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**PREPARED TESTIMONY BEFORE A JOINT PUBLIC HEARING OF
THE NEW YORK STATE SENATE AND ASSEMBLY TO
ADDRESS UTILITY EMERGENCY STORM RESPONSE AND COMMUNICATION**

AUGUST 20, 2020

PRESENTED BY:

**SHARON LEE
PRESIDENT, BOROUGH OF QUEENS**

Thank you to the Chairs, Senators, and Assemblymembers for convening this important joint hearing and for inviting me to speak about Con Edison's disastrous response to recent electricity outages in Queens County. These outages rendered over 73,000 of Con Edison's 737,000 customers powerless, some for as long as nine days, in the wake of Tropical Storm Isaias. Understanding our borough's experience is necessary to inform any future action against Con Edison resulting from these hearings.

Con Edison has acknowledged that Tropical Storm Isaias hit Queens "particularly hard." But focusing only on the storm minimizes the company's own role in what happened in the mitigation efforts before and recovery efforts in the immediate and prolonged wake of the storm.

Con Edison has not explained, first, why the response in Queens was disproportionately slow and inequitable compared to the other boroughs of New York City, thereby unnecessarily compounding the danger posed to tens of thousands of Queens families. Nor have they explained, second, whether the impact in Queens could have been lessened by more judicious storm mitigation planning in the borough. In short, Con Edison needs to explain its planning and decisions both before and after the storm, and the company must be held to account.

Queens was hit hardest citywide from the start, with 73,000 customers losing power, which is approximately 38 percent of the total 193,000 powerless Con Edison customers in New York City, and over a fifth of all customers impacted in the region. When we talk about Con Edison hurting 73,000 “customers” in Queens, the actual number of people impacted is much greater; an outage affects everyone living under the roof of a “customer,” all coping with a lack of power amid relentless heat and humidity, day after day, night after night. For days and nights post-Isaias, I witnessed downed powerlines and uprooted trees, many blocking home entrances and exits, driveways, sidewalks and roadways. I heard from Queens residents who felt trapped and in danger of going outside, not dissimilar to the fears at the height of the COVID-19 pandemic. I know that it did not have to be this way.

Con Edison’s own outage numbers indicate that the company surged power restoration in other boroughs but failed to prioritize restoration in Queens, the hardest-hit borough from the start. In the critical 48 hours after the storm hit on August 4, Con Edison restored 89 percent of outages in Brooklyn and 81 percent on Staten Island. But at the same time, Con Edison had only restored 59 percent in Queens, where 30,000 customers remained powerless on Day 3, nearly as many as the rest of the city combined. By August 8, almost 100 hours after the storm, Con Edison finally broke the 80 percent threshold of restoration for Queens, but even then, 14,000 customers continued to be left in the dark, constituting more than half of the remaining 24,700 outages citywide. By that point, Con Edison had already long restored over 95 percent of impacted customers in other parts of the City. By August 11, seven nights after the storm, over 3,000 Con Edison customers in Queens—as well as everyone else residing in those households, which were located in all fourteen community districts across Queens—still remained powerless and in the dark amidst relentless heat and humidity. Only on August 13, a full nine days later, did Con Edison report having fully restored power across Queens. We are grateful to the workers who got it done, but our patience had long expired with the management that so obviously bungled the response.

It is clear that in the immediate and extended wake of Tropical Storm Isaias, Con Edison failed Queens, utterly and spectacularly. Once the delays began to drag, my office asked Con Edison how many crews they have to cover Queens. Their answer was that, on any given day without a storm, they have a total of 25 crews to cover all of Queens and Kings Counties

combined. That is a tremendous amount of ground to cover, even without a storm. It is still unclear how many more crews beyond the standard 25 were tapped in anticipation and preparation of Isaias. It is also unclear how many of the out-of-state reinforcements were dedicated to Queens—again, the hardest-hit county in New York City.

We also asked how they were prioritizing restorations, a pressing question after we saw Con Edison numbers restoring at a much faster clip in Brooklyn and Staten Island than in Queens. Con Edison responded that outage concentrations dictated their response; for example, if a cluster had 1,000 outages and another had 100, the cluster of 1,000 would receive priority. Yet if it were solely about the numbers, then why weren't the hardest-hit communities in Queens on the top of the priority list?

