18,22 65:11 66:5 67:18 75:20 99:22 101:2
	<b>levels</b> 65:8
	<b>licensed</b> 70:13,24
	<b>lies</b> 24:22
	<b>Lieutenant</b> 86:23
	<b>life</b> 20:6 65:2 73:16 97:4
	<b>lighting</b> 87:21 88:7
	<b>lights</b> 3:6
	<b>limited</b> 12:13
	<b>line</b> 10:11 17:1 25:11 32:20 37:11,12,14 39:5 51:4 54:22 55:20 57:20 61:5 62:21 73:12 73:17
	<b>lined</b> 64:22
	<b>lineman</b> 27:2 39:3 102:13

<b>linemen</b> 26:23 27:13 37:3 38:7,8	68:3 69:6,12,21 71:2 72:15
<b>lines</b> 28:6 37:17 52:15 72:2	75:11 84:23 89:17 92:1,2
74:19 88:21 93:21 101:8	93:20 95:7,7,19,21 96:8,16,19
<b>link</b> 46:3	96:23 100:13 101:2,8,8,11
<b>LIPA</b> 3:5 6:18,24 7:2 12:9	102:20
<b>list</b> 7:15 25:1 28:23 80:6 83:7	<b>loved</b> 84:15
<b>listed</b> 8:3 14:6	<b>low</b> 71:5,7 99:12
<b>listen</b> 20:9 77:18	<b>lower</b> 104:12
<b>little</b> 5:12 18:9 31:13,21 32:15	<b>Loves</b> 90:3
35:6 39:19 60:12 63:1,21	<b>luckily</b> 101:10
75:12 97:10 98:17	<b>lucky</b> 29:21 64:12
<b>live</b> 11:8 30:14 37:13 74:3,24	
<b>lived</b> 101:10	<b>M</b>
<b>lives</b> 43:8 66:18	<b>Madam</b> 21:4
<b>living</b> 53:21 71:16	<b>Madison</b> 18:19
<b>lobby</b> 35:13	<b>magnitude</b> 58:9
<b>local</b> 22:21 23:10,19,23 25:19	<b>Mahoney</b> 2:3 18:8,13 25:9 26:3,9
34:20 95:10	35:11,16,21 36:12 38:14 39:9
<b>locally</b> 18:9	39:21 40:3,9,11 44:1 48:24
<b>located</b> 40:21 42:13	49:15 52:20 53:16 54:5 60:2
<b>location</b> 1:5 46:7 49:4 87:17	77:24 78:5 79:20 85:1 89:14
<b>long</b> 3:5 7:24 10:1 25:10 37:4	91:6,9 92:17 98:2 103:23
39:9,10,23 46:20 49:9,12	105:2,4
59:24 70:10,12 71:18,24 72:4	<b>mailbox</b> 96:8
72:19 76:7 78:10 81:4 83:7	<b>main</b> 71:12
90:11 104:4,13	<b>maintain</b> 50:11
<b>longer</b> 41:18 42:14	<b>maintaining</b> 92:3
<b>longest</b> 72:18	<b>maintenance</b> 37:11,12 58:10,16
<b>long-term</b> 72:15	<b>major</b> 1:4 67:11 73:6 76:18,22
<b>look</b> 3:5,11 6:18,19 7:15 9:15	76:22 79:15
12:1 14:22 15:1,16 35:19 55:2	<b>making</b> 14:15 18:4 82:17
56:20,24 60:8 71:18 83:15	<b>mall</b> 8:13
91:3 104:21	<b>man</b> 27:16
<b>looked</b> 18:20 78:22	<b>manage</b> 87:24
<b>looking</b> 27:4 34:18 50:10 51:10	<b>managed</b> 29:19
55:13 77:16 83:5 88:2 104:8	<b>management</b> 4:3 12:14 14:21,24
104:16	21:7 64:5 67:20,23
<b>looks</b> 17:3	<b>manager</b> 47:16 85:10 98:15
<b>lose</b> 16:10 83:16 98:20 101:24	<b>managers</b> 7:8 47:15 48:1
<b>loses</b> 33:16	<b>Manhattan</b> 104:12
<b>losing</b> 11:19 13:23 15:13 98:21	<b>mapping</b> 65:22 66:1,14 78:4
<b>loss</b> 97:4	<b>Marathon</b> 36:23 37:1,14,16 39:3
<b>lost</b> 22:5 27:13 35:14 41:14,15	40:2
44:20 77:16 83:14,21	<b>March</b> 43:12 73:20
<b>lot</b> 6:16 8:18 12:21 13:23 16:15	<b>Marines</b> 87:17
20:18 29:22 30:6 34:8,16 35:5	<b>marked</b> 24:11
38:6,23 39:17 41:5 42:16 43:1	<b>Market</b> 85:9
43:8 45:1 50:9,13,14 51:18	<b>markets</b> 77:21
53:16 55:9 56:10 58:1 61:2,16	<b>mass</b> 4:9 7:20,20 66:22
62:19 63:18 64:16 65:5 66:18	<b>material</b> 101:18



<p> <b>materials</b> 94:1  <b>matrix</b> 43:3 44:13,22  <b>matter</b> 1:1 80:24  <b>matters</b> 21:2  <b>mature</b> 91:11  <b>Matviak</b> 29:13 36:15 40:14,15              44:5 45:5  <b>Mayor</b> 29:13 40:18  <b>ma'am</b> 23:14,14  <b>mean</b> 3:18 12:12 26:10 33:19              39:13 52:12 54:5,23 56:18              58:6 60:5,15 63:24 71:18 90:8              91:17 102:5  <b>means</b> 3:18 8:17 12:15 55:4 57:9              82:15  <b>meant</b> 84:23  <b>measured</b> 65:17  <b>mechanical</b> 89:24 90:2  <b>mechanics</b> 92:4  <b>mechanism</b> 101:23 102:8  <b>median</b> 15:17,19  <b>meet</b> 45:13 87:4  <b>meeting</b> 7:6,8 41:10,11 66:11  <b>meetings</b> 19:8 34:22 41:9  <b>members</b> 25:10 84:6 86:23 103:12  <b>Memorial</b> 72:14 101:6,6  <b>men</b> 42:19  <b>mention</b> 6:5 29:10 31:15 72:7              95:2  <b>mentioned</b> 9:14,21 37:6 42:7              65:14 77:4,5 81:22 86:5 94:4              94:16 96:14,15  <b>messing</b> 61:8  <b>meter</b> 8:10,12,12,13,14 42:2              61:15 69:18  <b>meters</b> 8:20 61:11 68:15 69:11  <b>metro</b> 88:21  <b>Michael</b> 106:2,16  <b>microphone</b> 20:13  <b>mid-afternoon</b> 65:6  <b>mile</b> 83:7  <b>miles</b> 30:3 42:15 59:5 85:20              86:19  <b>military</b> 87:11 91:13  <b>million</b> 8:8,16,17,19,23 46:23              53:24  <b>mind</b> 81:13  <b>mine</b> 18:15  <b>minimally</b> 96:12  <b>minimize</b> 30:2         </p>	<p> <b>minimum</b> 74:10  <b>minor</b> 32:9 37:13  <b>minutes</b> 79:1 93:4 99:17  <b>mission</b> 12:20  <b>mitigate</b> 94:15  <b>mobile</b> 91:21  <b>modeling</b> 56:22  <b>moment</b> 3:22 6:5 31:11  <b>monetary</b> 55:23  <b>money</b> 13:23 92:2 96:17  <b>money's</b> 92:2  <b>monitor</b> 43:3,18 44:5,6  <b>monitoring</b> 44:4  <b>monitors</b> 44:12  <b>month</b> 6:11  <b>months</b> 10:20 20:9 29:20 71:11              100:16  <b>Moreland</b> 1:1,3 2:5,7,8,8,13,15              2:20,21 3:2,11 4:18,19 5:13              6:10 9:13 14:1 20:17 90:24              103:13,14  <b>morning</b> 41:10  <b>move</b> 14:15 58:23 86:15 91:18              97:19  <b>moved</b> 6:22 14:18 58:18 83:19  <b>moving</b> 15:11  <b>MR. HRONCICH</b> 85:6,17 86:4 89:3,8              89:16,22 90:20 91:8,11 92:11              92:14  <b>MTA</b> 91:17  <b>multiple</b> 76:21  <b>municipality's</b> 34:7  <b>municipal</b> 9:24 25:16 37:2 66:11              67:10 90:14  <b>municipalities</b> 34:20 67:4,14              70:8 96:17  <b>municipality</b> 40:20 70:16  <b>municipals</b> 39:19  <b>Murray</b> 1:5  <b>mutual</b> 27:21,21 28:14 37:6,6              38:2 55:24 80:23 81:3,8  <b>M.T.A</b> 10:7 88:18 92:4         </p> <hr/> <p style="text-align: center;"><b>N</b></p> <hr/> <p> <b>name</b> 20:23 21:5 29:16 45:9 80:7              85:7 92:24 98:12,14 106:12  <b>Nanticoke</b> 64:24  <b>Nassau</b> 71:20  <b>National</b> 37:1 67:18  <b>natural</b> 61:6 68:9,12         </p>
--	--

