
PUBLIC HEARING
RE: MORELAND COMMISSION
ON UTILITY STORM PREPARATION AND RESPONSE

TUESDAY, JANUARY 29, 2013

6:30 P.M.

REPORTED BY: LAURA EVANS

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1
2 NEW PALTZ, NEW YORK
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4 Hearing, held at The
5 State University of New York at New Paltz, Student
6 Union Building, 1 Hawk Drive, New Paltz, New York,
7 on Tuesday, January 29, 2013, commencing at 6:20
8 p.m., before Laura Evans, Court Reporter and Notary
9 Public in and for the State of New York.
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APPEARANCES:

MORELAND COMMISSION MEMBERS:

Regina Calcaterra, Executive Director

Benjamin Lawsky, Co-Chair

Tony Collins

Peter Dean

Kathleen Rice

Shiri Wolf

P R O C E E D I N G S

BY MR. LAWSKY:

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Good evening everyone. I'm Ben Lawsky, one of the co-chairs of the Moreland Commission. Joining me tonight are two other Commissioners from the Commission: President Tony Collins, Clarkson University, and the outstanding District Attorney of Nassau County, Kathleen Rice, two to my left. And our celebrity guest tonight is our Executive Director, Regina Calcaterra, who is also a great alumna of this great university. And we do want to thank SUNY New Paltz for hosting us tonight in this wonderful space.

I'm just going to say a few opening remarks and then turn it over to my fellow Commissioners to say a few remarks. Our Executive Director will then take us through how the hearing runs, and then I will begin presenting a brief power point that outlines some of the interim recommendations we made to the Governor a

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couple weeks ago, and DA Rice will close that presentation after I open it.

So again, thank you all for attending. It's great to be with you. The work of this Commission that the Governor has formed is incredibly important to New Yorkers all over our state. The human and economic toll of Storm Sandy -- as well as Irene and other recent storms -- the human and economic toll has just been immense, and the devastation so many people have felt has been profound.

And as we survey what went wrong in the preparation for and response to the storms, the role played by utility companies is absolutely crucial and central. One witness at one of our earlier hearings described the role of power and the utility companies as really the glue for all the rest of our systems in responding to a storm. If your electricity goes down for an extended period of time, for example, your

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2 hospitals eventually have problems, and when
3 you have a big storm, you need your
4 hospitals, and when they don't have power,
5 that's an incredible burden on the system.
6 And it just goes on and on from there. The
7 role of utilities is really the glue.

8 What happened after Sandy,
9 especially downstate but also upstate, with
10 respect to the power companies, at least in
11 our initial look, is simply not acceptable.
12 Our mission in grappling with what went
13 wrong is on the one hand quite complex, but
14 on the other hand is fairly simple. The
15 Governor has asked us really three
16 questions: What went wrong, how and why did
17 it go wrong, and how do we fix it. As we
18 answer those questions, we are looking at
19 many different aspects ranging from
20 technology -- was the grid properly
21 structured to investments and were companies
22 properly incentivized to be doing what they
23 were supposed to be doing -- to very mundane

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1 things like have trees been cut near the
2 lines, and often they weren't. And how
3 these utilities responded or failed to
4 respond to the recent storms we believe
5 deserves an investigation that is
6 aggressive, thoughtful, and fair, and it's
7 an investigation we need to carry out in an
8 efficient manner.
9

10 Most of all, it should put New
11 Yorkers first, and that's why we're here
12 tonight. This is our seventh hearing, and
13 we really need to hear from New Yorkers and
14 how they experienced the storms and their
15 views on the matter. It's interesting that
16 often we prepare for these hearings and we
17 know a lot about what happened after the
18 storm -- especially now after we've had
19 seven hearings, and some time has passed and
20 we've even made initial recommendations --
21 but at every hearing we learn something
22 knew.

23 So I want to thank all of you

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for being here tonight. New Yorkers deserve answers to what happened and how we can improve things, and we're going to get those answers.

So with that said, I want to turn it over to President Collins to say a few words.

BY MR. COLLINS:

Thank you. I'd certainly like to thank you all for coming out tonight. It's so important to hear from each and every one of you what your experiences were.

My guess is it's going to be a little bit different. The storms that have impacted you are a little more distant in the past than Superstorm Sandy, and we welcome your input. One of the things I'd say is that I have, as a President of a technical university with over 60 percent of our students involved in engineering, I have in the back of my mind a professional interest, and that is that many of the

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2 utilities, the management teams are full of
3 engineers, and certainly the people on the
4 ground are engineers. And so one of the
5 things that we've heard a lot about is the
6 assessment of what's happened immediately by
7 the storm and immediately after the storm
8 has left, and then the communication of
9 those assessments and letting people know
10 what's going on, what they can reasonably
11 expect in terms of restoration. So from a
12 professional perspective, understanding the
13 role of communication, in particular for
14 engineering students, that's something that
15 I hope to carry back to the profession
16 through various channels as I listen to your
17 comments and understand the role of
18 communication. In my mind, through the six
19 previous hearings, that ability to
20 communicate is something that's important
21 for each and every employee that's involved
22 in these storms. So that's just to give you
23 a little flavor of what I've been listening

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2 for.

3 I certainly want to thank you
4 all for coming out and giving us input,
5 particularly because the storms that have
6 impacted you are a little further in the
7 past, so I appreciate it.

8 BY MR. LAWSKY:

9 Thank you. DA Rice will say a
10 few words, please.

11 BY MS. RICE:

12 I want to thank you all so much
13 for coming out here tonight, I know the
14 weather is not great.

15 Whether you're talking about a
16 hurricane or a super storm or an ice storm,
17 all of those things affect all New Yorkers
18 in different geographic regions to different
19 extents, depending on how the storm hits.
20 What we know is, through all of these storms
21 that we're looking at, back to Irene and the
22 ice storm and Sandy, what we are looking at
23 is the performance of the utilities, whether

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2 it's a public utility or a private utility,
3 not just in the area of storm preparedness,
4 but in their ability to communicate once the
5 storm has hit -- before the storm has hit,
6 once the storm has hit -- their ability to
7 help recover and restore power as quickly as
8 possible and to keep the public informed.

9 What we've been able to
10 determine so far up to this point is that,
11 especially when you look at the performance
12 of a public utility such as LIPA, there were
13 serious failures that we have addressed in
14 our interim report, and now we are traveling
15 across the State to get everyone's -- as
16 many New Yorker's input as possible as to
17 the effects of all of these storms over the
18 past number of years, to see how we can
19 ensure that whether you're talking about a
20 public utility or private utility, that
21 first and foremost, there is accountability
22 to the customer, to you, to every single New
23 Yorker.

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2 And as Chairman Lawsky said,
3 we've learned so much going across the
4 state, really beginning our way upstate
5 after spending time downstate where people
6 were particularly hard hit, we're learning
7 an enormous amount from people -- first
8 responders, elected officials, customers --
9 people all across the State had different
10 input, and it's been very valuable to us.
11 And our hope is that over the next couple
12 months we'll be able to come up with strong
13 recommendations, not just for regulatory
14 agencies but the utilities, so that all New
15 Yorkers can be assured that they're going to
16 get the service that they deserve in the
17 worst of times when Mother Nature strikes us
18 particularly hard.

19 So I want to thank you all for
20 coming out tonight and I look forward to
21 hearing from everyone who is going to offer
22 testimony.

23 BY MR. LAWSKY:

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2 Thank you very much. And I
3 should also just mention that DA Rice is the
4 Chair of our Investigation Subcommittee. We
5 have two subcommittees, one is an
6 Investigation Subcommittee, one is a Policy
7 Subcommittee. DA Rice, appropriately, as a
8 District Attorney, chairs the Investigation
9 Subcommittee.

10 And we do have three other
11 people here tonight who have been crucial to
12 the work that the Commission has done. Two
13 of them are on the stage: Peter Dean to my
14 left at the end, and Shiri Wolf to my right.
15 We also have Jed Painter, who works with DA
16 Rice, and he's been amazing in the
17 investigatory work.

18 With that said, I want to turn
19 it over to our esteemed Executive Director,
20 class of '88 SUNY New Paltz, and have her
21 take us through what we're going to be doing
22 tonight.

23 BY MS. CALCATERRA:

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2 Thank you so much. Actually,
3 it's a thrill for me to be here this evening
4 because when I was trying to do the math
5 this morning, I was frightened by the fact
6 that I graduated from here 25 years ago.
7 And some of my professors are in the
8 audience, and some of them I visited with
9 today just to let them know they were able
10 to cultivate a very young, impressionable
11 mind and actually put me on the path of
12 public service at the age of 19. You know,
13 if you do the math and I graduated in '88,
14 25 years ago, you can figure out how old I
15 am now. But I just want to commend the work
16 that they've done and their commitment to
17 the students, because obviously, we've got a
18 lot of political science students here this
19 evening, so I'm thrilled to see you.

20 I just want to recognize two of
21 my professors that are in the audience,
22 Professor Benjamin and Professor Kassup, and
23 I also stopped by and saw Professor

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2 Brownstein as well, which all of you have
3 had a significant role in putting me up here
4 today as Executive Director of the Moreland
5 Commission 25 years later. Thank you for
6 that.

7 What I wanted to do was explain
8 a little bit about why we're actually having
9 this Moreland Commission here before we
10 begin. When Governor Cuomo put forth an
11 executive order in mid November, he
12 specifically tasked the Moreland Commission
13 with a variety of different factors. The
14 Moreland Commission is very unique. It's
15 something that has been around for, as
16 Professor Benjamin mentioned earlier, about
17 a hundred years. It's not created very
18 often, and it actually gives a team of
19 people subpoena power, which is not
20 something you have often in the Governor's
21 office.

22 So after Sandy and the impact
23 that the utilities had on Long Island and

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2 other places, the Governor realized that
3 there were some challenges in trying to get
4 the utilities to do certain things, because
5 there may not be enough strength in the
6 State regulatory environment to prompt
7 utilities to do what needed to be done in
8 such crisis. So we decided to put forth an
9 Executive Order creating the Moreland
10 Commission, and the focus of the Moreland
11 Commission is really threefold.

12 First, it was for us to really
13 investigate LIPA and the role that it played
14 in Sandy, and investigate what potential
15 options that we think that LIPA should be --
16 should it continue to stay as it is, should
17 it change -- and come up with a
18 recommendation, which is what we did.

19 He also wanted to take a look at
20 the State agencies and determine whether or
21 not there are agencies that need to be
22 strengthened, and if there's redundancy
23 between those agencies. And by agencies, I

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2 mean the energy agencies, because there's a
3 variety of different energy agencies in the
4 state. So we wanted to see if we could come
5 up with recommendations to either strengthen
6 them or address redundancies.

7 The third thing that he wanted
8 us to look at is to investigate all the
9 utilities and their response in the recent
10 storms. So this Moreland Commission isn't
11 just Sandy based, he wanted us -- and it's
12 stated in the Executive Order -- to actually
13 take a look at all the privately-held
14 utilities in the State and LIPA and see what
15 their emergency response plans were and what
16 their storm responses were in all the recent
17 storms, including Irene, Lee, and the
18 December, 2008 ice storm.

19 So we, as I initially said, we
20 gave a recommendation online, and that was
21 provided to the Governor on January 7th, and
22 he took that and put it in the State of the
23 State. We also took a look at the PSC,

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2 which we're about to talk about, the Public
3 Service Commission, and gave recommendations
4 to the Governor early on, which he put into
5 his State of the State and then implemented
6 and put in his budget.

7 And now what we need to do is
8 further look at some of the State energy
9 agencies and see if there are redundancies.
10 So one of the areas that we're looking to
11 get testimony from -- whether we can do it
12 this evening or you can share with us
13 testimony in the future by going to our
14 website, which is Moreland.ny.gov -- is if
15 you see that there are any essential
16 redundancies on the services that are
17 provided between PSC and NYSERDA, which are
18 two State agencies, and if you see that
19 there are redundancies or inefficiencies or
20 anything else that you would recommend that
21 should be streamlined, we really would like
22 those recommendations, because now is the
23 opportunity to make them.

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2 And on the last piece, we are
3 investigating all the other utilities. So
4 initially we made recommendations on LIPA,
5 we did a very deep and thorough
6 investigation on that, but now we're taking
7 our time and going around the State and
8 holding hearings in various different
9 regions and seeking input on what the other
10 utilities' response was to the prior storm.
11 So that's why we're here this evening.

12 We're looking forward to you
13 giving testimony, but focused on two areas:
14 either the PSC/NYSERDA area, or if you could
15 share with us what experiences you have had
16 with utilities on the storm response. And
17 it can be positive or negative, because what
18 we need to do is also learn best practices.
19 If a utility did something well, then maybe
20 the other utilities should also be doing
21 that. So this is the opportunity for us to
22 gather this information. So we're gathering
23 this information for us to consider by way

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2 of interviews that we're doing and meeting
3 with a series of stakeholders, but also the
4 public hearings. So the role that you're
5 playing is integral to what the outcome is
6 going to be when we put forward the report.