Furthermore, a response to widespread utility outages should be informed by more than just the raw numbers. Priority should go to the most vulnerable, such as those who rely on medical equipment like CPAP machines, or where there are large populations of elders. Within the first few days following the storm, we asked Con Edison how many of the 73,000 customers without power in Queens relied on electricity-dependent medical equipment. Their answer: 109 customers across Brooklyn and Queens. I found that low number hard to believe, especially since they could not even tell us how many of the 109 were based in Queens. Utilities and emergency management should be able to quickly assess urgency vis-à-vis vulnerability, perhaps by seeking and collecting pertinent self-reported information from customers prior to a storm. In assessing urgency, Con Edison should be aware of basic information about its customers, such as whether a household member uses medical equipment that relies on electricity, whether a person has a medical condition that would be impacted by a prolonged outage, the number of elderly or young individuals in the home particularly vulnerable to extensive power outages, et cetera. The failure to consider these issues, coupled with a general lack of urgency, compounded a widespread disaster for which Con Edison should have been prepared.

Indeed, Con Edison has had ample time to plan for the worst. Following previous mass outages caused by Superstorm Sandy of 2012 and subsequent storms—and accompanying sluggish restorations—Con Edison had reported that it invested approximately \$1 billion in infrastructure improvements for storm resilience, paid for in part by a rate hike in 2017. Queens

customers were on the hook for the rate increase, so did Con Edison make appropriate investments and plan to protect the most vulnerable areas of Queens? Have the investments made actually resulted in safer, more reliable service and speedier restorations? The most recent Con Edison rate hike, approved by the PSC earlier this year, was a 13.5 percent increase in residential electricity rates over three years, which again was deemed necessary to improve infrastructure, safety, and reliability. Again, where is Con Edison directing these investments? And will future investments be made equitably in Queens, which is so vulnerable to disastrous service failures?

In the short term, Con Edison must do right by the people they failed in Queens. I have been very vocal in calling for Con Edison to issue immediate and full rebates to this month's bill to all 73,000 customers affected by outages from Isaias, in addition to reimbursing them for all spoiled food, medicine, and other losses. It is the very least they could do. If Con Edison chooses not to do so, then the State should ultimately require it. This is not without precedent. In June 2006, a Con Edison power outage in Astoria/LIC rendered up to 174,000 Queens residents and business owners powerless for nine days. In January 2007, the New York State Public Service Commission determined that the blackout resulted from Con Edison's "failure to address a multitude of pre-existing problems and issues associated with the operations, maintenance, and oversight of" its western Queens infrastructure. And in 2008, facing legal action by Queens residents and business owners as well as an ongoing investigation by the Public Service Commission, Con Edison agreed to a settlement that provided a \$46 million rate benefit for its customers, and a \$17 million benefit fund for those directly affected in Western Queens, half of which was dedicated to significant bill credits.

Ultimately, even though the storm itself was not in its control, Con Edison is fully responsible for its decisions in the lead-up and aftermath of extreme weather events. Con Edison needs to explain why these families and communities in Queens were the ones they decided should bear a disproportionate and extended burden.

Thank you again for this opportunity to testify. Accompanying this testimony are supplementary materials for your information. Queens asks that you remember our experience as you hold the utilities accountable to the powerless people they serve.



