



VILLAGE OF TARRYTOWN

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August 19, 2020

Honorable Andrea Stewart-Cousins
New York State Senate Majority Leader
28 Wells Avenue, Bld. #3, 5th Floor
Yonkers, NY 10701

Re: Tropical Storm Isaias

Dear Senate Majority Leader Stewart-Cousins:

Thank you for your efforts on behalf of all the communities in Westchester and New York that you represent. In terms of the difficulties the Village and our residents had with the utilities that provided service in the Village of Tarrytown, the two biggest problems we had were with the telecommunications companies – Verizon and Altice/Optimum. We will also mention items that Con Edison can improve upon.

Verizon

- Until a week had elapsed, we had no communication or contact from Verizon on the number of outages and their plan to begin restoration in Tarrytown.
- After the intervention of the County Executive's Office, a line of communication opened between municipalities and the telecommunication companies, including the Village of Tarrytown.
- The accessibility for customers to report outages was horrific. One of our residents waited on hold for five (5) hours before they could reach someone and convey that they had an outage caused by downed wires and was able to receive a ticket so work could be reported and then performed.
- Verizon's recommendation that customers go on line to file a complaint is not realistic difficult for people who have no internet.

Altice/Optimum

- Until a week had elapsed, we had no communication or contact from Altice on the number of outages in our community and their plan to begin restoration efforts.
- We had a very large outage in a local condominium complex (The Quay) where virtually all of the customers of Altice had only partial or no service. The information we received from Altice was they didn't even have a ticket to show there was an outage at that location.

- Altice kept reporting there were zero to less than 5 outages in Tarrytown, while there were numerous reports to Village Hall, and social media posts about outages on the Altice system in Tarrytown.

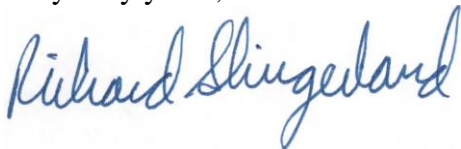
Con Edison

- Communication was spotty. Although they did a good job helping us cut and clear roads and restore customers, getting information on equipment needed or crews needed at particular locations was often not forthcoming. In one situation, we had Village crews standing by to assist with road clearing operations and could not connect with Con Ed's line safety and clearing crews to let them know the location where they were needed.
- This is a comment similar to what happened with Hurricane Sandy where the scale of the increased operations for staff and management appeared to be difficult for Con Ed to supervise (estimating a ten-fold increase in employees and crews from normal operations). They need to be able to set up a better management structure beforehand for the huge increase in their operations and supervisory staff for efforts such as these. In one neighborhood where there was a number of outages, on five separate occasions repair crews came on the scene to work on restoring wires only to realize they couldn't do any work because poles needed to be replaced first.

As a general comment, in all instances the municipalities, including Tarrytown, were dealing with calls and frustration from customers. We were performing their customer service which took municipal time away from our own daily responsibilities.

We hope these comments prove useful and can lead to tangible change and improvement.

Very truly yours,



Richard Slingerland
Tarrytown Village Administrator