7 So we look forward to you coming
8 up this evening and giving testimony. We
9 normally have a three-minute rule, but since
10 we don't seem to have a lot of people
11 testifying tonight, we'll be very flexible.
12 So we look forward to your substantive
13 testimony.

14 Now I'm going to turn it over to
15 Chairman Lawsky and DA Rice for them to talk
16 about the work that we've done so far, and
17 then we'll open it up to public comments, so
18 thank you.

19 BY MR. LAWSKY:

20 Okay, thank you Executive
21 Director. So Moreland Commission, in
22 starting out, we've been looking at the
23 impact the storm had, Sandy and others, on

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1 electric service. This is statewide.

2
3 Hurricane Sandy had 2.1 million
4 customers lose power, with a restoration
5 period of up to 20 days; Tropical Storm Lee,
6 you had 68,000 outages with a restoration of
7 up to 10 days; Irene, 1.1 million outages
8 with a restoration period of up to nine
9 days; and the ice storm of December of '08,
10 330,000 outages with a restoration of up to
11 eight days.

12 I should also say, since tonight
13 this hearing involves in particular
14 Dutchess, Ulster, Orange, and Sullivan
15 Counties, that after Storm Sandy, we had
16 35,000 outages in Dutchess, that's
17 25 percent of the customers; in Ulster,
18 there were almost 35,000 outages, about
19 36 percent of the customers; Orange County
20 had 81,000 outages, about 54 percent of the
21 customers; Sullivan County had 34,000, about
22 63 percent.

23 Irene had similar numbers.

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2 Actually, they were particularly higher in
3 Ulster, where after Irene there were 63,000
4 outages, 66 percent of customers; whereas in
5 Dutchess, it was about 20,000; in Orange,
6 34,000; and in Sullivan County, 18,000. So
7 those are the more particular numbers for
8 the counties we're talking about tonight.

9 The Moreland Commission on
10 Utility Storm Preparation and Response,
11 that's us, was created pursuant to the
12 Moreland Act, as Ms. Calcaterra mentioned.
13 Our mandate is twofold. First, to study,
14 exam, investigate, and review in three
15 areas: emergency preparedness and the
16 response of the utilities; two, the adequacy
17 of the existing regulatory framework; and
18 three, the adequacy of existing oversight
19 and enforcement. Our second mandate is to
20 make recommendations to the Governor and
21 legislature for reform.

22 This is a summary of our
23 investigation to date. We've sent subpoenas

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2 to seven utilities and 40 letter requests
3 seeking documents and information. We've
4 received and reviewed tens of thousands of
5 pages of documents, we've conducted over 30
6 witness interviews, held seven public
7 hearings, and our work is obviously
8 continuing and will include future hearings.
9 I know we have at least another one coming
10 up in another couple weeks in the north
11 country.

12 The basic problem we've been
13 looking at and the root of, we believe, many
14 of the problems -- and this is really what
15 Governor Cuomo has outlined a number of
16 times -- is that utility companies are what
17 economists call natural monopolies. And the
18 basic problem is the six utilities operating
19 in New York, as well as LIPA, operate as
20 natural monopolies in their own exclusive
21 service areas with no risk of losing all or
22 part of the territory they have because of
23 fairly toothless government oversight.

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2 We made initial findings and
3 recommendations to the Governor right around
4 the New Year, before his State of the State,
5 and we've presented findings and
6 recommendations in the main three areas we
7 were asked to look at: One is how they
8 strengthen our oversight of utilities;
9 second, are there ways to find efficiencies
10 that help the energy programs and the
11 agencies of the State focus more on their
12 core mission by unifying State energy
13 programs and policy; and third, of less
14 concern tonight maybe, but on restructuring
15 LIPA, which serves Long Island and the
16 Rockaways.

17 At this point, we're getting
18 into the Public Service Commission
19 recommendations, and I want to turn it over
20 to DA Rice who has led, again, our
21 investigation.

22 BY MS. RICE:

23 Thank you. So one of the

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2 mandates that we have is to look at the
3 regulatory agencies and see if they are
4 effective in policing the private utilities
5 that serve so many New Yorkers. So what we
6 have found is that the Public Service
7 Commission, which oversees all private
8 utilities throughout the state, lacks power
9 and oversight. They are charged as a
10 commission with overseeing New York utility
11 companies, but what our investigation has
12 found is that they lack the kind of
13 oversight they need to ensure high
14 performance and full accountability. They
15 have limited performance of required utility
16 operational and management audits, scaled
17 back reviews of rate requests and service
18 delivery. There is a weak penalty authority
19 in failing to deter poor utility service.
20 And as we found looking into LIPA, one of
21 the major problems is that the PSC does not
22 regulate LIPA rates and services because
23 they're not a private utility.

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2 One of our recommendations
3 was -- the issue was authorizing PSC to
4 impose administrative penalties for
5 violations of its orders. Right now, at the
6 present time, the maximum PSC fine is only
7 \$100,000 a day for all violations. Now that
8 might sound -- it sounds like a hell of a
9 lot of money to me as a regular citizen, but
10 when you're talking about private utilities
11 that make an awful lot of money, this is not
12 a lot of money to impose as a fine.

13 There's another requirement that
14 the utilities must be found to have
15 committed a knowing violation, which may be
16 difficult to demonstrate, and also further
17 hamstrings the power of the PSC to regulate
18 these private utilities. So the Commission
19 recommended and Governor Cuomo proposed in
20 his State of the State and included in his
21 proposed executive budget to first increase
22 in penalties to ensure adequate deterrents.
23 For example, we suggest a base penalty

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1 amount on .02 percent of gross revenue,
2 which would equate to about \$2 million per
3 day for Con Ed and about \$750,000 a day for
4 National Grid. Now those are real dollars
5 and that money adds up. Lower the burden of
6 proof to reasonable business standard as
7 opposed to having to prove a knowing
8 violation, grant the PSC explicit power to
9 review fitness of utilities, and give the
10 State explicit authority to revoke the
11 operating certificates which allow the
12 private utilities to function throughout the
13 state. We also need to strengthen State
14 oversight of utilities, strengthen the PSC
15 oversight and restore regular auditing of
16 utilities management operations and rate
17 increase requests. In its present form, the
18 PSC has made only minimal use of its
19 authority to conduct operational and
20 management audits, and that's for a whole
21 host of reasons, so our Commission
22 recommended, and the Governor, again,
23

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2 mentioned it in his State of the State and
3 included it in his executive budget this
4 year, to restore the management operational
5 audit unit of the PSC to require management
6 and operational audits on a five-year cycle,
7 require the PSC to mandate implementation of
8 reasonable audit recommendations, and create
9 a dedicated enforcement union to help ensure
10 utility compliance with laws, regulations,
11 and orders, and which can be enforced
12 through those increased penalties we just
13 spoke about.

14 Number three, hire more trained
15 staff at the Department of Public Service
16 after years of reductions. We authorized
17 the DPS to fill up to 524 full-time
18 employees in their 2012/2013 budget
19 authorization. An additional 16 employees,
20 taking it from 508 to 524, could be deployed
21 as follows, and this is the recommendation:
22 Eight engineers in the Emergency Management
23 Unit, which is responsible for the review

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2 and compliance with utility emergency
3 response plans; six auditors and engineers
4 in a new management operational audit unit;
5 and two attorneys in the Compliance Unit
6 which is responsible for reviewing utility
7 compliance with the laws, regulations, and
8 orders. Again, the Governor proposed at his
9 State of the State and included in his
10 executive budget that DPS will recruit and
11 hire up to 524 full-time employee allotment
12 to assist in implementation and enforcement
13 of new mandates. This can't be
14 underestimated. The bigger your staff is,
15 the more effective you're going to be, and
16 the utilities are going to understand that
17 you see that as an important function of the
18 regulatory agency.

19 Number four, unified management
20 structure of DPS and NYSERDA. Right now,
21 DPS and NYSERDA run competing and
22 overlapping green energy programs, leading
23 to confusion, duplication, and waste, and

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2 this is what Regina referred to before in
3 terms of duplication of efforts. NYSERDA
4 and DPS draft separate disaster response
5 plans, for instance, with very little
6 coordination. So the Commission's
7 recommendation was to unify management and
8 the policy-making progress of DPS and
9 NYSERDA so you don't have this duplication
10 of efforts and everyone is working on the
11 same team.

12 So our work is continuing.
13 We're going to continue to look at LIPA and
14 other utilities operating in New York. As
15 Chairman Lawsky and Executive Director
16 Calcaterra have said, there are going to be
17 more public hearings in storm areas across
18 the entire state. We are going to issue a
19 final report with additional recommendations
20 in the coming months, and we're going to
21 continue to examine the overlap of services
22 between NYSERDA and the PSC.

23 BY MR. LAWSKY:

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2 Thank you very much, District
3 Attorney. I did want to acknowledge,
4 because he's hidden from me, President
5 Christian is here. I wanted to thank him
6 for being here as well as hosting us
7 tonight.

8 With that said, I'll turn it
9 over to our Executive Director to begin the
10 public portion of our hearing tonight.
11 Enough of us talking to you, we want to hear
12 from all of you. So again, thank you for
13 being here, we'll be pulling the names up
14 now.

15 BY MS. CALCATERRA:

16 Thank you. The first speaker
17 tonight is going to be Art Snyder from the
18 Ulster County Office of Emergency
19 Management. When you sit down, it's very
20 important that you identify your affiliation
21 for the record. Thank you so very much.

22 BY MR. SNYDER:

23 Members of the Commission,

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2 welcome to Ulster County. My name is Art
3 Snyder, I'm the Director of the Ulster
4 County Emergency Management Office, and I
5 did have the pleasure earlier today to meet
6 with several members of the Commission. I
7 provided them with extensive comment and
8 some written documentation. I certainly
9 appreciate that opportunity.

10 Tonight, first and foremost, on
11 behalf of County Executive Michael Hein, he
12 just wanted to make certain that it was
13 relayed to the Commission that he certainly
14 and sincerely appreciates the efforts of
15 Governor Cuomo, both during the Irene and
16 Lee disasters that greatly affected our
17 county, and more recently during Sandy. He
18 sent his Commissioners down here during
19 Sandy, Commissioner Martens of DEC was down
20 here. The County Executive certainly
21 appreciates that and appreciates the fact
22 that the Moreland Commission made a stop
23 here in Ulster. So on behalf of the County

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Executive, thank you very much.

Just to reiterate some of the highlights we discussed earlier today, overall, I'd like to commend both Central Hudson and New York State Electric and Gas for their response to the recent incidents we've had here in our county. During Sandy, Central Hudson implemented a previously agreed upon staffing plan to assist in the processing of electrical outages. Central Hudson has conducted exercises in our facility over the course of the year, they ensured internet connectivity, cellular coverage and so on, they've met staff, and that has reaped great benefits as we move into these disasters. I can't overemphasize the importance of developing those relationships. Over the course of the years, we have developed extensive long-term relationships with both these utilities.

Central Hudson staffed the desk for Ulster County for as long as the county

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2 required, and we asked them to provide that
3 service. And they were instrumental in
4 helping prioritize calls that were received
5 through our 911 center -- priority calls
6 such as wires on vehicles, critical
7 infrastructure issues -- the Central Hudson
8 presence was key there.

9 The communication between the
10 utility and the Ulster County Emergency
11 Management Office was excellent. We
12 participated in daily conference calls that
13 included both elected officials and my peers
14 throughout the state, and I know my
15 counterpart from Orange County is here this
16 evening, who participated in those calls.

17 There would be some value to
18 separating the municipal officials from the
19 OEMs, however, I don't want to risk pulling
20 the utility executives away from the primary
21 task at hand, which is restoring service to
22 their customers, in order to make another
23 set of calls. So while there is value in

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2 this, I would rather they concentrate their
3 efforts on power restoration.

4 The implementation of the online
5 outage map that both NYSEG and Central
6 Hudson have is a phenomenal resource, which
7 was, up until a couple years ago, not
8 available. As I demonstrated today, the
9 mobile app that Central Hudson has, all of
10 the information regarding utility outages in
11 your area and restoration time frames are
12 all immediately available to the consumer at
13 their fingertips. I find this extremely
14 advantageous as an emergency manager, and I
15 think the elected officials and every
16 customer that is wondering where their power
17 is will benefit from that service.

18 Utilities, highway departments,
19 fire service, all worked very well together.
20 They did it in a coordinated manner. I
21 think if additional resources become
22 available, we could fine tune that somewhat
23 just to identify what wires are live and

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2 which ones are dead, thereby improving our
3 response and opening roadways that much
4 quicker.

5 While it's a town's requirement
6 for Central Hudson, NYSEG, and all
7 utilities, I would strongly recommend that
8 the Commission take a look at removing the
9 requirement for the utility to provide dry
10 ice and bottled water to their customers.
11 At our 911 center, my office, we spend many
12 hours fielding calls because of the anxiety,
13 the questions, the logistical issues
14 involved with dry ice and bottled water
15 distribution. I think those services can be
16 provided by another agency and allow the
17 utilities to focus on the primary task:
18 power restoration.