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ATTACHMENT 1

OUTAGE RESTORATION PACE BY COUNTY

	TOTAL PEAK OUTAGE	per ConEd press release THU 06Aug 6am (~36hrs)								per ConEd press release WED 05Aug 5:15pm (~23hrs)								per ConEd press release WED 05Aug 10:30am NR (~16hrs)							
		REPORTED TOTAL PEAK OUTAGE	SHARE OF TOTAL NYC ACTUAL PEAK OUTAGE	RESTORED 06Aug	APPROX RESTORATI ON PACE PER HOUR	RESTORED %	STILL OUT	STILL OUT %	REPORTED TOTAL PEAK OUTAGE	SHARE OF TOTAL NYC ACTUAL PEAK OUTAGE	RESTORED 06Aug	APPROX RESTORATI ON PACE PER HOUR	RESTORED %	STILL OUT	STILL OUT %	REPORTED TOTAL PEAK OUTAGE	SHARE OF TOTAL NYC ACTUAL PEAK OUTAGE	RESTORED 06Aug	APPROX RESTORATI ON PACE PER HOUR	RESTORED %	STILL OUT	STILL OUT %			
QUEENS	73,000	70000	38%	34000	944	49%	36000	51%	64000	33%	21000	913	33%	43000	67%	57000	29%	10000	625	18%	47000	82%			
BROOKLYN	30,800	31400	16%	27000	750	86%	4400	14%	31600	16%	26000	1130	82%	5600	18%	31100	16%	21600	1350	69%	9500	31%			
STATEN ISLAND	58,000	57000	29%	44000	1222	77%	13000	23%	53000	27%	35000	1522	66%	18000	34%	51800	27%	30500	1906	59%	21300	41%			
BRONX	32,000	29800	15%	10000	278	34%	19800	66%	29800	15%	5300	230	18%	24500	82%	27600	14%	4600	288	17%	23000	83%			
NYC	193,800	188200		115000	3194	61%	73200	39%	178400		87300	3796	49%	91100	51%	167500		66700	4169	40%	100800	60%			
WESTCHESTER	133,000	128000		45000	1250		83000		126000		30000	1304		96000		120000		21000	1312.5		99000				
		www.coned.com/en/about-us/media-center/news/20200806/con-edison-to-customer-were-more-than-halfway-there Crews have restored power to more than 45,000 Westchester County customers and are working on the remaining 83,000 customers. In Queens, more than 34,000 customers have gotten service back with about 36,000 still out. In Brooklyn, crews have restored about 27,000 customers with about 4,400 remaining out and in Staten Island, the company has restored more than 44,000 customers with about 13,000 still out. In the Bronx, crews have restored more than 10,000 customers and about 19,800 are out of service.								www.coned.com/en/about-us/media-center/news/20200805/con-edison-plans-to-finish-vast-majority-of-isaia-restoration-by-sunday-night Crews have restored power to more than 30,000 Westchester County customers and are working on the remaining 96,000 customers. In Queens, more than 21,000 customers have gotten service back with about 43,000 still out. In Brooklyn, crews have restored about 26,000 customers with about 5,600 remaining out. In Staten Island, the company has restored more than 35,000 customers with about 18,000 still out. In the Bronx, crews have restored 5,300 customers and 24,500 are out of service.								www.coned.com/en/about-us/media-center/news/20200805/con-edison-off-to-a-fast-start-on-post-isaia-restoration Crews have restored power to more than 21,000 Westchester County customers and are working on the remaining 99,000 customers. In Queens, more than 10,000 customers have gotten service back with about 47,000 out. In Brooklyn, crews have restored more than 21,600 with about 9,500 remaining out. In Staten Island, the company has restored 30,500 customers with 21,300 still out. In the Bronx, crews have restored 4,600 customers and 23,000 are out of service.							

