



**March 2017 Windstorm and Related Power Outages
Rochester Gas and Electric/New York State Electric & Gas
Matter 17-00540**

On March 8 and 9, 2017, a series of severe windstorms swept through parts of Western New York and the Finger Lakes causing widespread power outages. The New York State Department of Public Service (DPS) is investigating the preparedness and response of Rochester Gas and Electric Corporation (RG&E) and New York State Electric & Gas Corporation (NYSEG) in regards to the windstorm related power outages.

Public Statement Hearings

DPS is seeking comment regarding the windstorm-related power outages from customers in RG&E's service territory and NYSEG's Lancaster Division. Interested members of the public are invited to attend the hearings and provide comment.

An Administrative Law Judge (ALJ) will preside over the public statement hearings and the gathering of public comments. All comments will become part of the formal record and will be considered by DPS in its investigation. It is not necessary to make an appointment in advance or present written material in order to speak at the hearing.*

Please join us:

Date: April 12, 2017
Time: 2:00 pm – afternoon hearing
6:00 pm – evening hearing
Location: Southside Commerce Center
Auditorium
300 Gleed Avenue
East Aurora, NY 14052

Date: April 13, 2017
Time: 2:00 pm – afternoon hearing
6:00 pm – evening hearing
Location: Monroe Community College
Brighton Campus
Building 3, Forum Room
1000 East Henrietta Road
Rochester, NY 14623

*Disabled persons requiring special accommodations may place a collect call to the DPS's Human Resources Management Office at 518-474-2520. TDD users may request a sign language interpreter by placing a call through the New York Relay Service at 711 to reach the DPS at the previously mentioned number. If you have difficulty understanding English, please call the DPS at 1-800-342-3377 for free language assistance services.

DPS is interested in comments from customers that address questions such as:

- How were you affected by the outages?
- Do you think you received timely, accurate and adequate information from your utility company about what was happening before, during and after the service outages?
- Did you attempt to contact your utility for information or assistance immediately before, during or after the outages, and did you get the response you were requesting and/or a satisfactory response?
- What are your overall impressions about how your utility responded to the outages? What were your reasons for those impressions?
- What are your recommendations about actions you believe your utility should or should not have taken before, during and after the service outages?
- What actions do you recommend DPS take in light of all that you know regarding these events?

Ways to Comment on the Matter

Comments can be made at the public statement hearings being held on April 12 and 13, 2017. In addition, comments may be submitted through the methods below. Comments are requested by Tuesday, May 9, 2017. To comment:

- **Write to the Secretary:** Submit comments electronically to Kathleen H. Burgess, Secretary by email at secretary@dps.ny.gov or by mail to Secretary Burgess at the New York State Department of Public Service, Three Empire State Plaza, Albany, NY 12223-1350. Comments delivered in these manners should reference “RG&E/NYSEG March 2017 Power Outage (Matter 17-00540)”.
- **Visit the Department Website:** Comments may be entered directly into the case via the www.dps.ny.gov website, by entering the associated matter number in the Search option found on the homepage. After opening the case, enter comments using the “Post Comments” tab located at the top of the page.
- **Call the Toll-free Opinion Line:** Individuals may choose to submit comments by calling the toll-free Opinion Line at 1-800-335-2120. This line is set up to receive in-state calls 24 hours a day. Callers should press “1” to leave comments about “RG&E/NYSEG March 2017 Power Outage (Matter 17-00540)”. Comments received via the Opinion Line are not transcribed, but a summary is provided to the Department.

Information about the RG&E/NYSEG March 2017 power outage investigation and related documents are available online at www.dps.ny.gov. From the homepage, click on “Search,” and enter matter number 17-00540 in the “Search by Case Number” field.

Did You Know?

If you are without power: Call your utility first to determine area repair schedules or call the 24/7 Finger Lakes Region Emergency Hotline at 866-244-3839 for updates. Turn off or unplug lights and appliances to prevent a circuit overload when service is restored. Leave one light on to indicate power has been restored.