<p><b>nature</b> 87:22 101:17  <b>nearly</b> 46:23,24  <b>necessarily</b> 10:23 18:24 23:18  27:1 76:5 90:23  <b>necessary</b> 24:24 70:3 79:8  <b>need</b> 6:20 14:16 15:7,21 16:5,7  16:17 17:16 19:20 22:2,3 25:3  26:15 33:3,7,24 38:20 48:16  52:2 56:21 57:6 58:13 69:22  73:2 80:22 82:9 83:20 84:6  96:15 99:12  <b>needed</b> 5:20 9:22 10:4 15:8  25:16 67:19 68:5,23 87:17  90:16 91:22,24 98:24  <b>needs</b> 37:20,21 42:17 45:14  46:22 50:15,23 67:2,15 73:21  75:18 78:22 79:11 84:8  <b>negative</b> 7:23  <b>negotiate</b> 6:1 17:11  <b>negotiating</b> 16:9,10  <b>neighborhoods</b> 88:1  <b>neighbors</b> 30:17 54:1  <b>never</b> 13:7 48:2 76:16 78:13  94:3 95:11 100:7  <b>new</b> 1:6 6:24 13:12 15:10 16:22  18:2 38:11 59:13 65:24 67:22  68:2 69:9,9,20 76:4,7,10,12  85:19 87:2 88:15 91:15,16  98:4 102:17 106:1  <b>night</b> 31:23 33:24 41:11 74:7  <b>nightmare</b> 49:13  <b>nine</b> 8:24 13:19,20  <b>Ninety-four</b> 81:8  <b>nine-one-one</b> 52:20 57:17 75:5  75:17  <b>NOAH</b> 73:11 94:22  <b>NOAH's</b> 44:7  <b>nonstop</b> 20:8  <b>north</b> 37:3 95:13  <b>note</b> 77:3  <b>notes</b> 62:8,23  <b>notice</b> 101:3  <b>noticed</b> 12:19 42:16 93:18  <b>not-for-profit</b> 45:12  <b>November</b> 2:12,12 5:15 36:3  <b>November-December</b> 6:17  <b>number</b> 8:2 15:17 45:12 55:17  56:13,23 62:8 68:8 69:5 71:15  74:13 82:7 103:7 106:7  <b>numbers</b> 7:15 14:10 53:2,4 96:3</p>	<p>96:3  <b>numerous</b> 10:15 69:14  <b>nursing</b> 73:5  <b>NYSEG</b> 21:9,11,14,16,19 22:8,13  22:16 23:2 24:23 25:4 26:1,14  26:19 27:15 28:3,4,13 30:1,18  30:21 32:20,23 33:2,12,22  34:9,14,20 35:3 37:1,15 38:18  39:14,15,17 41:5,6,12 42:12  42:13 43:22 46:1,2,13,16 47:4  48:3 49:2 54:19 57:19,22  60:13,21 67:5,12 68:6 69:1,10  69:14,17,22 70:14,18 71:23  73:8 74:15 79:14 81:15 84:20  93:9 96:15 98:19,23 99:2,11  99:18 100:2,7,17,23 101:1,23  102:12 103:19 104:2  <b>NYSEG's</b> 48:24 55:8 56:8  <b>N.Y</b> 4:18</p> <hr/> <p style="text-align: center;"><b>O</b></p> <hr/> <p><b>obtained</b> 27:15  <b>obviously</b> 39:13,17 55:13 57:24  62:19  <b>occasion</b> 46:14  <b>occasions</b> 69:14  <b>occurred</b> 13:18  <b>office</b> 4:2 29:20  <b>officers</b> 42:1  <b>officials</b> 66:12  <b>offline</b> 98:24  <b>Off-the-record</b> 7:11  <b>oh</b> 35:11,16 48:24 57:5  <b>okay</b> 7:12 20:11,21 21:13 23:24  25:5,18 28:22 29:5 54:9 55:17  58:20 63:9 64:8 85:2 90:20  92:11,18 103:9,21 104:20  <b>once</b> 7:17 21:21 34:1 42:4 44:3  57:21 68:23  <b>Oneonta</b> 42:15  <b>ones</b> 8:4 38:1 76:2 84:15  <b>ongoing</b> 10:18,24 46:19  <b>online</b> 20:3 30:2 31:8 32:13  <b>Onondaga</b> 2:4  <b>open</b> 18:12 45:21 51:15 83:5  <b>opened</b> 95:12  <b>opening</b> 67:6 81:23,24  <b>operate</b> 4:7 11:5 16:13,13 45:14  49:24 67:9 68:1 73:20 81:7  <b>operating</b> 64:12</p>
--	---

<b>operation</b> 46:7 68:5	41:18 47:8 55:23 59:23 60:12
<b>operational</b> 12:14 14:21,22 15:11	81:19 84:23 86:20 94:5
<b>Operations</b> 66:12	<b>participated</b> 69:2
<b>opinion</b> 37:11	<b>particular</b> 2:18 12:24 13:1 38:12 97:17
<b>opinions</b> 62:19	<b>particularly</b> 22:14
<b>opportunities</b> 61:3,17	<b>parties</b> 17:18 22:7
<b>opportunity</b> 19:6,9	<b>partner</b> 43:22 79:14
<b>options</b> 104:17	<b>partners</b> 42:8 67:11 68:3
<b>order</b> 2:13 3:1,9 9:21 12:1 13:1 15:20 16:14 24:10 71:13 99:1	<b>partnership</b> 21:9 66:24 77:8
<b>orders</b> 66:7,22 67:6	<b>passed</b> 6:11
<b>organization</b> 45:11 47:8	<b>patchwork</b> 32:23
<b>Organizations</b> 47:9	<b>pattern</b> 11:2,23
<b>originally</b> 64:1	<b>patterns</b> 38:24
<b>Otsego</b> 18:19 40:23	<b>paving</b> 101:18
<b>outage</b> 13:19 46:4 73:4 75:10 99:24 101:9	<b>pay</b> 50:13 73:15 77:10
<b>outages</b> 4:4 5:3,5 7:16 8:2,5,9 8:16,19,24 9:3,6 18:21 19:1 46:6 49:4 64:15 75:15 102:1,4	<b>paying</b> 92:8
<b>outside</b> 6:24 21:20 27:15	<b>penalize</b> 13:2,7,11 14:2,3
<b>outstanding</b> 41:7 83:23 84:2	<b>penalized</b> 11:21
<b>overcome</b> 100:6	<b>penalties</b> 14:14
<b>overloading</b> 99:14	<b>penalty</b> 13:24 14:14 102:6
<b>oversees</b> 15:3 38:15	<b>Pennsylvania</b> 59:13 64:10
<b>oversight</b> 9:19 11:12,13,13,18 12:5 17:19 18:14	<b>people</b> 4:19 15:15 18:14 19:9 24:19 28:24 29:11 30:4,6 33:12,14,14 34:13,21 35:5 37:24 40:21 41:12 42:2,3,4,5 42:24 43:11,21 44:17,21 45:2 46:10 48:21 50:1,12,13 51:16 53:21,22 55:7,17,22 56:3,10 57:13 58:4,7,7,8 63:14 65:4 68:5,15 69:5,13,14,19,21 70:2 70:5 71:2,7,15 75:3,4,7,11,16 79:6 82:19 91:19 96:19 99:3 101:12
<b>oversights</b> 9:17	<b>percent</b> 47:22 81:8,11
<b>overstress</b> 59:17	<b>percentage</b> 14:8 50:20 53:21,22
<b>overview</b> 46:5	<b>perfect</b> 22:9 61:22 98:11
<b>Owego</b> 22:5 93:1 94:17	<b>performance</b> 12:13
<b>owned</b> 9:24 11:5 37:2	<b>performing</b> 102:4
<b>ownership</b> 101:5	<b>period</b> 8:24 9:4,7 44:10 71:24 72:18 99:7,24
<b>o'clock</b> 30:23 31:23	<b>person</b> 8:11 39:23 77:16
<b>O.E.M</b> 7:8 67:16	<b>personally</b> 87:5
<b>P</b>	<b>personnel</b> 64:17
<b>packet</b> 96:2,10,13	<b>perspective</b> 10:10 24:5 47:12 53:20
<b>Page</b> 106:6	<b>Pete</b> 54:17 58:1,17 62:18 72:6
<b>pages</b> 10:13 96:6 106:7	<b>Peter</b> 29:5,6,11,16
<b>paid</b> 91:18,19 92:5	<b>phone</b> 30:24 53:9 56:14,20 75:7 75:16,21,24 77:13 95:22 103:7
<b>panel</b> 40:16 69:12 103:11	
<b>panels</b> 25:22 71:13	
<b>paraphrase</b> 63:4,8	
<b>park</b> 74:6	
<b>Parker</b> 29:12 36:14,17,21 39:1 39:12 40:1,5,10	
<b>Parks</b> 96:6	
<b>part</b> 2:7 11:20 15:6 32:11,14	