	TOTAL PEAK OUTAGE	per ConEd press release SAT 08Aug 5:30am (~83hrs)						per ConEd press release FRI 07Aug 6:45pm (~72hrs)					per ConEd press release FRI 07Aug 5am (~59hrs)					per ConEd press release THU 06Aug 6:45pm (~48hrs)					
		APPROX RESTORATI		RESTORED %	STILL OUT	STILL OUT %	APPROX RESTORATI		RESTORED %	STILL OUT	STILL OUT %	APPROX RESTORATI		RESTORED %	STILL OUT	STILL OUT %	SHARE OF TOTAL NYC PEAK OUTAGE	APPROX RESTORATI		RESTORED %	STILL OUT	STILL OUT %	
		RESTORED 06Aug	ON PACE PER HOUR				RESTORED 06Aug	ON PACE PER HOUR				RESTORED 06Aug	ON PACE PER HOUR					RESTORED 06Aug	ON PACE PER HOUR				RESTORED 06Aug
QUEENS	73,000	54,000	651	74%	19000	26%	49,000	681	67%	24000	33%	49,225	834	67%	23775	33%	38%	43000	896	59%	30000	41%	
BROOKLYN	30,800	29,400	354	95%	1400	5%	29,300	407	95%	1500	5%	28,042	475	91%	2758	9%	16%	27500	573	89%	3300	11%	
STATEN ISLAND	58,000	54,800	660	94%	3200	6%	50,500	701	87%	7500	13%	44,832	760	77%	13168	23%	30%	47000	979	81%	11000	19%	
BRONX	32,000	22,300	269	70%	9700	30%	19,000	264	59%	13000	41%	20,493	347	64%	11507	36%	17%	16000	333	50%	16000	50%	
NYC	193,800	160,500	1934	83%	33300	17%	147,800	2053	76%	46000	24%	142,592	2417	74%	51208	28%	1	133500	2781	69%	60300	31%	
WESTCHESTER	133,000	80,000	964	60%	53000	40%	78,000	1083	59%	55000	41%	64,372	1091	48%	68628	52%		58000			75000		
		www.coned.com/en/about-us/media-center/news/20200808/isaia-restorations-surpass-270000-nearly-3000-workers-deployed Westchester County where the electric delivery system is nearly all overhead has 53,000 customers out of service with local restoration times that vary from tomorrow at 3:00 pm to 11:00 p.m. on August 10. Queens has 19,000 customers without power and a restoration time of 11:00 p.m. on August 9. The Bronx with 9,700 customers out of service and a restoration time of 11:00 p.m. on August 9. Staten Island has 3,200 customers without service and a restoration time of 11:00 p.m. on August 9. Brooklyn has 1,400 customers without service and a restoration time of 11:00 p.m. on August 9.						https://www.coned.com/en/about-us/media-center/news/20200807/isaia-restorations-surpass-240000-as-additional-workers-continue-to-arrive The company's outage map reports about 55,000 customers out of service in Westchester County, where the electric delivery system is nearly all overhead. The company reports about 24,000 customers out in Queens, 13,000 in the Bronx, 7,500 in Staten Island, and 1,500 in Brooklyn.					www.coned.com/en/about-us/media-center/news/20200807/con-edison-continues-making-restorations Customer outages as of 4:00 a.m. includes Brooklyn with 2,758 customers without service; Westchester County with 68,628 customer outages; Queens with 23,775 out of service; Staten Island with 13,168 customers without power; and 11,507 Bronx customers without service.					www.coned.com/en/about-us/media-center/news/20200806/con-edison-crews-continue-restoration Crews have restored power to more than 58,000 Westchester County customers reported out since Tuesday and are working on the remaining 75,000 customers. In Queens, more than 43,000 customers have gotten service back with about 30,000 still out. In Brooklyn, crews have restored about 27,500 customers since Tuesday with about 3,300 remaining out and in Staten Island, the company has restored more than 47,000 customers with about 11,000 still out. In the Bronx, crews have restored more than 16,000 customers and about 16,000 are out of service.					

	TOTAL PEAK OUTAGE	per ConEd press release MON 10Aug 9:40am (~135hrs)					per ConEd press release SUN 09Aug 8pm (~122hrs)					per ConEd press release SUN 09Aug 5:30am (~107hrs)					per ConEd press release SAT 08Aug 7:30pm (~97hrs)				
		RESTORED 06Aug	APPROX RESTORATI		RESTORED %	STILL OUT	STILL OUT %	RESTORED 06Aug	APPROX RESTORATI		RESTORED %	STILL OUT	STILL OUT %	RESTORED 06Aug	APPROX RESTORATI		RESTORED %	STILL OUT	STILL OUT %		
			ON PACE PER HOUR	ON PACE PER HOUR					ON PACE PER HOUR	ON PACE PER HOUR											
QUEENS	73,000	70,200	520	96%	2800	4%	68,900	565	94%	4100	6%	62,000	579	85%	11000	15%	59,000	608	81%	14000	19%
BROOKLYN	30,800	30,400	225	99%	400	1%	30,300	248	98%	500	2%	29,800	279	97%	1000	3%	29,600	305	96%	1200	4%
STATEN ISLAND	58,000	#VALUE!	#VALUE!	#VALUE!	N/A	#VALUE!	57,901	475	100%	99	0%	56,900	532	98%	1100	2%	56,500	582	97%	1500	3%
BRONX	32,000	31,350	232	98%	650	2%	29,900	245	93%	2100	7%	25,100	235	78%	6900	22%	24,000	247	75%	8000	25%
NYC	193,800	189,950	1407	98%	3850	2%	187,001	1533	96%	6799	4%	173,800	1624	90%	20000	10%	169,100	1743	87%	24700	13%
WESTCHESTER	133,000	118,000	874	89%	15000	11%	105,500	865	79%	27500	21%	97,900	915	74%	35100	26%	92,000	948	69%	41000	31%