19 During our conversation today,
20 we discussed a concept of a pool of utility
21 resources, and I think that's a wonderful
22 idea that certainly deserves exploration.
23 As a coastal storm comes up the coast, all

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2 of the counties in New York, and New York
3 State as a whole, are in line behind the
4 other states that have already been affected
5 by one of these coastal storms, and the same
6 resources that we hope to receive, mutual
7 aid resources, are all in great demand. And
8 I think if we weren't in such a competition,
9 if an organized accounting of the available
10 resources and a systemic way to provide
11 those resources and allocate them to the
12 most-needed areas was implemented, I think
13 that would be a tremendous benefit. I
14 realize that this has to be done in a way
15 that minimizes risk for the utilities, but
16 also maximizes the resources that we have
17 available to improve our restoration.

18 The benefits of aggressive tree
19 trimming cannot be overemphasized. We
20 learned those lessons both during Hurricane
21 Dennis and especially Hurricane Floyd. And
22 as the utilities reap tremendous benefits
23 from that aggressive tree trimming approach,

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2 I give the PSC credit for allowing that to
3 continue and move forward. I think the
4 communications which have been put forth by
5 the utilities and local emergency management
6 offices have been coordinated to a great
7 extent so that we do provide the public with
8 a consistent message, but I credit both the
9 utilities in this area for ensuring that we
10 do provide all of our customers with that
11 consistent message.

12 In conclusion, I believe that
13 Central Hudson did a very commendable job
14 during Superstorm Sandy. After working
15 closely with the utility for a number of
16 years, I'm comfortable Central Hudson has
17 the appropriate plans in place, implements
18 those plans at the appropriate time, and it
19 does the best job humanly possible to
20 restore service in a timely fashion. I
21 emphasize that because anyone without
22 electric service wants our power back
23 immediately. These are ordinary men and

P R O C E E D I N G S

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2 women doing extraordinary tasks in very
3 terrible conditions, and I commend them for
4 what they have done and what they do.

5 In summation, I believe that
6 Central Hudson does a fine job in meeting
7 the expectations of the people of Ulster
8 County. Thank you very much.

9 BY MS. CALCATERRA:

10 Thank you. If you could just
11 hold on there while we see if there are
12 questions.

13 BY MR. LAWSKY:

14 Thank you very much for your
15 testimony. I was interested in hearing your
16 description of the calls that took place
17 post-storm or during the storm with your
18 group, the utilities, and the
19 municipalities. We've typically, in the
20 hearings, we've been hearing a lot of
21 negative reactions, especially from
22 municipal leaders, that those calls don't
23 contain a lot of substance, and I was

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2 surprised to hear you say you found them
3 useful. Can you expand on that?

4 BY MR. SNYDER:

5 Certainly. I think, first of
6 all, both the utilities that serve Ulster
7 County conduct their calls in a time frame
8 that allows for elected officials and the
9 emergency managers to participate in both
10 calls so they don't overlap. When a problem
11 arises, they're quick to resolve that issue.

12 With regard to the quality and
13 content of the calls, I think both utilities
14 try to give a recap in the early stages of
15 the call, they provide the information
16 that's available, restoration estimates,
17 mutual aid companies that are coming in to
18 assist them, dry ice and bottled water
19 information. They provide that on the front
20 end. At that point, the local municipal
21 officials or emergency managers are allowed
22 to ask questions. And the utilities in both
23 cases are very patient, go through all the

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2 questions, in all candor and honesty, most
3 of which can be answered by looking at the
4 online restoration information. And for
5 those that are in a position where they
6 don't have electric or cable service where
7 they are, the mobile app is so handy that
8 Central Hudson provides. It allows the
9 elected officials to see the areas of their
10 community that are without power and what
11 the estimates are for restoration. So I
12 think while calls may at times be rather
13 lengthy, it's drilling down into detail that
14 probably would be best handled offline by
15 the rest of the group.

16 BY MR. LAWSKY:

17 Thank you. And with regard to
18 the online outage map -- you may not be the
19 right person to be asking this question
20 to -- I'm interested in hearing more about
21 how it works and how they generate the
22 information that goes into the online map,
23 because when we were studying LIPA, for

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2 example, they don't have anything like that.
3 And in fact, they were sending people out to
4 the substations who would then run back to
5 headquarters and pencil in a map from their
6 best guess from the substation, what was on,
7 what was off, and there was really no
8 clarity for homeowners. So I wondered if
9 you knew anything about it, because it
10 sounds like a nice model.

11 BY THE WITNESS:

12 It is a nice model and I would
13 encourage other utilities to follow it. I
14 certainly can't speak for how all of the
15 information is developed. I know that there
16 is a certain degree of field work that has
17 to be conducted to find out what the outages
18 are. However, I know as the call service
19 receives these calls, they're put into a
20 database and mapped, both on a regular basis
21 for a routine storm and for a large event.
22 As a user, we can go into that system, we
23 can input data about our own outage, we can

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2 get through not only with our account
3 number, which no one knows, but our
4 telephone number, we can obtain restoration
5 information specific to our outage. And as
6 an emergency management professional, I can
7 look at an entire community and see what
8 percentage of the community is without power
9 and what the numbers are. That allows me to
10 make decisions with respect to where do I
11 need to establish shelters and other
12 services for those people.

13 BY MR. LAWSKY:

14 Thank you.

15 BY MR. COLLINS:

16 Actually, your words are
17 refreshing. My fellow engineers have been
18 taking it on the chin a little further south
19 of here. It's interesting because your
20 description is somewhat in contrast to what
21 we've heard from the organization, as I
22 said, further south.

23 Just a couple questions. The

P R O C E E D I N G S

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2 extent to which you practice with the
3 utilities as a municipality and get
4 everybody working together, do you practice
5 emergency response?

6 BY MR. SNYDER:

7 We have routine communication
8 with them. The drills that are conducted,
9 in the case of Central Hudson we have more
10 drills involving their dam preparedness and
11 the high hazard dams that they're in charge
12 of. We do that on an annual basis with
13 them. However, they do on a routine basis
14 send their personnel to our office to get
15 the lay of the land, to know what is
16 available for them when they're assigned to
17 our office. And just that open face-to-face
18 dialogue is very important. We're much
19 smaller than many municipalities that you've
20 already heard from, so the people that we
21 meet, we do know, we do know them and we
22 recognize those faces.

23 BY MR. COLLINS:

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2 One of the other problem points
3 were public crews coming in from other
4 areas, and they would not be familiar with
5 the standards of the grid system, so they
6 would have to be trained, in essence, before
7 they could be put to good use. Did you see
8 problems with other crews coming in from
9 other areas?

10 BY MR. SNYDER:

11 The feedback I received from the
12 emergency services people were that the
13 people that came in were well-trained. Is
14 there a learning curve in the geography?
15 Certainly. Our county is the size of the
16 State of Rhode Island, so for them to get
17 from one area of our county to another is a
18 bit of a task, however, they did a
19 commendable job, very favorable.

20 BY MR. COLLINS:

21 Other issues were that we heard
22 there were problems that, before homes could
23 be repowered, they had to be reinspected and

P R O C E E D I N G S

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2 authorized, and there were not enough
3 electrical inspectors to go back in and say,
4 yes, it's safe to turn the power on. Do you
5 have that requirement in your municipality?

6 BY MR. SNYDER:

7 It depends what type of damage
8 was sustained by the structure. If it's a
9 simple power outage and the entire community
10 is being reenergized, that's a much simpler
11 task. When the utility is asked to put
12 power on homes that have been flooded, then
13 yes, an inspection is required by a member
14 of the Board of Underwriters to come in and
15 work with the local building inspector.

16 BY MR. COLLINS:

17 You have access to those people
18 for that process?

19 BY MR. SNYDER:

20 Supply and demand again kicks
21 in. Through the State Emergency Management
22 Office, we were able to call in additional
23 resources from outside of our area and share

P R O C E E D I N G S

1
2 them, in the case of Sandy, with
3 municipalities that needed some assistance.

4 BY MR. COLLINS:

5 And finally, there were often
6 problems on the side of the road because
7 people would be -- their energy would be
8 restored, and then out of the blue, in
9 essence, they would have to be shut down to
10 bring other areas back on. And those
11 shutdowns were unannounced and often for
12 extended periods, and you can imagine the
13 frustration. Did you see examples of that?

14 BY MR. SNYDER:

15 As I said, we're all frustrated
16 when we lose our electric. However, all of
17 us have an obligation to try to educate the
18 public that the utilities always try to
19 tackle these problems in a very methodical
20 manner. They bring their substations back
21 on line, transmission lines, then their
22 primaries, and finally the service to
23 individual homes. It may seem disconcerting

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2 to a member of the public to see a utility
3 truck drive by and not handle the problem
4 right there in their neighborhood, but over
5 the years -- and I've been in this position
6 for over three decades -- I have seen that
7 very methodical pragmatic way of
8 reconnecting power does bring the most bang
9 for the buck. They do bring on the greatest
10 number of customers by being able to take
11 care of the generation component first, and
12 then bring it down to the local level. So
13 that's an issue, I think we all have to get
14 that message out, that it may not be what we
15 would like to see, however, it is a proven
16 method of getting the most people back on as
17 quickly as possible.

18 BY MR. COLLINS:

19 Thank you very much.

20 BY MS. CALCATERRA:

21 Any other questions?

22 Mr. Snyder, thank you very much. We enjoyed
23 meeting with you this morning. It was a

P R O C E E D I N G S

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2 very thorough interview. And part of what
3 we need to do is examine the core mission of
4 the PSC, as we had mentioned earlier, that
5 we realize the PSC has drifted from their
6 core mission as far as being a regulatory
7 entity. And you brought up a small but
8 relevant piece to us today that you
9 mentioned this evening and that we'll look
10 at, and we'll probably look at it and more
11 global issues, that utilities have tariffs,
12 that they basically have responsibilities
13 that they're charged with, and the utilities
14 are charged with providing dry ice and
15 bottled water to those in need during
16 outages, and that takes of lot of energy
17 away from the utilities, from providing the
18 services they need to do, because they need
19 to publicize where these events are and they
20 need to get the material there and make sure
21 everything goes smoothly and all the
22 residents get it. So if there's possibly
23 another entity that should be doing that so

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2 that the utilities can focus on the core
3 mission of reenergizing, that also opens up
4 another door for us to start looking at what
5 are the other things that the utilities are
6 charged with that remove them from their
7 core mission when they should really be
8 focusing on reenergizing at that point.

9 So we thank you for raising that
10 with us and sharing with us Central Hudson's
11 app, which I just happened to share with the
12 DA and the Chairman right now, where
13 customers can actually go on and download
14 the app right now and get an ETR on the
15 amount of outages as well, which is another
16 helpful thing. It's small, but we would
17 certainly encourage other utilities to do
18 this as well. So we learned from meeting
19 you today and also your testimony. We thank
20 you very much for your time, it's much
21 appreciated.

22 Our next speaker is Ron Hicks.

23 BY MR. HICKS:

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2 Thank you, Chairperson,
3 Commissioners, Executive Director. My name
4 is Ron Hicks and I'm the Deputy Commissioner
5 of Strategic Planning and Economic
6 Development for Dutchess County. I'm
7 actually here just to read a prepared
8 statement. I'm not prepared to answer any
9 questions, I'll try if you have any, but I
10 was sent here by my Executive in the Offices
11 of Management Services. Dutchess County and
12 Ulster County are very similar, so I'm
13 actually going to remove a couple of the
14 paragraphs that were mentioned here in the
15 interest of time.

16 Central Hudson Gas & Electric
17 Corporation, which is headquartered in
18 Dutchess County, has the majority of its
19 customer base in Dutchess County. Since its
20 inception, Central Hudson has had a strong
21 commitment to the community and services and
22 is a model of public citizenship. Central
23 Hudson's commitment is evident in the

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1
2 excellent relationship with Dutchess County
3 government, where both have worked closely
4 together in the public interest, which
5 includes storm preparedness and response.

6 Hurricane Sandy was the fourth
7 major storm to impact the region in three
8 years. After each event, Dutchess County
9 government and Central Hudson performed
10 self-assessments as a best practice measure.

11 In 2010, senior management from
12 Dutchess County and Central Hudson met to
13 review the response to the February
14 snowstorms that created widespread power
15 outages and to identify ways to strengthen
16 communication, collaboration, and response
17 during future emergencies. In fact, it was
18 a number of inefficiencies that were
19 identified in the 2008 storm that led to
20 much better service in 2010. The
21 communication, collaboration, and response
22 continues to improve after each event, and
23 Central Hudson staff occupies space in

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2 Dutchess County's Emergency Operations
3 Center during these events.

