



Town of Lumberland
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Secretary Burgess
New York State Department of Public Service
Three Empire State Plaza
Albany, NY 12223-1350

May 4, 2018

Ref: Matter 18-00618 / March 2018 Winter Storm Investigation

Dear Ms. Burgess,

I have yet to understand how O&R could advise residents of the Town of Lumberland that power would be restored by Monday night 03/05/18 without anyone from O&R having been in town to assess the damage. I spent three hours touring the town on Saturday and looking at the devastation. As a lay person, who had seen all the damage, I knew there was NO WAY that power would be restored by then. Then O&R continued to push back the restoration time by 24 hrs. In the end, the final customers didn't come back online for almost SIX full DAYS after the *initial restoration time* that was posted. O&R actually made it more difficult for the town and its members with this misinformation. People trusted O&R to give them straight answers, so they could judge what they should be doing. Our community consists of honest, hardworking, straightforward individuals. O&R would have made out much better being genuine and advising it could take up to 7 to 10 days to restore power to the entire town. They may not have been happy but they would have been able to create a realistic plan for themselves.

On Friday morning 03/09/18 O&R put out a press release that advised there were still 1,021 customers without power in Sullivan County. While this number may look good as a whole, the majority of those outages were in the Town of Lumberland. As of 9:52 pm Friday 03/09/18 the Town of Lumberland still had over 350 O&R customers without power. Keep in mind this is four days later than O&R had initially advised that power would be restored. This is incomprehensible and shameful. I am also concerned as to how or why the line crews that responded to help with our repairs, had to wait in their hotels until 8:00 when the O&R yard in Middletown opened!!

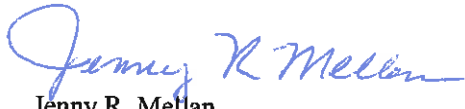
The Town of Lumberland was devastated by winter storm Quinn with 97 downed trees and wires which caused 26 closed roads. We had a foot and a half of snow, yet because we are a more rural area, it went largely unnoticed and unaddressed. Orange & Rockland's press release from 03/09/18 states: "The majority of storm damage following Winter Storm Quinn occurred in Bergen County, NJ, and Rockland County, NY....over a foot of heavy wet snow to communities in these areas, causing many branches and trees to fall... electrical wires were tangled in the trees. Those wires have to be de-energized and untangled. Then the trees are cut and removed, along with other debris." In the Town of Lumberland, this storm not only caused many branches and trees to fall and electrical wires to tangle in these trees but

powerline poles to snap in two and in some instances three pieces.

Orange & Rockland sent out their notifications of Conference Calls and Storm Updates via email which is all well and good, unless you have no power and no internet access. For several days, the only communication I had available to me was a land line and a cell phone. There needs to be a different course of action to disseminate this information when there is no power or internet.

I am extremely upset by the poor response of Orange & Rockland, in all aspects of addressing the severe storm damage in the Town of Lumberland created by winter storms Quinn & Riley.

Regards,



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