<https://www.coned.com/en/about-us/media-center/news/20200810/con-edison-continues-focus-on-westchester>
 The company reports about 19,000 customers currently without service due to the storm. They include about: 15,000 in Westchester, 2,800 in Queens, 650 in the Bronx and 400 in Brooklyn.

www.coned.com/en/about-us/media-center/news/20200809/crews-working-safely-efficiently-to-restore-55000-customers
 The workers will focus on customers without service including: 35,100 in Westchester, 11,000 in Queens; 6,900 in the Bronx, 1,100 in Staten Island and 1,000 in Brooklyn.

www.coned.com/en/about-us/media-center/news/20200809/crews-working-safely-efficiently-to-restore-55000-customers
 The workers will focus on customers without service including: 35,100 in Westchester, 11,000 in Queens; 6,900 in the Bronx, 1,100 in Staten Island and 1,000 in Brooklyn.

www.coned.com/en/about-us/media-center/news/20200808-2/additional-crews-supplement-con-edison-push-to-restore-customers
 The focus is on Westchester, where about 41,000 customers have no service. In New York City, Queens has about 14,000, the Bronx 8,000, Staten Island 1,500, and Brooklyn over 1,200 remaining out.

ATTACHMENT 2

AUGUST 11, 2020 PRESS RELEASE



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QUEENS BLASTS CON EDISON FOR DISASTROUS POWER RESTORATION POST-ISAIAS

*BP Lee Calls for Full Rebate of August ConEd Bill for 73,000 Queens Customers
Inequitable, Disproportionate Pace of Restoration
Compounded Effects of Ongoing COVID-19 Pandemic
Precedent for Direct Remedy for Con Edison Customers
Rate Hikes in Recent Years Were to Improve Infrastructure, Safety, Reliability*

QUEENS, NY – Acting Borough President Sharon Lee, together with federal, state and city elected officials and community boards representing some of the most heavily and extensively impacted areas of the borough, today collectively blasted Con Edison's disastrous management of power restoration in Queens County that rendered over 73,000 of its customers without power in the wake of Tropical Storm Isaias since last Tuesday.

Seven nights after the storm, over 3,000 Con Edison customers in Queens – as well as everyone else residing in those households – still remain powerless and in the dark amidst relentless heat and humidity.

Representative officials slammed Con Edison's disproportionate pace and inequitable power restoration for Queens relative to the rest of New York City. Some noted the compounded effects of the ongoing COVID-19 pandemic in Queens, citing residents feeling "trapped" by downed and hazardous wires left in the sidewalks and roads or suspended midair blocking home entrances and driveways for days on end. Officials also noted Con Edison's rate hikes in recent years including 13.5% increase in residential electricity rates over three years, approved in January 2020, as well as past precedent for direct remedy to the company's customers.

Many of the Queens elected officials at today's news conference included members of both the New York State Senate and State Assembly Committees on Corporations, Authorities and Commissions. The state legislature is planning hearings on the utilities later this month.

"Con Edison failed Queens in the immediate and extended wake of Tropical Storm Isaias, depriving us – at length – the necessary urgency, service and communications that we are owed as customers without a choice," said **Borough President LEE**. "While 73,000

customers in Queens were rendered powerless, here in the Borough of Families, the real impact hit real people in multiples of that. Con Edison has the power now to choose to do right by its Queens customers for the prolonged trauma and danger imposed upon them. I urge Con Edison to offer immediate and full rebates to the 73,000 Queens customers on this month's bill to remedy this disproportionate and inequitable restoration. It is the very least Con Edison can do."

"As customers, we are grateful to the workers, but after repeated recovery failures, patience for the company has long expired," **Borough President LEE** added. "The only thing reliable about Con Edison post-Isaias was its consistent failure to communicate accurately and effectively to the public. Power is essential, as we were acutely reminded during the heights of the pandemic. The restoration of power especially after a storm is a race against time for safety, public confidence and the preservation of livelihoods."

Inequitable and Disproportionate Pace of Power Restoration

Officials slammed Con Edison's disproportionate pace and inequitable power restoration for Queens relative to the rest of the City over the critical [first 48 hours after the storm](#), at which point Con Edison had restored 89 percent in Brooklyn and 81 percent in Staten Island. By then, Con Edison had only restored 59 percent in Queens where 30,000 customers remained powerless, virtually as much as the rest of the city combined.