4 Days before Hurricane Sandy
5 became a concern to the general public,
6 Central Hudson staff at the highest level
7 briefed County staff on preparations. In
8 fact, Central Hudson Chairman and CEO, Steve
9 Lant, spoke with me personally to make sure
10 that the County Executive was comfortable
11 with the level of contact that he received
12 from his staff.

13 We remain very pleased with
14 Central Hudson's response to Hurricane Sandy
15 and strongly believe that Central Hudson's
16 commitment to the community, their
17 year-round efforts to minimize outages,
18 including programs like tree trimming and
19 storm preparedness, resulted in minimal
20 impact on the public. Regardless of the
21 size of the storm or the number of outages,
22 preparation and communication proved to be
23 keys to their success.

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2 Separate and apart from our
3 comments on Central Hudson, as a response to
4 Hurricane Sandy, we wish to thank Governor
5 Cuomo -- and I know it's not part of this --
6 but also the MTA and Metro North, which is
7 very important to our region up here, for
8 maintaining constant communication during
9 the storm.

10 Hurricane Sandy was the first
11 storm where any governor had actually
12 assigned a cabinet member, in this case, Joe
13 Martens, to this region to coordinate
14 response. And even one of the Governor's
15 staff persons, Aimee Vargas, made regular
16 calls to the County Executives to update
17 them on the storm and to ask if they needed
18 any assistance. That often came in text
19 messages, and sometimes direct calls or
20 e-mails. And they were willing to
21 coordinate that assistance on behalf of the
22 State or Federal government. So we want to
23 thank them and thank you for the opportunity

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2 to give this feedback.

3 BY MS. CALCATERRA:

4 Thank you very much. Thank you
5 for also commending Aimee Vargas, who is an
6 integral part of our team as well. So we do
7 appreciate all the assistance that she
8 provided you because we now get to benefit
9 from that.

10 Next up, we have Philip Jamison.

11 BY MR. JAMISON:

12 Good evening. My name is Phil
13 Jamison. I was the Town of Crawford
14 Planning Board Chair for 15 years, I'm a
15 former President of the Orange County
16 Planning Federation, and I currently
17 represent the Town of Crawford on the
18 Shawangunk Scenic Byway. I have no
19 affiliation tonight, just Joe Citizen here
20 to offer my thoughts in under three minutes.
21 I'd like to thank you for the opportunity to
22 express my concerns.

23 First of all, I'd like to

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1
2 applaud Governor Cuomo's promise to hold
3 utilities accountable for the disruption of
4 the service, for the delays in restoring
5 power.

6 I suggest part of the Moreland
7 Commission's investigation look at the
8 antiquated delivery system we rely on. As
9 new roads are built, planning boards
10 routinely demand utilities be buried. When
11 are we going to bury the existing utilities?
12 Our economy depends increasingly more on
13 electronic communications and technology.
14 It is simply unacceptable to disrupt local
15 businesses, life support systems, schools,
16 households, and even our elections because
17 we still rely on a 19th century delivery
18 system. In order to keep their franchises,
19 utilities should be required to produce a
20 timetable for the eventual burial of all
21 power lines. Instead of spending billions
22 of dollars after every storm, let's start
23 planning a more reliable delivery system.

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2 Now place a grant to the utilities in order
3 to reduce the duplication of infrastructure
4 and keep cost low. In return, we expect a
5 reliable service. We can't fault anyone for
6 not predicting the magnitude of Superstorm
7 Sandy. I think utility workers did a great
8 job as quickly as possible under the
9 circumstances. That said, every year we
10 experience smaller storms, be it wind, ice,
11 or snow, and the inevitable power outages.
12 Aboveground utilities are unsightly,
13 unnecessary, and undependable. Isn't it
14 time we moved to a 21st century delivery
15 system?

16 BY MS. CALCATERRA:

17 Where do you reside?

18 BY MR. JAMISON:

19 Town of Crawford, Pine Bush,
20 Orange County.

21 BY MS. CALCATERRA:

22 Great. Thank you so much. Next
23 up, Assembly Member Katz.

P R O C E E D I N G S

BY MR. KATZ:

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Good evening everybody. Thank you for being here. I, too, am going to give a story of my district, which is Northern Westchester and most of Putnam County, and it's essentially a positive one.

One thing we found, a switch in terms of efficiencies, part of my district is Con Ed, parts of Westchester, the rest is NYSEG. And after Irene, it was Con Ed who were the heros and got everything up really quickly, NYSEG were the villains. And I guess what we found was after Sandy, where New York City was hit, that we became very, very, tertiary in terms of their priorities.

BY MR. LAWSKY:

You mean Con Ed?

BY MR. KATZ:

Yes. NYSEG, on the other hand, was very responsive. After Irene, I held -- as a matter of fact, it was a month before Sandy -- I held a conference with state,

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2 local, and county legislature and NYSEG in
3 Putnam, just hypothetically, to get us ready
4 for the next one. And they seemed to have
5 taken our recommendations pretty seriously.
6 The re-poling after Sandy was done four
7 times faster and more efficiently than after
8 Irene, which was very positive as far as we
9 were concerned.

10 So one thing, you know, lessons
11 learned in this was that we have an awful
12 lot of resource in our counties and in our
13 municipalities that are there and ready to
14 help. And we'll probably need some level of
15 training, minimal training, for the
16 different assignments they can be tasked
17 with -- of course within OSHA
18 restrictions -- such as the local highway
19 and DPW assets, local businesses,
20 construction, electricians, heavy machinery,
21 trucking, warehousing, they are all -- we
22 found they're all ready to help. And all we
23 need to do is isolate the tasks that we need

P R O C E E D I N G S

1
2 help with and then come up with some level
3 of training that we can give to them in
4 preparation for the next one. And the next
5 one is going to come, right?

6 Of course, we've all discussed
7 the need for educating the public in what to
8 expect from us during the storm and what to
9 expect from the utilities. And I think the
10 more that we have education, the better off
11 we'll all be, the less problematic this will
12 be in the aftermaths.

13 We found that one of the most
14 important things, and interesting enough,
15 right after the storm, was for us in Putnam,
16 the use of the Paladin Center, which is a
17 training center for first responders and has
18 other -- does other tasks at this point.
19 They were asked by County Executive
20 MaryEllen Odell to act as a staging area for
21 the National Guard. They acted as a staging
22 area for the distribution of ice, of the dry
23 ice. They ended up distributing over

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2 600,000 pounds of it and 300,000 bottles of
3 water, and they kept medicine for some of
4 the senior citizen centers in the area.
5 They represented the best of the
6 public-private partnership that we're all
7 looking for.

8 BY MR. LAWSKY:

9 We had nice testimony, I
10 believe, in Westchester last week from a
11 member, maybe even a leader of the Paladin.

12 BY MR. KATZ:

13 They were tasked to do a job and
14 they did it with panache and efficiency. It
15 was wonderful to see.

16 I saw in Westchester the degree
17 of inefficiency that we had, even in my two
18 towns. So it was very good to see the level
19 of -- number one, Putnam has a
20 state-of-the-art Emergency Operations Center
21 and terrific coordination and cooperation of
22 its entire legislature, from County
23 Executive Odell, and Deputy County Executive

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P R O C E E D I N G S

Bruce Walker, who has 22 years of working with Con Ed, so he's a unique asset for us in terms of utility-legislative government interface.

So I think the biggest lesson that we are coming up with, some of them are, number one, training that I heard from my colleague in Ulster, interoperability training between government and utility and the private sector that are going to be integral to this. Like the Home Depots that have the generators and what have you, in being both as efficient as we possibly can under these dire circumstances and being as efficient as we possibly can in reporting to our constituents, and give them the most accurate, up-to-date assessments that the utilities can possibly give.

Now, we had a list that we gave to them, and after Irene we had the same set of post-mortem, and the mistake that we made was that there was no follow-up. So what we

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2 have now done with NYSEG is that every
3 quarter, we're going to have a follow-up
4 meeting with the NYSEG executives, and we
5 gave them our honey-do list, and we're going
6 to go over and have a progress report on a
7 quarterly basis to see where they're at with
8 what we have agreed to.

9 Thank you very much for your
10 time.

11 BY MR. COLLINS:

12 Just a couple questions. In
13 general, you have a very positive picture
14 about the response. Is that measured
15 against restoration of the system and does
16 it include communication?

17 BY MR. KATZ:

18 I think it's a combination of
19 the people -- NYSEG did as much -- one of
20 the problems, and I think that everybody's
21 recognizing this, is first of all, I was led
22 to believe that there are mutual aid
23 agreements between municipalities, counties,

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2 what have you, in an area up to essentially
3 the Mississippi River. That is one thing
4 that is hard for me to understand is that
5 there should not be, at least initially,
6 competition for the out-of-town services.
7 Now, from what I understood, it turned out
8 that LIPA had locked up about 10,000 crews,
9 which made it difficult for the other areas
10 to get crews as it were. So people like
11 LIPA, the corporations like LIPA, they were
12 able to bring people in, but I think and we
13 all think, far too late.

14 And there were a couple things
15 that we felt might be able to be done about
16 that. Number one: if you truly have mutual
17 aid agreements with the utilities from the
18 region, and I mean an extended region, then
19 you will not have the difficulty of what we
20 experienced with competition.

21 Another recommendation that was
22 made from someone who -- actually from two
23 utility executives, was that essentially,

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2 Con Ed, over the last 25 years, lost
3 approximately 70 percent of its crews, of
4 its maintenance crews and line crews. There
5 was no change in what their rate structure
6 was, but that was one of the deficiencies
7 that they effected. I think there was a
8 similar issue when the Spanish company
9 purchased NYSEG.

10 And so one recommendation was
11 that you take out of the old classic lock
12 box, you explained -- and I've done this in
13 my district, I've asked the people in my
14 district, would you be willing to pay a
15 little bit more if you knew that you were
16 going to get power a whole lot sooner than
17 you got this time? Absolutely. And so the
18 number bandied about was something in the
19 neighborhood of five cents per kilowatt
20 hour, put in a lock box that would be
21 dedicated to nothing but increasing the
22 number of maintenance and line crews that
23 the companies can afford to hire. I thought

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P R O C E E D I N G S

that sounded like a reasonable suggestion to me.

BY MS. CALCATERRA:

Assembly Member Katz, did you say that Con Ed reduced their line and maintenance staff by 70 percent?

BY MR. KATZ:

That's right.

BY MS. CALCATERRA:

When was that?

BY MR. KATZ:

Over the last 25 years.

BY MS. CALCATERRA:

So over 25 years, they reduced it by 70 percent as to what it was...

BY MR. KATZ:

To what it was 25 years ago, yes.

BY MS. CALCATERRA:

Thank you.

BY MR. COLLINS:

You mentioned getting the public

P R O C E E D I N G S

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2 calibrated in terms of response. Do you do
3 anything to let the public know what they
4 can expect, I mean, is that some kind of
5 ongoing public relations effort to let them
6 know?

7 BY MR. KATZ:

8 I think that it's an important
9 thing to do.

10 BY MR. COLLINS:

11 Well, do you do anything?

12 BY MR. KATZ:

13 We would like to do more. First
14 of all, no, I don't think we're doing
15 enough. I think we need to be able to get
16 out on a general level, whether it be e-mail
17 blast, I'm not sure yet, to let them know at
18 the very least which websites you can go to
19 if there's a problem. We try to minimize
20 the number, you know, we don't try to have
21 too many websites for them to go to, just
22 one central, whether it be Putnam County or
23 whether it be NYSEG. Let them know that

P R O C E E D I N G S

1
2 here's where you can go to get you
3 information. I think that would serve us
4 well.

5 BY MR. COLLINS:

6 Thank you.

7 BY MR. KATZ:

8 Thank you very much.

9 BY MS. CALCATERRA:

10 Thank you very much. Next up we
11 have Michael Smith, President of the New
12 Paltz Chamber of Commerce.

13 BY MR. SMITH:

14 Thank you very much. I'm
15 Michael Smith, President of the New Paltz
16 Regional Chamber of Commerce located right
17 here in the Town of New Paltz, but we
18 represent the Town, the Village of New
19 Paltz, surrounding areas in Ulster County
20 and other areas as well.

21 I must say the response within
22 the first 24 hours by Central Hudson was
23 outstanding. They've been through other

P R O C E E D I N G S

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2 storms, as testified already, but they have
3 the experience, the know-how, the talent,
4 and it was very helpful to say the least for
5 businesses in the community not only
6 represented but the entire area.

7 As mentioned here earlier, it
8 would be a good idea for Central Hudson to
9 continue having bottled water and dry ice,
10 even as a backup, maybe someday not primary
11 but at least secondary, just in case. You
12 just never know. I think it's still a good
13 idea to continue on with that.

14 They do work very well with the
15 other services: fire, police, highway. It's
16 all very important, it's a real good
17 coordinated effort. You know, nothing's
18 perfect, but we're very fortunate that they
19 did the work that they did do to be
20 responsive, especially within the first 24
21 hours and beyond.