<p> <b>phones</b> 56:11 75:8  <b>photograph</b> 87:9  <b>phrase</b> 51:12  <b>physically</b> 17:7  <b>pick</b> 14:24 58:23  <b>picture</b> 72:3  <b>piggyback</b> 93:6  <b>piggybacked</b> 96:4  <b>pillars</b> 58:21  <b>pipeline</b> 59:14  <b>pipelines</b> 76:3  <b>place</b> 5:15 19:18,19,23 44:3  57:21 58:4 82:15 83:4,9  101:23 102:17 104:7 106:4  <b>places</b> 53:19 73:6 82:19 83:5  <b>plan</b> 17:3,12,14,17,17 41:10  42:23 47:11 60:15 72:13 73:3  73:4 77:19 95:5  <b>planning</b> 60:14 77:2  <b>plans</b> 2:23 17:4,8,9,20,21 29:23  29:24 65:9,21 104:4  <b>play</b> 15:9 53:6 60:7  <b>please</b> 27:8 29:8 92:21  <b>pleasure</b> 29:16  <b>point</b> 5:11 8:8,16,23 27:3 31:22  48:18 55:11 56:5,12 58:22  59:16 89:16 91:14 92:1 98:24  <b>points</b> 93:5  <b>police</b> 69:13 97:16,21  <b>politics</b> 38:16  <b>population</b> 47:2,23 50:20 51:9  67:2  <b>populous</b> 30:3  <b>Port</b> 10:7  <b>portable</b> 32:24 33:1  <b>portion</b> 37:20 64:13  <b>position</b> 20:24  <b>positions</b> 39:20  <b>positive</b> 7:22  <b>possible</b> 20:4 68:10,14 72:14  <b>possibly</b> 96:5  <b>poverty</b> 50:21 53:22  <b>power</b> 2:19,19 3:5,19 4:11 5:11  7:17,21 8:6 10:5 18:24 22:6  24:23 25:3,7,8,22 26:2,7 28:5  28:5 32:6 33:17 34:11 41:13  41:15,23 46:4 48:9 49:18,23  51:17 52:4 55:9,16 56:8,16  57:5,9,12 59:4,7,16 64:15  70:2,5,14,19 71:1,3,6,9,17 </p>	<p> 72:10 73:4 74:19 75:3,9,10,13  75:14,15,22 76:24 77:16 81:2  82:16 83:1,7,10,12,14,22  87:14,18,21 88:7,8,9,11 89:24  90:6,13,16 91:4,20,21,22,23  93:15 94:8 95:19 98:20,21,23  98:24 99:5,6,10,16,22 100:18  101:8 102:4,14,16,19 104:11  <b>powered</b> 77:18  <b>power's</b> 56:9  <b>practically</b> 93:11  <b>practice</b> 86:8  <b>practices</b> 22:13 86:6  <b>predict</b> 65:19  <b>Preparation</b> 1:3 2:10,11  <b>prepare</b> 60:17,18 84:6  <b>prepared</b> 84:11,12,18 106:8  <b>preparedness</b> 83:3 84:5  <b>preparing</b> 65:9 104:17  <b>presence</b> 106:4  <b>present</b> 67:5  <b>presentation</b> 5:12  <b>preserve</b> 101:17  <b>president</b> 20:15 105:9  <b>pressing</b> 6:19  <b>Preston</b> 62:5  <b>pretty</b> 30:15 97:23  <b>prevailed</b> 13:14  <b>preventative</b> 55:10 56:4 58:10  58:16 68:13  <b>previous</b> 59:2 65:14 72:12  <b>pre-position</b> 68:9  <b>printed</b> 66:8,10  <b>prior</b> 1:4 27:14 41:6 77:23  <b>priorities</b> 79:18  <b>prioritize</b> 58:14  <b>priority</b> 25:2 34:24 53:12,13  <b>private</b> 81:6  <b>privately</b> 9:24 11:5  <b>privilege</b> 86:19  <b>proactive</b> 72:9 94:14  <b>proactively</b> 46:15  <b>probably</b> 33:20 41:18 43:19  45:23 63:5 65:13 72:3,18  81:14 89:8,11 94:18 97:1,4  100:12  <b>problem</b> 10:21,22,24 13:18 24:22  26:13 32:5 35:8 50:4 55:11,19  56:8 59:9  <b>problems</b> 12:12 21:23 48:2 49:9 </p>
---	--