By Saturday, August 8, nearly [100 hours after the storm](#), Con Edison finally broke the 80 percent threshold of restoration for Queens; 14,000 Queens customers, however, were still left in the dark, over half of the remaining 24,700 outages citywide. By then, Con Edison had already long restored over 95 percent of impacted customers in both Brooklyn and Staten Island.

Compounded Effects of Ongoing COVID-19 Pandemic

Con Edison's restoration failures have compounded the effects of the ongoing COVID-19 pandemic for many in Queens, which was the epicenter of the pandemic at the pandemic's peak in New York. The extensive power outage and bungled restoration has caused prolonged trauma and danger to tens of thousands of Con Edison customers and their families.

[Infuriating delays](#) in power restoration and removal of downed and hazardous wires — as well as a consistent failure to communicate accurately and effectively to its customers and representative officials — not only left Queens residents feeling ["exasperated"](#) and ["trapped,"](#) but also created exceedingly dangerous situation and prolonged stress for Con Edison's customers in Queens who rely on critical medical devices like CPAP machines.

Precedent for Direct Remedy for Con Edison Customers

There is precedent for Con Edison providing restitution to its Queens customers for a failed response to power outages. For nine days in July 2006, a Con Edison power outage left up to 174,000 people in western Queens without electricity. In January 2007, the New York State Public Service Commission determined that the blackout resulted from Con Edison's

“failure to address a multitude of pre-existing problems and issues associated with the operations, maintenance, and oversight of” its western Queens infrastructure. In 2008, facing legal action by Queens residents and business owners as well as an ongoing investigation by the Public Service Commission, Con Edison agreed to a settlement that provided a \$46 million rate benefit for its customers, and a \$17 million benefit fund for those directly affected in Western Queens, half of which was dedicated to significant bill credits.

Last week on August 5, Governor Andrew Cuomo directed the State Department of Public Service to launch an investigation of Con Edison and other New York utilities’ failed response to Tropical Storm Isaias.

Con Edison Rate Hikes in Recent Years

Following previous mass outages caused by Superstorm Sandy of 2012 and subsequent storms, Con Edison has spent approximately \$1 billion in infrastructure improvements, paid for in part by a rate hike in 2017. Two components of Con Edison’s 2013 resilience plan were (1) to upgrade its overhead distribution equipment with the aim of “making the system more resilient against damage from high winds and downed trees and limbs,” and (2) “selectively undergrounding portions of the overhead system based on [its] analysis of outage data and field surveys of tree density.” But in 2018, after the 2017 rate hike was already in place, an ABC7 investigation revealed that Con Edison subsequently reneged on its initial plans to bury overhead power lines.

Earlier this year, the Public Service Commission approved the most recent Con Edison rate hike for residential electricity service, a 13.5% increase over three years, which was deemed necessary in part to “allow [Con Edison] to replace aging infrastructure and to modernize its systems.” But it is unclear whether these promised investments have been equitably implemented or have actually led to safer and more reliable service promised for Queens County.

“Queens residents are suffering from both COVID-19 and loss of electricity due to Tropical Storm Isaias — 73,000 Queens residents left in the dark is devastating,” said **U.S.**

Representative CAROLYN MALONEY. “ConEdison must begin work immediately to restore power now.”

“Con Edison’s recovery following Tropical Storm Isaias has been inadequate, sporadic and unacceptable,” said **New York State Senator TOBY ANN STAVISKY.** “I understand restoring power to 73,000 homes in Queens is a difficult task, but leaving thousands without power nearly a week after the storm is just plain dangerous. Con Ed needs to be held accountable for their listless response.”

“The bottom line is that Con Edison’s response to Tropical Storm Isaias was simply unacceptable,” said **New York State Assemblymember EDWARD BRAUNSTEIN, Chair of the Assembly Committee on Cities, which is a co-sponsor of the legislative hearing on utilities to be held later this month.** “The utility was totally unprepared for the storm and its communication with those who lost power was severely lacking. Later this month, I will be co-sponsoring a legislative hearing on ConEd’s response to Isaias where we will be

demanding answers about what went wrong and what changes need to be made going forward.”