22 The tree trimming is very
23 important to the many wooded roads and areas

P R O C E E D I N G S

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2 on the mountains and even including the
3 Thruway. That is essential for times like
4 these to get the flow of traffic, trucks and
5 so forth, through quickly and effectively,
6 particularly in New Paltz.

7 We have a county bridge, the
8 Carmine Liberta Bridge, which is very
9 vulnerable. You get scared any time you
10 have these storms. And it's a launch point,
11 because if something -- even though it's
12 maintained every year by the County, it's
13 very important to have that on the radar
14 screen, because if that ever had a problem,
15 it affects the economic livelihood of the
16 area, so I wanted to bring that to your
17 attention.

18 Other than that, we are overall
19 very pleased with the way Central Hudson
20 responded to this storm and to the past
21 storms. Thank you.

22 BY MS. CALCATERRA:

23 Mr. Smith, as the President of

P R O C E E D I N G S

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2 the Chamber of Commerce, you obviously
3 represent a lot of different businesses.
4 Have you worked with Central Hudson in the
5 past to identify critical infrastructure for
6 them to prioritize as far as, if there's an
7 emergency, who should they restore first
8 within the Village, has that ever been an
9 interaction you've had with them?

10 BY MR. SMITH:

11 We'll, we've worked with the
12 call center there, just to be sure. I've
13 been to their facility and toured around,
14 just to see what they really do so that we
15 have an idea what that response mechanism
16 would be. We didn't actually prioritize the
17 actual things. It's a good idea, though.
18 Perhaps we should have that type of list.
19 But again, what we know is that it's not
20 only safety but it's the flow of traffic and
21 also prevention for future storms. Thank
22 you.

23 BY MS. CALCATERRA:

P R O C E E D I N G S

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2 Because what we found in
3 investigating utilities and their response
4 to some of the storms is you have businesses
5 that are critical for infrastructure,
6 whether it's a fuel terminal or a gas
7 station or telecom for example, that will
8 then try to contact the utility on their
9 own. And having a liaison, someone to
10 identify them as critical infrastructure and
11 communicate that to the utility will help,
12 because just getting the gas station online
13 or getting telecom online, if you attach a
14 generator to one or the other, it's
15 critical, because then it affects a mass of
16 people as well, not just that particular
17 business.

18 BY MR. SMITH:

19 Sure. If there's a
20 recommendation to assist with that
21 development, then we'd be very happy to get
22 involved with that. People do call into our
23 offices for help and guidance, and a lot of

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times the phones are busy. But that would be -- we are a focal point for that.

BY MS. CALCATERRA:

Thank you so much for coming this evening and sharing your testimony. It's greatly appreciated.

BY MR. SMITH:

I really appreciate your work. Thank you.

BY MS. CALCATERRA:

Next is Seamus Leary.

BY MR. LEARY:

Good evening, everyone. My name is Seamus Leary, I am the Deputy Commissioner for the Department of Emergency Services representing Orange County. On behalf of County Executive Diana and the Orange County Legislature, thank you for giving me the opportunity to have us come and testify in front of you or speak in front of you.

A little bit of history to put

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2 into context, some of you may or may not be
3 familiar with Orange County. We are a
4 county of 374,000 people spread out among
5 812 square miles. We have everything in the
6 mix of very urban to suburban to very rural
7 areas in the county, each with its own
8 complexities, each with its own issues and
9 challenges.

10 As Orange County and as the
11 Emergency Manager for Orange County, we have
12 been busy. Don't hold me to the numbers, I
13 started here in 2002 and I think we've had
14 11 declared disasters and emergencies since
15 2002, so we've become quite familiar with
16 power outages, we've become quite familiar
17 with flooding, we've become quite familiar
18 with all the complexities that go along with
19 disasters.

20 Right now in Orange County we
21 have three different utilities that service
22 the county. Our two primary providers are
23 Central Hudson as well as Orange & Rockland.

P R O C E E D I N G S

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2 We do have a small portion of the county
3 that represents a couple towns and a village
4 that's covered by New York State Gas and
5 Electric.

6 Just to go over a few best
7 practices that we've developed over the
8 years with our utilities is, one, in 2008,
9 we built a new Emergency Operations Center.
10 As part of that process we included the
11 utilities to make sure that, one, our
12 facility was hard enough to withstand most
13 disasters, so it was designed properly so we
14 could survive an event involving loss of
15 power in the area we represent.

16 Also, to bring in our utilities
17 liaisons and partner them with our 911
18 center, so that as reports are coming in
19 from the field, not only from the public
20 through 911 calls, but also from police
21 departments, fire departments, EMS agencies
22 to say we've discovered trees down, wires
23 down, that we can begin to put them in the

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P R O C E E D I N G S

computer and order that service, and at some point be able to clear that road.

What we found through feedback from our partner agencies at the local level is that they appreciate the fact that they've basically passed that information off to us and they communicated directly to another human. We didn't try to put them to a computer system. We haven't tried to call a 1-800 number, they actually turned around and spoke to a member of that utility. It's also helped us greatly identify the problems we used to have before this practice was put in place in that, if there was a power outage and/or trees and wires were down between a border territory between two utilities, they would often say, "That's somebody else's pole, not ours." Now we can give it to all the representatives and say, "You guys figure it out and let us know when it's cleared up." So believe it or not, just that little interaction saves hours of

P R O C E E D I N G S

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2 time in the Emergency Operations Center.

3 What we've also implemented is
4 conference calls once a day, twice a day,
5 three times a day, depending on the
6 incident, with our municipal partners. And
7 speaking with our utility liaisons, we're
8 able to communicate directly to our elected
9 officials and our municipal officials so
10 that, if they have an extraordinary problem,
11 we can then take it back and work on it on
12 the county level at the Emergency Operations
13 Center. We're not so much interested that
14 we need to restore 10 homes, but we're more
15 concerned about having a nursing home out of
16 power, we have a public water system that's
17 out of power, critical infrastructure or a
18 life safety issue that we need to devote an
19 extraordinary amount of attention to.

20 We've also worked closely with
21 all of our partners in regular communication
22 events, just as Mr. Snyder said, that they
23 come to our Emergency Operations Center,

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2 test our communications systems, make sure
3 we can communicate. We conduct exercises
4 with them. Orange & Rockland once a year
5 conducts a forum for all municipal officials
6 and brings folks together to discuss issues.
7 We've had an interaction with Orange &
8 Rockland. So we do have these processes of
9 how we get better.

10 We do exchange confidential
11 lists of critical infrastructure based on
12 Homeland Security requirements. That's a
13 very unique relationship in the level of
14 information that we're sharing back and
15 forth, both from them to us and from us to
16 them.

17 Again, I would like to reiterate
18 that the online mapping systems that all
19 three utilities in our county have developed
20 have been wonderful as far as with giving us
21 an aggregate of what's going on in our
22 community. Is it accurate down to
23 individual houses and individual streets? I

P R O C E E D I N G S

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2 wouldn't put that much confidence in the
3 online system, but to give an aggregate of
4 how many customers are out in a town or a
5 region, I feel very confident that within an
6 order of magnitude, that we're getting
7 accurate information. We find that
8 amazingly useful.

9 Overall, I would like to commend
10 the utilities that work with us. They've
11 been very aggressive as far as trying to
12 partner with us. They've been very open as
13 far as providing information before, during,
14 and after a storm. We do feel that they've
15 been at least good faith partners with us in
16 trying to restore the infrastructure of the
17 community.

18 That being said, we can always
19 look for ways to get better and look for
20 ways of how to improve service. In
21 particular with O&R, when they have brought
22 in large numbers of outside crews, we at
23 Emergency Management can get wrapped up into

P R O C E E D I N G S

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2 their logistics coordinations. For
3 instance, they brought in hundreds of
4 workers from other parts of the country in
5 order to help restore power and put them in
6 local hotels. That was the weekend of the
7 Army/Air Force game, so all the hotels
8 kicked them out and they had to find housing
9 somewhere else because of reservations that
10 were made months and months ahead of time.
11 All of a sudden, Emergency Management got
12 wrapped up into finding lodging, which took
13 us away from our core mission.

14 The same thing, to reiterate
15 again with my colleague in Ulster County, we
16 spend an enormous amount of time at the
17 county level being wrapped up in
18 conversations of dry ice, where dry ice is
19 going, where it's not, why isn't it
20 available here, why is it only available
21 there. That takes us away from our core
22 mission just as it takes away from the core
23 mission of the utilities. I would encourage

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having that discussion not only on the regional level but on the State level.

One other aspect, what's been brought up by the utilities to us as we further look for ways the State can assist us is, right now the utility companies often ask to go into some -- especially more historic areas of our villages and towns to trim the trees. They want to trim the trees, they have the money to trim the trees, but the residents of the villages and towns won't let them. Normally, it's the resident. "You can't cut my tree down." And the utility has no way to enforce that issue, and they know it's an issue. They main thing is, if that tree goes down, it will cut off power to a hospital. By looking to some regulatory way, working through our local governments in order to see how we can put teeth in that in order for the common good -- in order to trim those trees we know need to be trimmed.

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Right now there's no mechanism to make that happen.

As far as public education, we are continuing to look at ways to educate the public not only on utilities, but also education the public in emergency preparedness. We know around this area -- like I said, we've had something like 11 natural disasters. In each one of these, there are upwards of 100,000 out for us. Your chart doesn't include the snow storm in 2010, there were 100,000 out for us. Your chart doesn't include the snowstorm following in October, there was another 80,000 out for us. So there's a lot of these events in Orange County where you knock out 10, 20, 50, 100,000 customers, so we have a lot of frequency with these things. So any way we can work together as a community and educate the public in managing their expectations, if you have 100,000 customers out of power, you're not

P R O C E E D I N G S

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2 getting your power restored tomorrow, you're
3 not getting your power restored maybe for a
4 couple days, depending where you live. It's
5 maybe a prolonged period. So everything you
6 can do as a resident to prepare yourself for
7 that eventuality -- because it will happen,
8 especially in our rural areas -- you're
9 better off and the safer you're going to be
10 as residents.

11 One final thing. I'd just like
12 to recognize that we've had a lot of issues
13 with our public and private water systems.
14 There's no demand, especially on the private
15 side -- and when I say private water system,
16 a private water system may supply 500 homes,
17 there may be 2,000 living there -- right now
18 there's no requirement for them to have
19 backup electricity. So we have to go out
20 and work with our local governments to find
21 generators and things to supply water to
22 these private water systems, and that takes
23 an inordinate amount of time. So anything

P R O C E E D I N G S

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2 we can do to encourage these water systems
3 to have backup generators would be
4 beneficial.

5 Finally, like I said earlier, I
6 would like to recognize the Herculean effort
7 that our utility crews put in, not only for
8 these major storms, but in the thunderstorms
9 we have in the summer and the winter storms
10 we have, they're out there along with our
11 emergency crews in some of the worst weather
12 conditions and some of the most unsafe
13 environments you can imagine. We really do
14 appreciate your efforts. If we continue to
15 work together, I think we can improve the
16 level of service. Thank you.

17 BY MR. COLLINS:

18 Maybe just a quick question. As
19 one of the few people that works with three
20 utilities, that's unusual. If you had your
21 preference, would you rather work with one
22 that's big and has a much bigger
23 infrastructure, or is there some benefit to

P R O C E E D I N G S

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2 working with three, because they could be
3 small and just know their customers and
4 processes, and there's not as much
5 hierarchy? I know it's a silly question,
6 but...

7 BY MR. LEARY:

8 I'll admit my answer just to the
9 emergency services side, we do work
10 efficiently with the three utilities, but as
11 far as delivery of service, I think that's a
12 little bit out of my expertise.

13 BY MR. COLLINS:

14 Thank you.

15 BY MS. CALCATERRA:

16 I have a few questions. After
17 the utility workers were placed in hotels,
18 the mutual aid utilities from out of state
19 were placed in hotels and they were kicked
20 out because of the Army game and the
21 reservations, where was it that they were
22 then placed?

23 BY MR. LEARY:

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I would defer that answer to the utilities themselves, but I heard as far away as Albany and Philadelphia. Which, to my knowledge, they're only allowed to work so many hours a day, which includes transit time, so that's why the farther out they are, the less time they can spend on the wires.

BY MS. CALCATERRA:

Did that just happen during the Sandy event?

BY MR. LEARY:

We've had other events where, the longer there's a power outage, the more the hotels are filled up with residents without power, especially in some of our areas that are rural and suburban. There's only so many hotels rooms in the Hudson Valley.

BY MS. CALCATERRA:

Were there other accommodations that were set up, whether it be firehouses

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or other places where cots could have been set up for the utility workers?

BY MR. LEARY:

We were prepared to help them any way that we could. They chose to pick hotel rooms instead of sleeping on cots.

BY MS. CALCATERRA:

So the utility workers chose to travel to Philadelphia rather than use alternate accommodations here?