67:15 76:9 95:8 <b>procedure</b> 102:14,17 <b>proceedings</b> 106:10 <b>process</b> 16:15 47:14,24 48:5 74:23 102:7 <b>program</b> 39:17 43:15 44:12 53:14 96:16 <b>programs</b> 12:7 45:12 50:12 <b>project</b> 78:3 <b>projects</b> 71:7,14 <b>prompted</b> 10:23 11:24 <b>prone</b> 63:10 68:13 84:11 <b>pronunciations</b> 54:15 <b>proper</b> 19:18 <b>properly</b> 27:2 29:7 <b>properties</b> 42:11 <b>property</b> 43:1 <b>proposal</b> 47:19 86:21 <b>propose</b> 88:10 <b>propulsion</b> 85:24 <b>protecting</b> 97:21 <b>prove</b> 13:4 <b>proved</b> 32:19 46:8 <b>provide</b> 14:14 16:5 61:2,3,16 70:15 75:20 76:11 82:1 91:19 91:21 <b>provided</b> 62:3 69:1 77:9 88:6 <b>providers</b> 4:9,10,10 26:24 52:18 <b>providing</b> 14:23 16:7 79:16 92:24 <b>provision</b> 16:11,12 69:4 <b>public</b> 3:16 4:17,21,22 5:2 6:4 6:20 7:2,9 10:17 11:11,17 12:6,10,15 13:2,6,9 14:12 17:9,10,13,15 19:12,14 25:10 26:20 34:12,15 38:15 69:23 75:19 77:4,5,8,12 78:13 88:14 93:22 105:5 <b>publicly</b> 6:23 7:1 13:21 <b>pull</b> 61:11 69:11,17 <b>pulled</b> 61:15 <b>pump</b> 34:10 49:19 73:6 100:14 <b>purpose</b> 47:10 <b>purposes</b> 18:17 <b>pursuing</b> 53:14 <b>purview</b> 91:2 <b>put</b> 3:6 6:6,7 7:21 11:24 12:3 15:9,23 16:2,11 17:21 19:14 19:18 20:18 23:9,18 28:8 33:4 34:11 36:7 42:23 43:16 47:19	53:19 54:20 58:21 70:19 75:11 77:13 88:13 91:2,20 95:14,16 96:1,4,7 <b>puts</b> 17:14 53:20 <b>putting</b> 10:18,23 18:5 56:3 66:3 96:10 <b>P.F.C</b> 103:13 <b>p.m</b> 1:8,8 2:1 105:10 <b>P.S.C</b> 14:2 15:3 17:19 27:7 103:12,14
	<b>Q</b>
	<b>qualifying</b> 26:15 <b>question</b> 26:4 51:12 86:1 89:3 103:1 <b>questioning</b> 3:23 <b>questions</b> 22:11 28:11 38:3 48:10 78:8,9 97:8 103:24 <b>quick</b> 48:24 71:4 100:22 <b>quicker</b> 28:8 63:5 <b>quickly</b> 7:22 20:3 27:1 93:7 <b>quit</b> 40:7 <b>quite</b> 83:18 92:15 102:14
	<b>R</b>
	<b>radar</b> 76:17 <b>radio</b> 77:9,14,19 95:6,10,18,18 95:21 <b>rail</b> 88:21 <b>rainfall</b> 65:19 <b>rainstorm</b> 36:3 <b>raise</b> 54:3 <b>raised</b> 32:16,17 53:24 <b>ran</b> 32:20 59:24 <b>range</b> 53:5 <b>rare</b> 46:14 <b>rate</b> 38:19,19 <b>rated</b> 67:23 <b>rates</b> 38:16 <b>ratio</b> 36:7 <b>reach</b> 4:2 46:15 <b>reaching</b> 81:18 <b>react</b> 67:16 <b>read</b> 63:3 <b>reading</b> 89:17 <b>ready</b> 70:5 80:19 <b>real</b> 11:3 25:6 <b>reality</b> 27:5 <b>realized</b> 5:20 13:8,13 <b>really</b> 32:22 34:6 37:8 38:2

42:16 43:23 44:16 51:6,17	<b>regard</b> 97:24 99:19
54:1,19 60:3,16 61:19 64:7,13	<b>regards</b> 62:24
78:16 83:15 84:9,18 90:22	<b>Regina</b> 2:3 18:13 19:8 20:8
101:4 102:19	<b>region</b> 13:9 59:12
<b>reason</b> 5:17 19:15 37:8	<b>regional</b> 3:16 86:21
<b>reasons</b> 69:10,19	<b>regionally</b> 49:19
<b>rebuilding</b> 46:18,22 52:2	<b>registered</b> 79:22 98:7 105:1
<b>recede</b> 41:20	<b>regular</b> 46:4 69:3 73:17
<b>receded</b> 41:17 46:17 69:9	<b>regularly</b> 30:15
<b>receive</b> 46:12	<b>regulated</b> 103:18
<b>received</b> 46:23	<b>regulatory</b> 12:18,20 15:20 19:17
<b>receiving</b> 46:10	<b>reinstated</b> 87:1
<b>rechecked</b> 100:9	<b>reiterate</b> 54:18 56:18
<b>recognize</b> 73:3,5 101:13	<b>related</b> 21:2 45:24 49:20
<b>recognized</b> 43:17	<b>relationship</b> 42:12 46:1 81:15
<b>recommend</b> 90:24	84:20 93:9 97:23
<b>recommendation</b> 13:24 14:7 15:18	<b>relative</b> 46:13
15:23 16:11,24 27:6	<b>release</b> 82:13,19
<b>recommendations</b> 5:22 6:3,9,9,12	<b>relocate</b> 104:5
6:14,21 9:17,17,19 12:4 14:9	<b>relocated</b> 86:17
14:19 15:6 18:4 22:15 48:1	<b>rely</b> 56:18
78:14	<b>remediation</b> 100:20
<b>recommended</b> 6:1	<b>remember</b> 33:18 78:22 82:10
<b>reconnected</b> 82:16	<b>remembered</b> 78:18
<b>reconstruction</b> 100:20	<b>remote</b> 87:17
<b>record</b> 20:23 63:16 85:15 89:12	<b>render</b> 55:16 74:17,18
106:9	<b>rent</b> 50:13
<b>recorded</b> 20:22	<b>repair</b> 99:1
<b>records</b> 63:17	<b>repeat</b> 82:18
<b>recover</b> 102:2	<b>replaced</b> 25:21,23 71:12
<b>recovery</b> 46:18,22 47:24 100:19	<b>replacing</b> 72:9
100:22 102:7	<b>report</b> 5:17 6:4 10:19,19 12:4
<b>Red</b> 67:1,12 80:9,14 81:7,19,24	18:5 19:15 72:7
82:8,10 83:14,16 84:4	<b>reported</b> 106:3
<b>redo</b> 26:1	<b>Reporter</b> 106:16
<b>reduce</b> 99:13	<b>reports</b> 67:13,13 69:4
<b>reduced</b> 27:20 101:1	<b>repower</b> 25:16
<b>reduction</b> 26:21,23 27:22,23	<b>representative</b> 67:7
28:1 37:10	<b>representatives</b> 69:1
<b>reductions</b> 37:11	<b>representing</b> 36:22 62:4
<b>redundancy</b> 3:4 12:8	<b>request</b> 70:6
<b>refeed</b> 99:4,10 104:6	<b>requested</b> 67:17,20
<b>reference</b> 80:12	<b>requests</b> 10:2,3 76:9
<b>referral</b> 45:15	<b>require</b> 75:19
<b>reflect</b> 68:20	<b>required</b> 3:14 12:14 75:2 78:24
<b>refocuses</b> 60:11	<b>requirements</b> 79:2
<b>reform</b> 9:19	<b>rescue</b> 88:21,24
<b>refuge</b> 88:14	<b>resident</b> 70:23
<b>refuse</b> 90:9	<b>residential</b> 8:14
<b>refuses</b> 16:5	<b>residents</b> 41:4,22,23 45:16