“The lack of preparedness by our utility companies for Tropical Storm Isaias was beyond unacceptable. We have had conversations and reassurances from these companies that they’re ready for anything, yet a week after the storm hit my constituents are still without power,” said **New York State Assemblymember STACEY PHEFFER AMATO, Member of the New York State Assembly Committee on Corporations, Authorities and Commissions**. “I have no confidence in the utilities’ ability to carry out an emergency preparedness plan or manage post disaster recovery. This is a moment where serious reform must come, quickly, because we’re in the middle of hurricane season and we may be tested again very soon.”

“My colleagues in the state legislature have been calling for immediate plans to hold Con Ed accountable, including putting forward legislation to create a pathway toward a public takeover,” said **New York State Assemblymember RON KIM, Member of the Assembly Committee on Corporations, Authorities and Commissions**. “It is clear that an energy company driven by investor profits that have monopolized New York City’s energy market is not working. It is time to put our people over Con Ed’s profits.”

"It's absolutely unacceptable that every call my office has made to ConEd over the past few days provided no updates on when residents could expect power to be restored. From downed trees sitting on power lines, major intersections without traffic lights, and seniors at home without electricity, outerborough neighborhoods continue to be an afterthought in storm preparation and recovery,” said **New York State Assemblymember NILY ROZIC, Member of the Assembly Committee on Corporations, Authorities and Commissions**. “While Queens residents have been left in the dark and at risk, it is clear that ConEd's woeful inability to handle the City's power must be investigated."

"Con Edison's response times were flat out horrible," said **New York State Assemblymember BRIAN BARNWELL**. “We still have people without power. We cannot continue to give Con Edison a de-facto monopoly without any accountability."

“Almost a week after Tropical Storm Isaias toppled a gigantic London plane tree on my own block, it is still laying on top of the cars it landed on. I understand the frustration and disruption caused throughout my Assembly District by this storm. From Ravenswood to Sunnyside, Maspeth, and Ridgewood, there are trees still down, streets blocked, and power out,” said **New York State Assemblymember CATHERINE NOLAN**. “Understanding the difficulties, there still needs to be better coordination, response, and results following storms in New York. My thanks to my colleagues for working together to address these problems."

“The repeated shortcomings of Con Edison have left residents struggling to bear extreme temperatures and cope with health conditions,” said **New York City Councilmember ADRIENNE ADAMS**. “In the aftermath of the recent tropical storm, we have been met

with false promises and inefficient recovery. Con Edison has failed all New Yorkers and we must elicit full transparency for the people of this city.”

"I know that Con Edison, like every agency, faces a tremendous number of locations that require attention after the recent storm," said **New York City Councilmember BARRY GRODENCHIK**. "Residents have been quite patient, but now a week has passed, and frustrations are rising. Those who live in Queens, which was most severely impacted, need power restored right away."

"In a post-Sandy New York City, there is simply no excuse to be overwhelmed and unprepared for a storm of this magnitude," said **New York City Councilmember PETER KOO**. "New Yorkers don't expect miracles, but we demand a reasonable degree of responsiveness, transparency and basic communications from our utilities. Sadly, too many have been kept in the dark."

"Year after year, Con Ed reliably wins rate increases from the Public Service Commission; month after month, my constituents reliably pay their electric bills; yet storm after storm, Con Ed proves that it can't be counted on to keep their refrigerators working, their air conditioners running, and their lights on," said **New York City Councilmember RORY LANCMAN**. "Con Ed's virtual monopoly on power in New York City cannot go on."

"I'm beyond outraged at Con Edison and PSEG's lack of preparedness for Tropical Storm Isaias, which left thousands of Queens residents in the dark," said **New York City Councilmember DONOVAN RICHARDS**. "Now is the time to transition to public power, so the public has an opportunity to hold utility companies accountable," ended Richards.

"Today, six days after Hurricane Isaias, a resident emailed Community Board 2 out of complete desperation. She said that it took three days to get any kind of response from ConEd. They promised power would be on Sunday night and nothing happened," said **Community Board 2 Chairperson LISA DELLER**. "'It is now Monday and residents in her building still have no power,' she asked. 'How is New York City allowing this after everything that has happened with COVID?' We agree. We need action now."