BY MR. LEARY:

I would defer the rationale behind that to the utility companies themselves. We're the end user.

BY MS. CALCATERRA:

Did you offer up alternative accommodations so they didn't have to go travel that far?

BY MR. LEARY:

Yes, we did, at our jail and at our community college.

BY MS. CALCATERRA:

P R O C E E D I N G S

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2 And they did not accept them?

3 BY MR. LEARY:

4 They did not.

5 BY MS. CALCATERRA:

6 Was your jail populated with
7 inmates?

8 BY MR. LEARY:

9 This was a separate section of
10 the jail that does not have inmates.

11 BY MS. CALCATERRA:

12 Moving onto the calls, you said
13 you set up calls once a day?

14 BY MR. LEARY:

15 Traditionally, part of our
16 procedure when we're dealing with major
17 disasters, we set up calls with
18 municipalities. The frequency really
19 depends on the needs of the situation. The
20 more complicated the situation, obviously,
21 the more time we need with local
22 governments. We can ramp it up or ramp it
23 down based on the needs of the local

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governments, but generally, for a good rule of thumb, it's usually twice a day.

BY MS. CALCATERRA:

So you would have calls that you would set up with utilities?

BY MR. LEARY:

With our municipalities. We would also have utilities in our Emergency Operations Center that we were talking with. We also have management partners that we do deal with before and after storms that we can always call. And we also participate, as Mr. Snyder said, on those municipal calls that are more regional.

BY MS. CALCATERRA:

Would you ever have calls just with the utilities, Emergency Management and utilities only?

BY MR. LEARY:

Certainly.

BY MS. CALCATERRA:

How often would they be?

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BY MR. LEARY:

As needed. If we had a particular question, we needed to coordinate a specific issue, we had the ability to reach out to them and coordinate that specific issue.

BY MS. CALCATERRA:

Did you say all three utilities in your region have an app?

BY MR. LEARY:

I can't speak to the app. We usually use ours with a desktop or laptop computer.

BY MS. CALCATERRA:

So you can go online?

BY MR. LEARY:

Yes. That would be NYSEG, O&R, and Central Hudson.

BY MS. CALCATERRA:

Drills. Did you participate in any Emergency Management drills with any of those three utilities? And if you did, can

P R O C E E D I N G S

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2 you tell me who you participated with and
3 what was the extent of that participation?

4 BY MR. LEARY:

5 Well, we've had -- O&R did have
6 a tabletop exercise a couple years ago down
7 in the Port Jervis area because that area
8 floods a lot. We did participate in that.
9 We also have, every year, Indian Point
10 exercises, because we are a nuclear county.

11 BY MS. CALCATERRA:

12 Can you elaborate on that a
13 little bit more?

14 BY MR. LEARY:

15 We are a nuclear county because
16 a portion of our county is within 10 miles
17 of Indian Point, so we are required by FEMA
18 and ordered to exercise our evacuation plans
19 every two years. We exercise at multiple
20 times every year to get ready for the FEMA
21 evaluation. We do invite our utility
22 partners to come in and participate in that.
23 Even though they're not a primary player,

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they get to see what we do in the Emergency Operations Center so that they get an idea of what we expect.

BY MS. CALCATERRA:

So they participate by coming into your Emergency Management Center?

BY MR. LEARY:

Correct.

BY MS. CALCATERRA:

But they don't participate in evacuations?

BY MR. LEARY:

That's primarily our responsibility.

BY MS. CALCATERRA:

But do the utilities have drills that you participate in, like drills as far as de-energization, re-energization, what they do in a crisis?

BY MR. LEARY:

I have not participated in any.

BY MS. CALCATERRA:

P R O C E E D I N G S

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2 Do you know if they've had any
3 you've just not been available to attend?

4 BY MR. LEARY:

5 Not in my county.

6 BY MS. CALCATERRA:

7 Downed wires. What is the
8 interaction between -- the fact that you
9 have three utilities, like Commissioner
10 Collins mentioned, is key. What is the
11 interaction between your county and the
12 three utilities on downed wires after a
13 storm? We understand that an issue is that
14 there are downed wires that may be cold,
15 they're not hot, but the utilities have to
16 go there and identify that and communicate
17 that either to the municipalities, the DPW,
18 and to the county as well. So can you walk
19 us through what your experience is with each
20 one of the utilities on downed wires, and if
21 you have any recommendations to improve that
22 process, because from a governmental
23 perspective, I understand that's a challenge

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that a lot of the counties around the State have articulated to us. I'm just curious, with you having three utilities, what your experience was.

BY MR. LEARY:

Normally, we look at reports, as I reiterated before, we'll get a call in from the public or from an emergency response agency that trees and wires are down on a particular road. We then submit that information to whichever utility is appropriate, then that's cataloged. Both Central Hudson and Orange & Rockland and NYSEG also work with us at the county level to try to determine which are the most critical roads, one being a major state road, which would probably take a higher priority than a residential street -- which streets meet the needs of the communities most. So we try to create a prioritization list based off of that, but also, again, in the wider context of what's going on.

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2 One of the things we've heard
3 from our emergency responders and local
4 governments is the same thing you just
5 alluded to, how come we can't go in and
6 clear. There's no power in the
7 neighborhood, how come we just can't go in
8 and clear the trees and wires and get the
9 road back open. What's been explained to
10 me, and again, I will defer this answer to
11 the utility companies, is they can't
12 certify, even if there's not electric, that
13 somebody's not back-feeding power from the
14 generator into those lines and actually now
15 they're hot again. So even if there's no
16 power in the neighborhood, a first responder
17 or a highway crew going in to try to clear
18 those lines may actually be in danger, and
19 because of that reason, they will not go in
20 and mark it as cold. And if they go in and
21 it's cold and they mark it as cold, and
22 someone fires up a generator in that
23 neighborhood and back-feeds that line, they

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2 put someone in danger. That was what was
3 explained to us by the utilities. I'm not
4 an electrician and I'm not a representative
5 of the utilities. I would direct those
6 questions towards them.

7 BY MS. CALCATERRA:

8 Has there been a partnering of
9 local DPW staff with utility workers after a
10 storm so they partner together as a team and
11 go location to location, so as these wires
12 are deemed cold, those wires can be cleared
13 and the trees can be cut as a team?

14 BY MR. LEARY:

15 This being a home rule state, I
16 won't say what is being done by my 42 local
17 governments and what their interaction
18 individually is, but I can say at the county
19 level we do work with our Department of
20 Public Works and utilities to clear county
21 roads. And we often form task forces of
22 utilities crews and county Public Works
23 folks in order to clear county roads in the

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P R O C E E D I N G S

most efficient way possible.

BY MS. CALCATERRA:

You don't interact with the town and understand the level of challenges the towns are having?

BY MR. LEARY:

Some towns have a very good relationship, some do not. Again, we're a county of municipalities that are almost 50,000 people down to municipalities that have several thousand people. One municipality doesn't have computers in our county. So their level of resources to be able to dedicate to an emergency and coordinate an emergency are varied.

BY MS. CALCATERRA:

If you had a wish list of things that you'd recommend that you would like to see going forward with the three utilities that are in your jurisdiction, what would that be, post-storm?

BY MR. LEARY:

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2 I think coordinating logistics
3 regionally, things like hotel rooms, dry
4 ice. I would encourage looking at tree
5 trimming, as I alluded to. In some of our
6 more historic villages it is an issue that
7 the residents will not allow them to come
8 and trim the trees, they have very little
9 teeth to go and do that. And often, when
10 those areas do get hit by storms, it's the
11 same residences that cause many of the
12 outages. So some kind of legislative teeth
13 in that would go a long way, particularly
14 bringing in at that local level, because
15 they're the people that know what streets
16 and roads need to be protected most.

17 BY MS. CALCATERRA:

18 Thank you for your time. Next,
19 Brian Maher.

20 BY MR. MAHER:

21 Hello. I'm here today
22 representing Senator Bill Larkin, New York
23 State Senator Bill Larkin. The Senator

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2 already testified, and after being invited
3 here today, wanted to ensure that his office
4 was represented. The Senator would like to
5 thank, again, Central Hudson, for creating,
6 in his estimation, the most responsive
7 utility company, and would like to thank all
8 of you for your service on the Moreland
9 Commission. Thank you.

10 BY MR. LAWSKY:

11 Thank you. We were fortunate to
12 have Senator Larkin join us last week for
13 our hearing in Westchester and provide very
14 salient testimony. We appreciate him being
15 here last week and we appreciate you being
16 here tonight. Dan Depew.

17 BY MR. DEPEW:

18 Good evening. Thank you for
19 allowing us this opportunity to be here this
20 evening.

21 I am currently the supervisor
22 for the Town of Wallkill, which is in Orange
23 County, New York. It's one of the largest

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2 towns in the county which does not have a
3 village in it. I make that point only to
4 point out that we are the sole municipal
5 sovereign government of the people of over
6 30,000 in Orange County. We're a large
7 town, very diverse, we have agriculture,
8 industrial development, as well as retail.
9 We are the largest medical corridor in the
10 upper Hudson Valley next to Westchester, and
11 we also have a tremendous amount of I would
12 say suburban development as well. In some
13 ways, we're a bedroom community to the City.

14 We're at the intersection of 17
15 and 84, and we also have MTA Metro North in
16 this town. That all makes us very diverse
17 and dynamic. We have seven volunteer fire
18 departments within the town and five school
19 districts which we are serving.

20 The Town of Wallkill is only
21 served by Orange & Rockland for power, which
22 is a division of Con Ed. That happened
23 about 12, 15 years ago or so.

P R O C E E D I N G S

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2 Looking back, I also want to say
3 that I speak from a family of three
4 generations of utility workers. My family
5 has been working for Orange & Rockland, I
6 think I'm the only Depew who doesn't work
7 for Orange & Rockland looking back now for
8 60, 70 years.

9 A couple things in retrospect
10 looking at the storm and looking at things
11 that I think that we can do, I definitely
12 think your work here today and what the
13 Governor's asking you to do is important,
14 and I think that there are things that
15 you'll be able to make effective changes.
16 There's no way you will be able to or anyone
17 would be able to plan for an economic
18 disaster or natural disaster to the largest
19 of its magnitude, but what we can do is
20 recognize what we do good and we can even do
21 better. And I think that's your mission
22 here this evening and going forward.

23 I'd like to start with

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2 communication. There has to be an education
3 of our elected officials and also of our
4 figureheads who come and go in service, and
5 our local municipalities, to what they
6 should be expecting from their utility
7 companies and also what they should be
8 expecting during emergency situations and
9 how they should be managing their resources.
10 I can tell you I have extensive experience
11 in public service and government, I was a
12 Town Councilman at 20 and a Deputy
13 Supervisor at 22 and a County Legislator at
14 24, now a Town Supervisor at 31.

15 As Seamus said, we're a home
16 ruled state. You have municipalities who
17 are being ruled by people who are citizens,
18 and that's the greatest form of democracy,
19 but they come in with very little training
20 in emergency service and very little
21 understanding of what they should be
22 expecting of resources from the State and
23 also what they should be doing themselves.

P R O C E E D I N G S

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2 Infrastructure of communication
3 is also important. Con calls are essential.
4 The con calls that the county provides us
5 with along with the con calls from Orange &
6 Rockland are essential for our ability to
7 get information out to the public. We also
8 need to remember that when power is out,
9 tuning into your internet on your home
10 computer may be difficult. If trees have
11 taken out power lines, they've probably
12 taken out your ability to receive cable and
13 other forms of telephone and phone
14 communication. So radio has been
15 underestimated, and I would expect that
16 there is a new focus in New York State in
17 working with our radio providers to get
18 information out, as well as Facebook we
19 found to be a very, very good way of
20 communicating with the public, as well as
21 satellite phone, iPhone apps, things like
22 that.

23 Emergency training for DPW

P R O C E E D I N G S

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2 workers, volunteer firefighters, you touched
3 on it yourself, regarding training DPW
4 workers to respond to remove trees from
5 roads. I can tell you with Hurricane Irene,
6 we had DPW workers standing by waiting to
7 cut down trees with no knowledge of whether
8 or not those trees were safe to cut down for
9 hours, and in some cases, days. That's
10 unacceptable. There needs to be a more
11 proactive approach of the utility service
12 providers to identify training programs and
13 get key people in the county trained to be
14 able to identify whether or not those wires
15 are safe to be removed and trees can be cut
16 down. I'll get to that in a little bit on
17 some ways that I think you'll be able to
18 recommend some changes.