66:20 88:8 95:4 96:9,12,23 97:21	<b>rigorous</b> 69:4
<b>resources</b> 30:11,12 68:9,23 80:17	<b>rise</b> 71:12
<b>respond</b> 43:12 47:11 67:16 79:17 80:16,19 81:11 103:5	<b>rises</b> 71:8,10
<b>responded</b> 78:9 99:15,16 100:17	<b>risk</b> 11:19 99:13
<b>responders</b> 37:23 76:11	<b>river</b> 31:6,8,14,18,20 32:21 42:20,21 43:16 44:9 45:2 54:24 56:6,17 63:10 64:2 65:8 65:14,18,23 66:5 73:9 85:9 94:17 104:3
<b>responding</b> 42:17 54:21	<b>river's</b> 55:3 65:20
<b>response</b> 1:3,4 2:10,11,24 21:3 63:21 65:21 67:11 73:22 74:17 76:16 78:20 79:10 80:24 83:19 84:1 100:21	<b>road</b> 24:20 33:3 55:19 59:5 88:3
<b>responses</b> 25:14 81:1	<b>roads</b> 51:14,21 55:21
<b>responsibilities</b> 34:8	<b>role</b> 10:4 44:2 53:7
<b>responsibility</b> 17:16	<b>room</b> 59:22
<b>responsible</b> 96:21 100:10	<b>rooms</b> 7:19
<b>responsive</b> 4:12 81:17	<b>Rose</b> 40:14 45:7 54:13,16,16 60:5,23 61:2 66:5 74:18 77:5
<b>rest</b> 5:24 23:19	<b>round</b> 81:17
<b>restoration</b> 8:20,24 9:4,7 22:18 23:19 46:6 53:13 72:17 74:21 74:23 102:20	<b>Route</b> 64:24
<b>restore</b> 8:6 70:5,14 74:19 102:4 102:15,18	<b>routine</b> 55:12
<b>restored</b> 42:5 48:9 57:12 70:3 71:2 73:7 83:22	<b>rules</b> 18:11
<b>restoring</b> 102:14	<b>run</b> 68:5 88:7 89:20,21,22
<b>restructure</b> 12:9	<b>running</b> 42:6 57:4 67:4 92:5 97:21 99:22 100:2,12
<b>result</b> 11:18	<b>runs</b> 50:8 51:17,24
<b>results</b> 101:20	<b>rural</b> 24:18 50:1 74:3
<b>retirement</b> 27:10	
<b>retiring</b> 38:7	<b>S</b>
<b>retrofit</b> 90:7	<b>safe</b> 55:16 74:17,19,20,21 82:15 82:17,19
<b>retrofitable</b> 89:4	<b>safeguard</b> 68:9
<b>return</b> 56:8	<b>safely</b> 44:17
<b>returned</b> 69:15	<b>safer</b> 74:24
<b>revenue</b> 14:8 101:23 102:1,3,8 103:2	<b>safety</b> 46:12 69:10,19,23 73:16 82:4,7,9
<b>review</b> 62:6	<b>salvaged</b> 100:13
<b>reviewed</b> 10:12	<b>Sandy</b> 1:4 3:7,13 7:24 8:8 10:22 11:2 18:21 37:5 47:1 49:13 53:3 71:17 75:24 76:5 80:14 80:17,18 82:5 88:20 90:12 91:16 98:15
<b>revoke</b> 16:2,18	<b>sanitation</b> 90:9
<b>revoking</b> 16:12	<b>satisfied</b> 26:7
<b>Richard</b> 21:6	<b>Saturday</b> 64:6
<b>ridiculous</b> 73:15	<b>saved</b> 43:8 66:18
<b>right</b> 21:24 24:6 26:8 28:19 30:22 31:16 32:22 35:4 40:22 41:8 42:14 44:19 48:23,23 52:19,23 54:8 55:10 58:20 62:11 64:19 66:23 82:21 89:4 104:3,11	<b>saw</b> 5:19 7:24 11:1 12:7 31:21 53:4
	<b>saying</b> 16:13 34:9 62:13 65:12 80:20
	<b>scale</b> 60:3,8 79:13 89:10

<p> <b>scaled</b> 12:21  <b>scene</b> 79:1,7  <b>schedule</b> 41:11  <b>school</b> 43:15 44:12 83:1 88:14  89:18 90:11,14 92:7,9  <b>schools</b> 4:8 10:8  <b>seamlessly</b> 20:19  <b>search</b> 73:13  <b>second</b> 12:6 103:10  <b>secure</b> 68:15 104:7  <b>Security</b> 77:10  <b>see</b> 8:3,7,15 9:16,18 14:5,23  15:3 19:22 27:10 50:14 76:18  76:22 101:20  <b>seeing</b> 81:3  <b>seen</b> 11:23 19:21 23:23 24:2  27:22 40:19 50:16 53:3 72:19  <b>segment</b> 102:15  <b>send</b> 10:14 67:21 69:13  <b>sent</b> 9:22 10:1,3,6 37:23,24  67:6 87:10  <b>separate</b> 47:10 78:2  <b>September</b> 9:2  <b>series</b> 22:11  <b>seriously</b> 20:7  <b>served</b> 71:19  <b>service</b> 5:2 6:4,21 11:11,17  12:6,10,16 13:2,6,9 14:12,24  16:6 17:9,10,13,15 26:24 28:1  30:8 38:15 44:8 45:16 47:12  53:13 64:3 65:7,17 71:12,24  73:7 75:5,7,17,19,20 79:9  <b>services</b> 30:21 45:21 50:12  51:23 60:13 62:2 68:10 75:8,9  82:1  <b>session</b> 5:18,24  <b>set</b> 13:16 34:6 66:22 67:3 83:3  <b>seven</b> 7:3 9:23 31:22 88:19 92:6  94:6,17  <b>seventh</b> 7:2  <b>seventy-eight</b> 53:6  <b>seventy-seven</b> 15:15  <b>sewer</b> 34:5,7,10,21  <b>share</b> 25:4 46:13 98:17  <b>shared</b> 77:20  <b>sharing</b> 17:19  <b>sharper</b> 78:14  <b>shed</b> 63:1  <b>Shelley</b> 54:14 61:23 80:4,4,8  <b>shelter</b> 50:16 51:15 67:2 81:23 </p>	<p> 81:24 83:4,8 99:3  <b>sheltered</b> 82:21  <b>sheltering</b> 82:2,12  <b>shelters</b> 42:9 66:22 67:3 71:6  82:14 83:6,8  <b>Sherburne</b> 39:19  <b>shop</b> 88:7  <b>short</b> 17:24  <b>shortages</b> 49:15,17  <b>show</b> 66:14 96:18  <b>showed</b> 100:5  <b>showing</b> 84:21 101:20  <b>shows</b> 69:17  <b>shut</b> 43:11  <b>side</b> 25:16 61:15 75:19 82:9  95:13  <b>Sidney</b> 29:14 40:19 41:7,15  42:14 43:15  <b>Sidney's</b> 40:20  <b>sifting</b> 3:21  <b>sign</b> 80:1 92:21 98:10 103:6  <b>signed</b> 28:24 29:2 70:23 80:3  92:20 98:8 103:3  <b>significant</b> 32:3 47:4 50:20  64:23  <b>similar</b> 49:20  <b>simple</b> 28:2 95:3,7,20,24 96:10  <b>single</b> 81:11  <b>sit</b> 17:4  <b>site</b> 87:24  <b>sites</b> 25:2 46:8  <b>sitting</b> 55:19 90:14  <b>situation</b> 46:11 53:11 67:13  94:12  <b>situations</b> 27:20 28:13 34:24  46:15 51:17  <b>six</b> 6:23 9:23 15:2 29:20 35:14  52:9 71:19 73:10 86:11,12  94:7  <b>sixteen</b> 88:16  <b>sixty-eight</b> 9:3  <b>size</b> 39:13  <b>sky</b> 28:12,12,16  <b>slide</b> 9:12  <b>slowed</b> 102:19  <b>small</b> 8:14 39:18 47:3 71:18  <b>smaller</b> 47:1 79:13  <b>smooth</b> 26:9  <b>socially</b> 96:21  <b>soldiers</b> 87:20 </p>
---	---