"The numbers show Southern Queens — CBs 10, 12, and 13 — suffered the most loss of electricity in the Borough from Isaias; and today, a full week later the people behind those numbers — our residents — are still suffering in the dark. Suffering first from their loss of electrical power, and second suffering from their powerlessness to get answers from ConEd leaving them in the dark about when to expect restoration," said **Community Board 10 Chairperson BETTY BRATON**. "It may not be ConEd's fault the lights went out, but it is ConEd's obligation to get them back on and to provide clear information to people about when the company will get their power restored."

Eastern parts of Queens were most severely impacted by the storm as well as by the company's failure to deliver reasonable expectations of service and reliability to its customers for over seven days and nights. See attached graphic for the full breakdown by

Community District of Queens customers still left powerless after the first 48 hours of Tropical Storm Isaias.

Also joining today's news conference were Shameeza and Michael Singh of Queens Village, whose power was not restored until last night at approximately 11:00PM, seven nights after the storm. Joining the Singhs were their three young children, some of whom have compromised immune systems, including 6-year-old cancer survivor King Singh.

The following were also present at Tuesday's press conference included:

- Acting Queens Borough President Sharon Lee
- U.S. Representative Grace Meng
- State Senator Leroy Comrie, Chair of the Committee on Corporations, Authorities and Commissions
- State Senator Joe Addabbo, Jr.
- State Senator John Liu
- State Assemblymember Edward Braunstein, Chair of the Committee on Cities
- State Assemblymember Stacey Pheffer Amato, Member of the Assembly Committee on Corporations, Authorities and Commissions
- State Assemblymember Ron Kim, Member of the Assembly Committee on Corporations, Authorities and Commissions
- State Assemblymember Nily Rozic, Member of the Assembly Committee on Corporations, Authorities and Commissions
- State Assemblymember Clyde Vanel, Member of the Assembly Committee on Corporations, Authorities and Commissions
- State Assemblymember David Weprin
- City Councilmember Barry Grodenchik
- City Councilmember Peter Koo
- City Councilmember Rory Lancman
- Community Board 10 Chairperson Betty Braton
- Community Board 6 District Manager Frank Gulluscio
- Community Board 9 District Manager James McClellan
- Community Board 12 District Manager Yvonne Reddick

Queens residents are encouraged to share their experiences from the wake of Isaias by contacting the Queens Borough President's Office via info@queensbp.org or 718-286-3000.

Follow the Office of the Queens Borough President via @QueensBP2020 on Twitter, Facebook and Instagram

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ATTACHMENT 3

QUEENS OUTAGES BY COMMUNITY DISTRICT

COMMUNITY DISTRICT	THU 07Aug @ 6PM	FRI 07Aug @ 12:30AM	FRI 07Aug @ 1:15PM	SAT 08Aug @ 12:30AM	SAT 08Aug @ 10:30AM	SUN 09Aug @ 2AM	SUN 09Aug @ 1PM	MON 10Aug @ 12:30AM	MON 10Aug @ 10AM	MON 10Aug @ 11:30PM	WED 10Aug @ 5:30PM
1	227	308	330	305	309	317	322	202	207	163	4
2	911	921	974	762	734	386	338	99	102	74	11
3	472	462	998	946	936	430	382	237	251	219	46
4	127	130	202	178	153	161	158	127	128	132	32
5	1,276	1,341	3,555	1,086	934	671	477	377	376	370	55
6	271	481	340	313	312	304	223	261	248	260	13
7	4,895	3,877	3,909	2,381	2,225	1,315	1,136	564	709	445	287
8	2,417	2,352	2,070	1,486	1,480	556	568	291	288	117	21
9	1,116	1,081	1,098	1,120	987	920	925	815	809	509	141
10	4,898	3,999	4,053	2,480	2,469	1,556	1,314	752	716	585	52
11	2,457	1,483	2,140	1,302	1,299	539	494	338	280	89	301
12	7,182	4,432	4,572	3,469	2,244	1,642	1,147	632	615	358	73
13	5,759	3,447	3,294	2,699	2,610	1,604	1,423	976	809	456	28
14	109	156	159	153	159	158	138	94	94	1	0
TOTAL	32,117	24,470	27,694	18,680	16,851	10,559	9,045	5,765	5,632	3,778	1,064

ATTACHMENT 4

QUEENS COMMUNITY DISTRICT MAP