19 There's some laws that I think
20 need to be changed and I think will be
21 effective in focusing on the new growth and
22 development of the Hudson Valley. There's
23 many things that have already been done, one

P R O C E E D I N G S

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2 of the speakers before, Mr. Jamison from the
3 Town of Crawford, mentioned as planning
4 boards are developing, they're encouraging
5 for underground utilities to be put in, but
6 most of New York State is already
7 aboveground, so dealing with that is a
8 diverse and difficult situation. However,
9 as we grow in the Hudson Valley, we're
10 recognizing that townhomes, senior centers,
11 and assisted living facilities are being
12 built throughout the Hudson Valley and the
13 Orange County region, and particularly in
14 our Town of Wallkill. And what I would
15 suggest is that the State make it a mandate
16 that any townhouse community which is going
17 to have a public complex as part of it -- a
18 pool house, community center, rental room,
19 meeting area -- needs to be fully
20 facilitated with emergency generation power,
21 so that at least those hundred homes in that
22 community have somewhere to go to be warm,
23 have somewhere to go to get water, have

P R O C E E D I N G S

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2 somewhere to go to have television, have
3 somewhere to go to get electric, charge your
4 cell phones. Not doing so would just be
5 something we would regret going forward.

6 We also have senior housing in
7 the Town of Wallkill, some of which has been
8 funded by the State, and it's just hindsight
9 that some of those senior facilities do not
10 have emergency power generation. I can tell
11 you of one facility which was built in the
12 late '80s with State funding, you walk into
13 a vestibule where power had been out for 12
14 hours, but the emergency hallway lighting
15 generation was only good for three. So you
16 walk into a corridor, look to your left, and
17 there's a hundred feet of dark silence, and
18 look to your right, and there's a hundred
19 feet of dark silence. And in those rooms on
20 either side was 10 units where there were
21 residents in their 70s to their 90s, with no
22 power and no ability to get down the hallway
23 to get out, no light. That's completely

P R O C E E D I N G S

1
2 unacceptable. Any projects built with State
3 funding for senior housing, emergency
4 housing, supplemental housing, housing for
5 folks with disabilities, it needs to be an
6 absolute State law mandate that emergency
7 power generation is supplied to give them at
8 least some basic light, heat, and water.
9 That's a must.

10 We've talked about the big
11 question of over versus under, the power and
12 the cost. But certainly, by now, there
13 should be a record of areas that are
14 important to our municipalities -- water
15 towers, sewer plants, government buildings,
16 senior housing facilities, schools -- and if
17 we can realize where they are, when poles do
18 come down, let's replace those connections
19 with underground connections instead putting
20 the money into getting poles back up to get
21 the power. Maybe there needs to be an
22 effort that runs parallel, to get the power
23 back on to the school for now, but once it

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1 reaches a threshold of replacement, let's
2 put some underground utilities in so that
3 way we don't have to respond to that again.

4 I can tell you of one spot in
5 the Town of Wallkill where six utility lines
6 were pulled down by a truck driving on Route
7 17 going eastbound towards New York City. A
8 tree had taken down a major communication
9 line, pulling the electric lines closer to
10 the interstate, and a truck came down and
11 pulled down six poles. So over the course
12 of the next two weeks, utility workers came
13 back out and rebuilt infrastructure, which
14 if they had put that underground, they would
15 never have to touch again. You can't tell
16 me that if they have to respond to that area
17 again for any situation whatsoever over the
18 next 10 or 20 years that they saved money.
19 And these are the areas we need to identify.
20 These are the times we need to act and start
21 to plan and invest in our future.

22 Staffing. One of the gentlemen
23

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2 who spoke earlier spoke of a kind of
3 reduction in our service staff. I can tell
4 you that is an absolute fact. We're also
5 seeing that, through attrition, as our
6 senior line people and our senior
7 infrastructure stewards retire, their
8 positions are not filled, and we're having a
9 brain drain in the people who understood a
10 very archaic and aging electric
11 infrastructure in our State. We have one of
12 the oldest grids in the nation because we're
13 one of the oldest parts of the nation. So
14 the staff that have worked there and gained
15 40, 30 years of knowledge are now leaving
16 and we're leaving them with a new staff who
17 maybe don't understand the best ways to deal
18 with it. So there has to be somewhat of an
19 emergency retention program built into your
20 recommendations. When staff resign or
21 retire, there should be an incentive for
22 them to be contacted within 48 hours of an
23 emergency to remain on call as if they were

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2 on staff, particularly to birddog some of
3 the out-of-state crews. There should never
4 be a crew working here from out of state who
5 doesn't have a local representative in
6 charge of them, showing them about the local
7 grid, showing them about the local
8 infrastructure, and making sure that they're
9 being efficient in their work. This is
10 something we've seen a problem with in the
11 last three major events.

12 Also, I think there needs to be
13 an investment in vocational education. New
14 York State has been trimming back on
15 education, many of the school districts have
16 been trimming back to meet their budgets
17 with a 2 percent cap, and one of the areas
18 that they cut is their vocational
19 departments, their tech classes and things
20 like that. If we do not educate our youth
21 to be able to work on these large aspects of
22 our infrastructure which we depend upon and
23 show people that you can make a lucrative

P R O C E E D I N G S

1
2 living out of being a member of your utility
3 and preparing those people to be part of
4 that field, we're going to be doing
5 ourselves and our future a great disservice,
6 and I'm concerned with that as well.

7 Municipal priorities. We have
8 had conference calls with Orange & Rockland
9 and they have been wonderful, and I want to
10 thank the County of Orange and Seamus for
11 what he's done. They are really the
12 pinnacle as far as what you should be
13 looking at as far as a county communicating
14 with their municipalities, and I think they
15 do a great job. However, when we set our
16 priorities, those priorities need to be
17 followed up on. When the Town of Wallkill
18 set priorities, my house was out of power
19 for five days. Certainly I didn't bring up
20 my road. But we're looking at areas like
21 water, sewage treatment plants, senior
22 housing, major areas. And those areas
23 really need to be prioritized and then

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1 followed through on that priority. I can't
2 tell you how many times we were told, yes,
3 you're on our priority list, that area, that
4 water treatment facility is on the priority
5 list. Then three, four days later, half the
6 town's back up with power, but that water
7 treatment plant is still not operating. If
8 you want more on that, talk to Bill Larkin,
9 he'll tell you all about it. Village of
10 Monroe, big problem.
11

12 I'll close with a couple tidbit
13 areas that maybe don't affect emergency
14 utility preparedness, but certainly affect
15 our ability to survive locally and they may
16 impact some of your recommendations to the
17 Governor and to the State. The Hudson
18 River, the Town of Wallkill and Orange
19 County and the entire Mid Hudson region was
20 part of a major fuel shortage because of
21 debris in the Hudson River. And it
22 prevented, because of the Coast Guard, it
23 prevented ships to bring fuel up to the

P R O C E E D I N G S

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2 depots to get fuel out to this area. And
3 then because of the catastrophic power
4 outages in southern New York State and the
5 New Jersey area, our fuel became fuel for
6 everyone else. It became a real draw on
7 fuel. That needs to be something to be
8 looked at from a municipal and utility
9 standard. When you run out of fuel at your
10 gas stations and you're bringing in crews
11 from Michigan and Pennsylvania, and they're
12 driving from Philadelphia, by the time they
13 get to the area that needs to be served,
14 they're out of fuel and they need to be
15 refueled. And there are really no fuel
16 depots that I know of that the utilities
17 provide or keep for an emergency basis for
18 when a storm hits. That's certainly
19 something to look at.

20 Ice and water, I agree with the
21 speaker before. There has to be a better
22 way of going about that. I'm not sure which
23 way. I'll leave it to you folks.

P R O C E E D I N G S

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2 Over versus under, that's going
3 to be a long conversation for years to come,
4 but certainly as new growth is developed, we
5 should look at those areas.

6 Quicker reaction to getting
7 power on, the ability to do it in one area
8 quicker because of a simple fix versus the
9 size of an area that's out. I know of some
10 cases where you'll have a leg of power
11 that's out just because a fuse needs to be
12 re-tripped. That's one person with a coat
13 hanger and hopefully some training and
14 education and some rubber gloves can flip
15 that fuse back on and put on some 30 or 40
16 customers. But because it's only 30 or 40
17 customers, no one even comes out to look at
18 it and identify it until larger areas are
19 dealt with. That is something that we need
20 to focus on.

21 We also have an issue,
22 particularly in Orange County, being we are
23 right at the border of New Jersey and

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2 Pennsylvania, with our volunteer fire and
3 emergency service providers, with the fact
4 that if a fire truck is responding to an
5 emergency in Pennsylvania, or a Pennsylvania
6 fire truck is responding to an emergency in
7 New York State and Orange County, their
8 insurance to protect their resources, their
9 trucks and things like that, are not
10 protected. New York State needs to force
11 agreements, almost like an articulation
12 agreement, between the two states, to make
13 sure that if you are operating under
14 emergency circumstances to help provide
15 mutual aid, your equipment will be protected
16 and insured. I think that that is super
17 important.

18 Again, for everything we do
19 great, and I think that most of our utility
20 providers do a great job, we can even do
21 better. I thank you for your efforts in
22 that regard.

23 BY MS. CALCATERRA:

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P R O C E E D I N G S

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2 Supervisor, just one question.
3 Do you have an Emergency Manager in the Town
4 of Wallkill?

5 BY MR. DEPEW:

6 We have two. We have also
7 created an Emergency Management team. Every
8 chief of every volunteer fire company, the
9 President of the EMS, our DPW and our police
10 chief, as well as myself and my Deputy
11 Supervisor, take part in quarterly meetings.
12 It's never been done before in the Town's
13 history, but after Irene, we started putting
14 that in place.

15 BY MS. CALCATERRA:

16 Do you participate in drills in
17 the Town of Wallkill?

18 BY MR. DEPEW:

19 Yes. We've had tabletop drills.
20 I heard your question to Seamus earlier on
21 that. I don't know how a utility company
22 would be able to create a drill that they
23 could foresee where the power's going to be

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2 out, because really you're responding to
3 where the power's going to be out. You
4 don't know where that's going to be. I
5 think it's kind of difficult. It's easier
6 for us to participate in drills for a fire.

7 BY MS. CALCATERRA:

8 I want to stop you right there.
9 The utility's responsibility is to
10 deenergize and reenergize. So doesn't that
11 necessarily mean, based upon the location,
12 it's a process, and the process also
13 includes electrical inspectors. So that
14 minimum amount has to be done across the
15 region regardless of what happens,
16 de-energization, re-energization, electrical
17 inspectors. So I don't want to get into the
18 fact, but what you're saying is that you
19 don't see how it is that a utility should be
20 doing it, they should be doing it, they can
21 do it in flood zones and not flood zones and
22 come up with two different plans. Have you
23 ever participated in a drill with the

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2 utility? Has the Town of Wallkill and all
3 the emergency managers you have in the Town
4 of Wallkill participated in any tabletop
5 drills with your utility?

6 BY MR. DEPEW:

7 No.

8 BY MS. CALCATERRA:

9 On the calls that you have with
10 utility, are elected officials and OEM also
11 on the same calls with your utility?

12 BY MR. DEPEW:

13 Primarily, executive elected
14 officials. You don't have every member of a
15 Town Board. You would have a Supervisor,
16 the Chief CFO, the CEO of the town or
17 municipality, and then you may have some of
18 your emergency service providers from the
19 town, limited not to our fire chiefs and
20 things, but our emergency service
21 coordinator. So for example, my DPW
22 Commissioner would be on the call, maybe my
23 police chief with myself, but we would call

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P R O C E E D I N G S

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2 them together because there's limited lines
3 as well.

4 BY MS. CALCATERRA:

5 Supervisor, how have you
6 coordinated downed trees and downed wires
7 with the utility as far as cutting trees
8 back and working with utilities to identify
9 those wires, and how does the communication
10 actually occur, when a utility deems a wire
11 cold, do they have DPW staff right there or
12 do they report it to you somehow?

13 BY MR. DEPEW:

14 We find out where the wires are,
15 we get a call that a tree's down, we go out
16 and make sure it's secure, we call it into
17 Orange & Rockland, we list it on a sheet
18 which then is sent to them in a scanned PDF
19 or a fax, whichever way they want it.
20 Whenever we have active calls, we remind
21 them of the key priority areas of the town.
22 And as far as them letting us know when
23 wires have been made safe so that trees can

P R O C E E D I N G S

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2 be removed, I cannot tell you there's a
3 standard out there that's truly followed,
4 and it's a major problem.

5 BY MS. CALCATERRA:

6 We're finding that is pattern,
7 so I wanted to see how it was within your
8 community. Perfect, thanks.

9 Next is Fawn Tantillo.

10 BY MS. TANTILLO:

11 Good evening, my name is Fawn
12 Tantillo. I'm a former Ulster County
13 Legislator for 10 years, in which I had the
14 pleasure of being the Chair of the Criminal
15 Justice Public Safety Committee before we
16 had a County Executive. I've worked with
17 Art Snyder, who I think is one of the finest
18 emergency management people in the State. I
19 was the Director of the Ulster County Office
20 of Employment and Training for several
21 years, where I worked with Central Hudson as
22 a proactive partner in economic development.
23 I'm currently the Deputy Clerk of the Ulster

P R O C E E D I N G S

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2 County Legislature, where I answered many
3 constituent calls during all the storms.