<p> <b>Solutions</b> 85:10, 22, 23  <b>somebody</b> 64:8 73:14, 20 78:24  <b>son</b> 57:2, 3  <b>soon</b> 36:10 67:5 69:8 70:2, 6  <b>Sorry</b> 78:10  <b>sort</b> 36:5  <b>sounds</b> 95:4, 20  <b>source</b> 48:20  <b>southern</b> 80:9, 10  <b>speak</b> 19:9 28:24 80:2  <b>speaker</b> 20:11, 12 29:2, 5 40:13              45:6 54:12 59:2  <b>speakers</b> 36:19 41:5 62:24 65:14              79:22, 24 80:4 85:4 92:20, 21              98:7  <b>speaking</b> 98:9  <b>special</b> 67:2  <b>specific</b> 19:10 45:23  <b>specifically</b> 5:13 14:10 16:24              17:1 22:13  <b>speed</b> 102:7  <b>spent</b> 92:2  <b>spoke</b> 42:19 93:13  <b>spots</b> 22:4  <b>spread</b> 59:3  <b>square</b> 30:3 86:11  <b>staff</b> 2:21 5:1 15:13, 14, 17, 19              15:22 26:22 27:19, 22 28:1              37:3, 18 46:14 81:9 86:24  <b>staffing</b> 15:10 82:1 101:2  <b>stage</b> 39:4 74:6  <b>stakeholders</b> 4:1, 7  <b>standpoint</b> 35:2  <b>start</b> 14:20 17:18 27:9 74:21              100:19 104:17  <b>started</b> 30:18 40:8 95:15  <b>starting</b> 38:20 76:2  <b>state</b> 2:17, 23 3:3, 15 4:3, 22 5:7              6:6, 6, 24 7:6 11:10, 10 12:2, 7              13:1 18:3, 18 20:23, 24 22:12              31:1 43:17 58:2 65:24 67:16              67:21 68:2 69:20 86:6, 16              106:1  <b>stated</b> 69:3 106:5  <b>statement</b> 62:4, 8 63:3  <b>statements</b> 77:23  <b>states</b> 16:21 25:20 66:21  <b>statewide</b> 17:21 86:22 104:9, 15  <b>station</b> 74:5 77:9 95:10 98:22              104:5         </p>	<p> <b>stations</b> 44:19 49:9, 11, 17, 24              59:1, 10 73:6 75:4 76:23 90:16  <b>status</b> 24:15 69:4  <b>statute</b> 6:10  <b>stay</b> 55:21  <b>stayed</b> 64:22 100:12  <b>Stenger</b> 20:16  <b>step</b> 65:9 74:2  <b>stepping</b> 15:5 77:15  <b>steps</b> 68:8 73:20  <b>stopped</b> 100:2, 15  <b>storm</b> 2:9, 9, 11, 24 3:12 8:2 9:2              9:5 18:22 19:19, 24 20:2 21:14              21:18, 21 22:16 24:7 25:3, 19              27:14 28:13 29:19 30:19 37:4              37:13 38:22 45:20 46:11 50:24              51:5, 13 53:23 56:2, 19 57:12              58:9 64:1 71:3 72:1, 15, 20              76:19, 22 78:20 86:9, 13 97:15              101:7  <b>storms</b> 1:4 2:24 3:11 4:4, 13 5:4              5:9 7:14, 16 8:3, 7 9:11 11:1              18:9 19:17, 21 20:1 21:3, 13              38:1 63:21 74:16 77:6 104:18  <b>straight</b> 20:11 33:21  <b>strained</b> 76:3  <b>Strategy</b> 85:9  <b>streams</b> 66:17  <b>street</b> 22:22, 23, 24 23:1, 3, 3              24:2, 2 88:3 99:18 104:10  <b>streets</b> 23:22  <b>street-by-street</b> 23:12  <b>strengthen</b> 12:5  <b>stress</b> 58:8  <b>stressed</b> 30:11, 13 33:18, 19, 20              58:3  <b>strike</b> 70:1, 4  <b>stringent</b> 102:22  <b>strong</b> 84:9  <b>struck</b> 64:6  <b>struggled</b> 3:6  <b>stuff</b> 34:16 55:10 61:20 72:13  <b>stupid</b> 35:6  <b>subcontracted</b> 93:19  <b>submit</b> 4:20 17:8  <b>subpoena</b> 2:18 3:19, 19 10:14  <b>subpoenas</b> 9:22  <b>subscribed</b> 106:12  <b>substantial</b> 9:9 26:21 41:3  <b>substantially</b> 15:16         </p>
---	--

<p><b>substation</b> 32:8,11,12 33:1,1,3  39:6 41:14,17,21 58:18 72:7,8  94:4,13 98:22 104:10  <b>substations</b> 104:13  <b>subways</b> 88:22  <b>successful</b> 66:19  <b>succession</b> 31:7  <b>sudden</b> 99:9  <b>sufficient</b> 27:14  <b>summarize</b> 41:12  <b>summer</b> 74:14  <b>sump</b> 100:14  <b>Sunday</b> 35:9  <b>Superstorm</b> 47:1 53:3 88:20  90:12 91:16  <b>supervision</b> 106:9  <b>supervisor</b> 29:9,17 62:15 79:6  93:1,3  <b>supplied</b> 22:6 42:8,9,9  <b>suppliers</b> 72:23 76:1  <b>supplies</b> 75:23  <b>supply</b> 7:18 22:6 25:8 37:14  59:12 76:3,6,8 99:5 100:3,7  <b>support</b> 5:21 30:13 34:23  <b>supportive</b> 81:16 84:23 86:16  <b>supposed</b> 11:12,22  <b>sure</b> 17:17,20 18:4 19:19 27:8  29:8 31:14 46:19 50:2 59:24  62:15,20 71:17 80:1,3 82:17  91:1 100:9 102:8 103:4  <b>surrounding</b> 6:12 41:19 47:6  81:21 88:1  <b>survived</b> 101:11  <b>Susquehanna</b> 42:22 45:2 63:9  65:23  <b>switch</b> 71:13  <b>sympathize</b> 33:16  <b>system</b> 21:11 52:5 53:14 64:7,9  65:16 75:13  <b>systems</b> 85:8,15,17,24 86:9</p>	<p>39:7,10,23 46:19 83:4 89:23  89:23  <b>talk</b> 3:22 8:15 17:6,6 18:9  60:24 63:19 85:12 86:4,7  <b>talked</b> 19:8 63:1 66:5 78:1,10  93:13 95:3  <b>talking</b> 17:18 31:24 72:8 78:4  94:22  <b>tank</b> 59:12,14 76:3,8  <b>tankers</b> 76:10  <b>targeted</b> 7:14 9:11  <b>task</b> 2:17  <b>teach</b> 61:9,11  <b>team</b> 2:7 67:20 70:4  <b>teamed</b> 24:13  <b>teams</b> 67:23 70:1  <b>technology</b> 86:7 87:13 88:13  89:2,4 90:7 91:11,20  <b>teeth</b> 15:21  <b>telecommunication</b> 4:9 52:17  <b>telecommunications</b> 7:18 53:13  <b>telephone</b> 4:5 56:11 57:14 75:14  93:14  <b>television</b> 77:9,12,17  <b>tell</b> 11:15 24:15 31:17 34:21  44:9 66:6 74:8,10,12 97:9  <b>telling</b> 55:7  <b>tells</b> 9:12 23:21 43:4 44:13  <b>temperature</b> 99:8  <b>temporary</b> 100:18  <b>ten</b> 9:4 33:20 36:8,19 64:20  68:19 74:10 96:5  <b>tend</b> 74:22  <b>tens</b> 75:16  <b>Teres</b> 2:6  <b>term</b> 104:4  <b>terms</b> 64:4 74:16,16 75:21 79:12  <b>terrific</b> 18:1  <b>territory</b> 16:14  <b>testified</b> 79:23  <b>testify</b> 21:1  <b>testifying</b> 105:1  <b>testimony</b> 4:20 7:9 19:7 20:22  21:2 68:20  <b>thank</b> 18:12,13 20:15,15 21:3,4  22:9,10 28:21,22 29:14 36:11  36:12 40:10,11,12,16 45:4  54:10,11 61:21,21 62:1 78:15  79:19,20,21 85:1,3,7 86:2  87:3 91:7 92:12,14,17,22,24</p>
<b>T</b>	
<p><b>table</b> 17:5,5  <b>take</b> 3:5,11 7:14 9:15 15:16  17:16 34:17 35:18 39:16 46:21  59:5 66:4 83:9 84:9,14 87:19  88:5,11 90:22 91:3 98:24  105:8  <b>taken</b> 68:8 93:6  <b>takes</b> 20:18 27:1 28:2,4 32:13</p>	

98:12 103:22 104:22 105:5  
**thankful** 87:3  
**thankfully** 60:1 86:15  
**thanks** 61:22 91:8 105:7,9  
**theirs** 22:24  
**thing** 3:8 15:12 16:1 19:5 23:8  
 27:24 34:18 36:1 54:23 57:11  
 58:11 62:9 69:17 71:18 77:1  
 77:22 78:18 81:1 83:2 93:5  
 94:8 95:24 97:2,5 101:3 102:5  
 104:1,12  
**things** 22:14 26:14 28:16 31:18  
 31:19,21 49:6 59:1,11,18 60:6  
 60:14 61:12 62:24 67:17,18  
 73:7 74:20,23 80:21 87:21  
 94:3 95:2 96:14,24  
**think** 13:18 27:12 31:24 32:23  
 33:5 36:1 45:1 48:5,15 50:18  
 51:11 52:8 53:2 55:15 58:11  
 58:24 59:15,20,20 64:14 68:14  
 68:19,21 69:21 72:23 76:17  
 77:3 79:4,18 80:20,21 81:13  
 82:4 87:9 94:21,24 96:15 97:1  
 97:4 101:8  
**thinking** 48:19 52:15 76:20  
**third** 12:8  
**thirteen** 86:12  
**thirty** 9:6 21:10 70:15,20 79:1  
**thirty-day** 70:7,9,12  
**thirty-foot** 58:21  
**thirty-nine** 40:21  
**thought** 43:2 48:19 52:16,17,22  
 60:10 72:11  
**thoughts** 26:18  
**thousand** 9:3,6 13:16,20,21 30:4  
 39:4,5,6,7,11,14,24 45:18,23  
 50:11 53:6 66:20 86:11 88:19  
 89:9 94:23  
**thousands** 10:12 39:15 75:16  
 88:15 90:11,13  
**threatened** 31:7  
**three** 9:5 30:9 31:6,8 34:15  
 39:10,24 40:22 53:9,19 59:5  
 67:24 79:22,24 85:20 96:11  
**three-day** 64:15  
**three-one-one** 52:15  
**thunderstorms** 72:16  
**tier** 80:10,10  
**time** 1:8 6:19 8:6,20 11:23,23  
 12:16 16:4,4,4 17:24 20:2

22:17 23:18,22 25:13 31:1  
 32:20 39:20 43:10,10 44:21  
 46:20 51:6 55:3,7 61:18 64:10  
 65:4 72:19,21,22 78:16 79:11  
 81:3,11,16 83:18,23 92:14  
 93:11 102:5,16 104:23 105:6  
 106:4  
**times** 22:23 36:8 46:6 58:13  
 63:12 68:19 94:5  
**timing** 86:24  
**Tioga** 18:19 21:7 32:15 33:22  
 45:17 64:21 80:10 95:9  
**title** 85:9  
**today** 7:10 14:12 62:7 79:2  
 86:14 93:13  
**told** 22:3 23:17 31:24 74:9 95:4  
**Tompkins** 18:20  
**tonight** 17:1 37:9 62:6 85:13  
 105:8  
**tons** 72:2  
**tool** 65:22  
**toothless** 11:18  
**top** 99:23  
**total** 47:23  
**totally** 62:7 83:21 84:1  
**touch** 61:10 82:3 99:2  
**tough** 56:14  
**tour** 86:22  
**tower** 95:14  
**towers** 56:11 75:1  
**town** 22:5 29:17 32:7,14 34:13  
 35:13 56:21 62:15,15,17 74:3  
 93:1,20 94:2,6 95:4,8 96:1,22  
 96:23  
**towns** 94:19  
**traded** 6:24 7:1 13:21  
**traditional** 75:7,21 89:5  
**traffic** 97:22  
**trails** 101:19  
**train** 21:16,17,17 27:2  
**trainee** 39:4,16  
**training** 38:11 61:3,9,17  
**transcript** 85:16  
**transcription** 106:7  
**transistor** 95:6,17,21  
**transit** 4:9 85:24 88:13 90:15  
 91:18  
**transmission** 72:2  
**transmitted** 19:4 70:21  
**transportation** 7:20 10:8

<b>transportation-type</b> 51:20	<b>typewritten</b> 106:6
<b>travel</b> 3:15	<b>T.V</b> 57:13
<b>traveling</b> 7:6	
<b>tree</b> 24:6 37:17 38:21 55:12	
58:9,15 74:1,14 93:17 97:10	
101:2,9,14	
<b>trees</b> 24:7,11,19,22 97:19	
<b>tremendous</b> 8:4 13:24 15:13 18:1	
27:10	
<b>tremendously</b> 90:22	
<b>trend</b> 27:8 38:5 75:6	
<b>trends</b> 56:20	
<b>trickledown</b> 7:23 76:6	
<b>tried</b> 96:19	
<b>trillion-dollar</b> 94:24	
<b>trimming</b> 24:6 37:17 38:21 58:9	
58:15 74:1,14 93:17 97:11	
101:3,9,14	
<b>Tropical</b> 9:2 45:20 64:1 86:9	
<b>trouble</b> 65:12	
<b>truck</b> 79:9	
<b>trucks</b> 88:14 90:10,15,15	
<b>true</b> 60:6 106:9	
<b>truly</b> 20:19	
<b>trustee</b> 36:23 39:2 40:17	
<b>try</b> 32:21 36:9 46:16 63:4 68:15	
76:8,11,14 94:14 99:13	
<b>trying</b> 51:7,8 86:5 100:1	
<b>turn</b> 18:7 25:22 26:2,7 47:16	
102:16,19	
<b>turned</b> 26:14 66:1 100:3	
<b>turning</b> 55:8,9	
<b>twelve</b> 36:3 40:18 45:23	
<b>twenty</b> 42:15 47:22 63:12 93:4	
<b>twenty-eight</b> 30:4	
<b>twenty-four</b> 66:19 92:6	
<b>twenty-four-seven</b> 79:5,12 93:12	
<b>twenty-one</b> 8:21 9:9	
<b>twice</b> 67:9	
<b>two</b> 8:8,16,19 10:20 15:1,1	
29:10 30:9,19 31:16,19 40:19	
40:19 41:1,9,9 64:14 67:17	
68:11 73:14,19 76:1 85:4 87:1	
89:11 93:19 96:11,14 99:7	
<b>two-one-one</b> 45:15 48:6,15 50:7	
51:3 52:5,14 53:3 57:17	
<b>two-way</b> 99:18	
<b>type</b> 3:4 14:19 51:12 61:20 73:7	
94:3	
<b>types</b> 63:22 90:8 104:18	
	<b>Unadilla</b> 43:6 44:14
	<b>understand</b> 10:4 19:1 26:19 31:5
	69:15,23 77:15 90:18 92:10
	<b>understanding</b> 4:11 80:23
	<b>underwater</b> 83:24 84:1 98:23
	<b>unfortunately</b> 44:18 58:15
	<b>unhappy</b> 69:12
	<b>unify</b> 12:7
	<b>unique</b> 2:16 3:9 12:24 16:22
	52:13 87:13
	<b>unit</b> 15:10 75:12
	<b>United</b> 45:11 46:20 48:5
	<b>University</b> 20:15,17 66:24 67:1
	98:16
	<b>unnecessarily</b> 38:22
	<b>unnecessary</b> 99:16
	<b>unreasonably</b> 71:24
	<b>unsafe</b> 82:11
	<b>unusable</b> 86:14
	<b>unusual</b> 46:15
	<b>updates</b> 46:4 65:7 93:15
	<b>upgraded</b> 21:12
	<b>upkeep</b> 92:8
	<b>upset</b> 35:6
	<b>usage</b> 99:16
	<b>use</b> 44:8,11 48:21 79:19 101:18
	102:23
	<b>usually</b> 24:6
	<b>utilities</b> 2:22 3:20 4:12 6:23
	6:24 7:3,8 9:15,23,24 11:4,5
	11:12,19 12:1,17 13:8,11 15:2
	15:4 16:20 17:2,8 19:24 21:2
	22:15 24:9 26:21 27:9 30:1
	33:6 34:4 36:24 37:10 71:10
	83:24 98:15 104:9,16
	<b>utility</b> 1:3 2:9,10,11 10:11
	11:7 12:14 13:2,5,17 14:15,22
	16:3,4 17:11 24:13,14 25:14
	37:2,24 38:12 39:18 70:4 73:6
	81:2 82:8 100:24 101:24
	<b>U.P.S</b> 75:11
	<b>U.S</b> 13:10
	<b>V</b>
	<b>vacant</b> 86:15
	<b>vacate</b> 43:1