4 I'm very happy to see you here
5 tonight, and I commend Governor Cuomo for
6 studying this issue, because if we don't
7 study history, we're condemned to repeat it,
8 so I commend your effort.

9 The experience here in Ulster
10 County was dramatically different during the
11 Sandy storm here in Ulster County than it
12 was closer to the shore, but certainly it
13 was dramatically different in different
14 parts of Ulster County. I, for example,
15 live about a mile from the transfer station.
16 If my power goes out for more than a few
17 minutes, it's a major outage for the whole
18 region. A few years ago, it went out for a
19 couple days. My son, who lives about
20 8 miles away, his power has gone out
21 probably six or eight times this year during
22 thunderstorms and it's often been out for
23 six to eight hours.

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I think it would be interesting to look at how many outages these different utilities have in different areas just during smaller storms, not these huge outages, because I think you may see some correlation between smaller storm outages and the larger outages.

I do have to commend Central Hudson for the great website which we've looked at here tonight. I will tell you, looking at my son's outages, it's surprisingly accurate in how soon it's going to be back on, and we can sort of plan on it by watching the website.

Storm repairs are one thing, but I also urge you to examine how we're going to be prepared for man-made disasters, especially those disasters directed at our utilities. That can be a completely different scenario, it's a very real one, and I think this is a great time to tag that onto the same problem.

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2 We're primarily discussing
3 electric service tonight, but some of the
4 instances, although they're not as dramatic
5 if the cable's out or the phone's out for 21
6 days, that's not as dramatic as it would be
7 if your electric is out for that long. But
8 other utilities also have monopolies, and
9 the model that you set up for the electric
10 utilities can apply to many of these other
11 utilities.

12 During deregulation of electric
13 and other things, Ulster County consumer
14 advocates asked the State to look at utility
15 bills and make them uniform. That was
16 something we didn't get. I can go into a
17 grocery store and compare a box of cereal to
18 another box of cereal, see how many grams of
19 fat, how many serving sizes, things like
20 that. I cannot do that with a utility bill.
21 That's ridiculous. As a consumer, we should
22 be able to compare one utility bill to
23 another. Although phone bills wouldn't be

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2 the same as electric bills, there should be
3 some comparison between bills so we really
4 know what we're getting and what we're
5 paying for. If it's line charges and things
6 like that, it should be very clear what I'm
7 paying for in those bills.

8 We often have unintended
9 consequences. Part of the solution that was
10 suggested on the board on your slide show
11 looked really interesting, but there's going
12 to be a tremendous cost factor to that for
13 the State as taxpayers, and also for the
14 utilities. While I like the idea of the
15 management and operational audits every five
16 years, there's going to be a cost to doing
17 more of those, and that's going to be passed
18 onto the consumer. Our utility costs are
19 already significant and I think we need to
20 keep an eye on those.

21 While my family's been in the
22 Hudson Valley for generations, I'm an Air
23 Force brat and a child of the cold war. My

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2 father was a bomber pilot and I lived in
3 Wichita, Kansas surrounded by missile silos
4 as a child. It taught you to be
5 self-sufficient. I like putting New Yorkers
6 first, but New Yorkers need to be more
7 self-sufficient themselves. I'm not talking
8 about building bunkers, but solar power,
9 generators, having some supplies on hand,
10 public service announcements to help, things
11 like that would be very useful. I think
12 it's off topic, but the safety of New York
13 dramatically has had a negative impact on
14 our ability to be self-sufficient.

15 One last thing that I heard a
16 couple of times tonight, as a legislator and
17 constituent service person, I get calls
18 constantly complaining about Central Hudson
19 cutting trees. When I see Central Hudson
20 cutting trees on my property, I go out and
21 tell them to cut down anything you want to
22 make sure my electric stays on. I think
23 public service announcements would be a

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2 really good tool in educating the public
3 about how useful it is to get those branches
4 and trees cut down, to make us safer when
5 there is a problem, when there is an ice
6 storm, when there is a problem.

7 I've been in places in the State
8 where -- the State Highway Department of
9 Transportation did a beautiful highway over
10 in Poughkeepsie and planted trees under the
11 utility lines. It looks lovely now, but at
12 some point, those trees are going to be on
13 utility lines. We did that to ourselves.
14 Just a little bit of planning could have
15 avoided that. Also, I think when planning
16 goes on in many of our communities, we need
17 to make sure. We're requiring green space
18 around more and more of our facilities, but
19 we also need to make sure that that green
20 space doesn't interfere with our utility
21 lines.

22 Thank you very much.

23 BY MS. CALCATERRA:

P R O C E E D I N G S

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2 Thank you very much. You gave
3 fabulous recommendations, we greatly
4 appreciate it.

5 The next speaker is Manna Jo
6 Greene.

7 BY MS. GREENE:

8 Good evening, I'm Manna Jo
9 Greene, I'm on the Town Council in the Town
10 of Rosendale, which is the next town north
11 of here. During Hurricane Sandy, I was only
12 out for two hours, but I live in an area
13 called Cottekill, and we joke that we're
14 usually the first ones down and the last
15 ones back. But we're very resilient. I
16 have a wood stove, I know how to use
17 batteries and candles. When a storm is
18 coming, we plan ahead.

19 What I'm more concerned about is
20 the shut-ins, the disabled, the people who
21 have nobody to look in on them. And I think
22 that every community should have a plan, a
23 volunteer plan where you partner up, the

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1
2 able-bodied people check on people, and I
3 hope that the utilities will be a partner in
4 developing that.

5 I want to say that Central
6 Hudson has received a lot of well-deserved
7 kudos. They are a good corporate neighbor.
8 In my experience -- my other hat is that I'm
9 the Environmental Director for Clearwater --
10 and they have helped to co-sponsor various
11 different events promoting green building
12 and renewable energy, and just valuable
13 services in the community. They've often
14 sponsored that. And I hope that will
15 continue after they're owned by a Canadian
16 company.

17 The main thing I want to bring
18 up is the value of distributed energy and
19 storage, especially for emergency services.
20 Fawn touched upon that. Solar, the sun
21 comes out every single day, and even if it's
22 an overcast day, you can size a backup
23 system so that you can provide for emergency

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1
2 services. Also, microgrids, where the solar
3 system can power a connected microgrid, that
4 can be disconnected from the larger grid if
5 need be until the grid is -- a grid that has
6 been disabled is re-enabled or powered up.

7 Diesel generators. If people
8 are running out of diesel and you can't get
9 fuel into an area, it can be a problem. And
10 that form of distributed energy is really
11 critical. Unfortunately, the climate change
12 isn't going to go away and the severity of
13 the storms we're experiencing, these long,
14 prolonged storms, we have to plan ahead. I
15 think that's something that I haven't heard
16 in the discussion today but would like to
17 stress.

18 One thing that probably happens
19 all over the place, and that is that the
20 bridge between New Paltz and Rosendale that
21 goes over the Wallkill floods often and more
22 and more frequently, and there's no way of
23 knowing without driving up to it from New

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1
2 Paltz that you're going to have to go back
3 to New Paltz, get on the Thruway, and go to
4 Kingston to get back to Rosendale. There
5 should be some kind of signage on a major
6 roadway when there's a bridge out.

7 BY MS. CALCATERRA:

8 Excuse me, is the bridge
9 electric or not?

10 BY MS. GREENE:

11 No, it's just a bridge over the
12 Wallkill River that floods frequently.

13 I'm going to take off my Town
14 resident, Town Councilperson hat and put on
15 my Clearwater hat for a moment. With
16 Superstorm Sandy approaching, Clearwater and
17 Riverkeeper were on the phone with the
18 Nuclear Regulatory Commission concerned
19 about Indian Point, and requesting that they
20 power down before there was a problem. The
21 rest of the grid that received that power
22 was powering down. My son lives in
23 Brooklyn, he was evacuating from his

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1 building and all the power was shut off so
2 that there wouldn't be a problem of water
3 and electricity. And in areas where they
4 didn't power down, there were transformer
5 explosions. Ultimately, the grid didn't
6 need the power. We were told that, although
7 there were 85-mile-an-hour winds and an
8 11-foot storm surge, there had to be
9 sustained 100-mile-an-hour winds and a
10 15-foot storm surge before Entergy would be
11 advised to power down a nuclear power plant
12 with an approaching storm. And I think that
13 that's a really high threshold, a
14 dangerously high threshold.

15
16 Two other little things. The
17 thing I heard most often amongst the
18 emergency responders in the Town of
19 Rosendale was the loss of cell phone
20 communication and inability for them to
21 recharge their cell phones, and people were
22 sending runners in cars to go deliver
23 messages. That was also a problem.

P R O C E E D I N G S

1
2 And the last thing is, for some
3 reason, there was a traffic jam miles and
4 miles long on Route 84 so I wasn't able to
5 see the slide show, and I'm wondering if
6 that's going to be available on the internet
7 or in some other way?

8 BY MS. CALCATERRA:

9 First, I wanted to touch upon
10 the issue of the bridge. The Moreland
11 Commission, what we're doing is we're
12 looking at utilities and their response to
13 the storm, so the issue related to the
14 bridge in Wallkill that gets flooded is a
15 DOT issue, State Department of
16 Transportation. So that needs to be
17 articulated to them. So I don't want to
18 leave it that it was articulated to us and
19 we should have passed it on. It really
20 should be shared with them. So if there's a
21 way you could work with your State Assembly
22 Member and State Senator, and they should be
23 speaking to the State DOT and local DOT to

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1
2 make sure there is proper signage so you're
3 not driving all the way up there and have to
4 turn around. I understand how that would be
5 a challenge.

6 BY MR. LAWSKY:

7 I'll just add, I have a day job
8 working for the Governor, and my bet is the
9 State Department of Transportation would
10 probably jump on that issue because it
11 sounds like something that can be fixed
12 without a lot of effort. You get a sign.
13 But the Governor's been concerned with those
14 kinds of inefficiencies in the State.

15 BY MS. CALCATERRA:

16 And there's another issue that
17 you brought up, what was the last issue you
18 raised?

19 BY MS. GREENE:

20 The slide show.

21 BY MS. CALCATERRA:

22 Oh, that's right, the power
23 point. The power point, I don't know if

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1
2 this is available on the website, but we
3 will make it available on the Moreland
4 Commission website within the next two days.
5 We're only going to just change the
6 beginning information we have there as far
7 as how many hearings we're having and the
8 amount of people that we're interviewing.
9 But otherwise, the substance of this for now
10 is going to stand until we issue our next
11 report.

12 BY MR. LAWSKY:

13 I believe there is a longer
14 version of it that we presented to the
15 Governor and his cabinet that I think it's
16 on the Governor's website, but I think it's
17 also the Department of Financial Services
18 website, too.

19 BY MS. CALCATERRA:

20 We also put on there their
21 interim report, which was then adopted by
22 the Governor. Thank you so much for
23 testifying.

P R O C E E D I N G S

BY MS. GREENE:

1
2
3 If I could, I would like to add
4 one other thing specifically. Whenever I
5 had to call Central Hudson, it's been very
6 efficient when there's been an outage. The
7 only problems that I've observed are with
8 the out-of-area crews that came in during
9 the emergency. Myself and my neighbor
10 literally had to run after a truck and bring
11 them back to where the problem was. But
12 that's understandable. He came back and he
13 fixed the problem.

14 The crews that are subcontracted
15 to the tree trimming I think in too many
16 cases are killing trees, and then it becomes
17 the property owner's responsibility to deal
18 with a dead tree at times when they could
19 safely remove branches from the wires
20 without killing the trees. And if they have
21 to kill the trees, then they should be
22 responsible for removing the trees. That's
23 a big expense to a property owner. Thank

P R O C E E D I N G S

1
2 you.

3 BY MS. CALCATERRA:

4 Thank you very much. That is it
5 for the speakers that signed up. Is there
6 anyone in the audience who did not sign up
7 who is interested in speaking this evening?
8 I just want to remind you that if there's
9 any testimony that you do want to share that
10 you didn't have an opportunity to share this
11 evening, you can submit it to our website.
12 Just go to Moreland.ny.gov and submit it to
13 our comments. Our work is ongoing and our
14 next public hearing is February 20th in Lake
15 Placid, and our hearings thereafter will be
16 posted on our website.

17 BY MR. LAWSKY:

18 Thank you, everyone, very
19 illuminating, and thanks again to SUNY New
20 Paltz for hosting us. We are adjourned.

21
22 (HEARING CONCLUDED AT 8:25 P.M.)
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C E R T I F I C A T E

STATE OF NEW YORK)

) ss.

COUNTY OF ORANGE)

I, LAURA EVANS, a Court Reporter and Notary Public in and for the County of Orange, State of New York, do hereby certify that I recorded stenographically the proceedings herein at the time and place noted in the heading hereof, and that the foregoing transcript is true and accurate to the best of my knowledge, skill and ability.

IN WITNESS WHEREOF, I have hereunto set my hand.

LAURA EVANS

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