<p><b>vacs</b> 88:7  <b>vacuuming</b> 88:7  <b>valuable</b> 45:2 46:9 105:6  <b>value</b> 52:14  <b>variety</b> 3:18 4:15 10:8 12:12  26:23 50:10  <b>vehicle</b> 28:6 87:11,12,14,18,20  87:23 88:5 89:5,21  <b>vehicles</b> 76:13 85:24 88:12 90:5  90:8,14  <b>velocity</b> 31:19,22  <b>verge</b> 48:16  <b>Verizon</b> 52:18  <b>Vestal</b> 29:9,17 31:17 32:14  54:17 57:22 59:15 76:1 96:1  <b>Vestal's</b> 30:3  <b>videoconferencing</b> 77:11  <b>village</b> 29:13 36:23,23 37:13  39:2 40:2,17,18,24 41:7,14,19  42:18 43:5,15 44:15  <b>VoIP</b> 75:8  <b>volumes</b> 50:17  <b>volunteers</b> 80:17 81:9 88:5</p> <hr/> <p style="text-align: center;"><b>W</b></p> <hr/> <p><b>wait</b> 34:11 61:14 70:20  <b>waiting</b> 29:1 71:24 82:6  <b>waiver</b> 70:7,9,12,23  <b>walk</b> 18:10  <b>walls</b> 65:13 66:10 68:24  <b>want</b> 22:14 30:7 36:24 43:13  53:17 63:3,4 68:20 74:9 80:3  82:14,19 84:3 101:22 103:16  <b>wanted</b> 3:10 36:19 37:8 62:14,20  62:20 77:22 82:3 95:2 100:9  <b>warning</b> 27:14  <b>washers</b> 88:8  <b>wasn't</b> 11:13 15:7 16:20 34:14  <b>watch</b> 35:9 64:7  <b>water</b> 22:3 25:21 34:5,7,21 36:4  41:15,17,20 42:9 43:4 44:14  46:8 56:20,23 69:9 72:11  86:13 94:13 99:22 100:6  <b>waters</b> 46:17 69:11  <b>Watershed</b> 64:24  <b>water-wise</b> 56:15  <b>way</b> 3:16 4:14,24 16:7,17 19:3  28:8 34:18 36:8 45:11 46:20  48:5 51:12 57:5 67:8 76:7  77:14 80:15 81:7 100:24</p>	<p><b>ways</b> 4:15 38:1  <b>weak</b> 11:14  <b>weakness</b> 9:18  <b>weather</b> 44:7 64:3 65:7,17  <b>website</b> 4:17,19 23:10 44:7,8  66:3,6 78:1,3  <b>week</b> 41:18  <b>weeks</b> 30:9 41:9 67:24 71:11,17  82:6 87:1  <b>week's</b> 83:23  <b>weight</b> 33:8  <b>welcome</b> 45:5 92:16,21  <b>went</b> 13:7 27:15 30:8 32:16  68:14,24 71:18 72:11 80:18  99:8,23 100:8,15  <b>weren't</b> 5:8 25:13 30:17 71:9  95:19 96:14 104:14  <b>west</b> 93:4  <b>western</b> 32:14 64:21  <b>wet</b> 33:4  <b>we'll</b> 3:22 11:15 12:10 18:12  79:6 80:1 90:22 91:4 92:21  97:15,19 103:2,9 104:21  <b>we're</b> 2:5 3:16,17,19 17:1 19:2  19:11,16 20:9 26:20 27:4  28:11,11 29:11 38:23 40:24  43:14 51:2,6,7 52:9,15 54:8  55:5,6,9,19 63:13,13 65:12,12  77:15 80:18 81:23 82:12 83:4  83:9,11,12 84:11 94:15,22  95:4 104:8,16,18  <b>we've</b> 3:18,20,21 4:1,15,21,24  5:2,14,15 9:20 10:12,15 17:23  17:24 19:6,9,21 26:13 42:11  43:23 48:14 49:5 50:16 52:17  54:19,24 60:13 63:11 72:18  75:16 77:7 79:9 88:17 91:15  104:9  <b>wheels</b> 33:2  <b>WHEREOF</b> 106:11  <b>wide</b> 33:8 38:13 50:10  <b>widespread</b> 51:19 59:8 75:15  76:24  <b>wife</b> 33:19  <b>wife's</b> 57:4  <b>Willet</b> 37:14,15  <b>willing</b> 73:14  <b>wind</b> 72:5,19  <b>windy</b> 37:15  <b>wire</b> 24:14,16</p>
---	--

<b>wires</b> 24:7,10,11 25:20 28:4 55:12	50:17 55:1 61:10,10 63:12,16 73:19 74:10 80:13 93:2,19 101:1
<b>withstand</b> 19:24	<b>year-round</b> 84:21
<b>witness</b> 10:16 106:11	<b>York</b> 1:6 6:24 13:12 16:22 18:3 59:13 65:24 67:22 68:2 69:9 69:20 76:10,12 85:19 88:16 91:15,16 106:1
<b>witnessed</b> 74:1	<hr/> <b>Z</b> <hr/>
<b>witnesses</b> 104:24	<b>zone</b> 104:14,14
<b>word</b> 90:1	<hr/> <b>0</b> <hr/>
<b>work</b> 5:14 10:18 11:7,8 12:22 20:1,18 24:4,8,9 25:13 26:6 26:16 33:6,10 39:5 40:7 41:16 41:21 43:23 46:18 47:16 48:8 55:18 58:22 59:21 61:6 70:3 70:13 71:1 73:1 75:10,14 79:9 79:17 81:20 85:8 87:6 93:20 93:22 97:14,18 100:19,24 102:9,12,20 103:13	<b>05</b> 63:15 <b>06</b> 36:2,3,8 41:1 42:24 44:20,23 63:15,15 67:19 68:11,19
<b>worked</b> 20:8 29:24 43:11 46:2 49:2 64:18 82:20 88:17 94:9 99:18	<hr/> <b>1</b> <hr/>
<b>workers</b> 25:12 42:10	<b>1</b> 106:6,7 <b>105</b> 106:8
<b>workforce</b> 26:18 27:6	<b>11</b> 34:8 36:7 41:2 42:23 44:16
<b>working</b> 5:1 30:18,21 34:4 36:9 42:12 47:14 50:9,23 52:7,9 55:20 56:4 57:20 66:24 67:4 70:7 74:5,14 76:12,15 77:8 79:15 93:9,11 94:10 97:3,23 98:18 100:15	<b>11th</b> 30:23 31:20 <b>13th</b> 2:12
<b>works</b> 21:18 55:10 57:19 103:12	<hr/> <b>2</b> <hr/>
<b>world</b> 22:9 64:8 83:10	<b>2004</b> 63:15 <b>2005</b> 21:14 32:9 65:11
<b>worried</b> 35:17 60:7	<b>2006</b> 21:14 22:4 29:18,20,22 31:21 32:2,11,16 65:10,11 68:7 94:7,18 96:1
<b>worry</b> 32:2 83:11	<b>2008</b> 3:12 9:5 18:22
<b>worse</b> 36:8 41:2 60:19 63:15 65:10	<b>2011</b> 8:23 9:2 21:14,18 29:18,22 30:5 32:4,16,19 54:20 57:1 62:17 63:16 68:18 72:15 86:9 87:10 93:8 94:8 96:4 98:18 101:6
<b>worst</b> 96:12	<b>2012</b> 45:17
<b>wouldn't</b> 34:13 73:17	<b>2013</b> 1:7 106:13
<b>written</b> 17:8,9 19:7 29:7 62:3,8	<b>24</b> 1:7
<b>wrong</b> 32:19	<b>26</b> 64:24
<b>wrote</b> 78:8	<hr/> <b>5</b> <hr/>
<hr/> <b>X</b> <hr/>	<b>5th</b> 86:20 <b>501C3</b> 47:10
<b>X</b> 56:23 58:12,13 89:11	<hr/> <b>6</b> <hr/>
<hr/> <b>Y</b> <hr/>	<b>6th</b> 106:12 <b>6:00</b> 1:8 2:1
<b>yard</b> 57:23	<hr/> <b>7</b> <hr/>
<b>yeah</b> 44:6 49:1,16 62:10 63:6,7 89:14	
<b>year</b> 31:9 43:13 63:13 73:14 74:2 81:4,17 92:7 100:16	
<b>years</b> 15:14,18 19:21,22 21:8,10 27:2 31:6,8 40:2,18,19 46:2	

**7th** 6:4  
**70s** 78:23

---

**8**

---

**8:15** 1:8 105:10

---

**9**

---

**9/11** 60:9  
**98** 76:20