



THE FIVE TOWNS OF ROCKLAND COUNTY

August 5, 2020

Mr. Robert Sanchez
President & CEO
Orange and Rockland Utilities, Inc
One Blue Hill Plaza
Pearl River, NY 10965

Dear Mr. Sanchez:

We are writing to express our collective dismay and displeasure with Orange and Rockland Utilities' response in the aftermath of Tropical Storm Isaias.

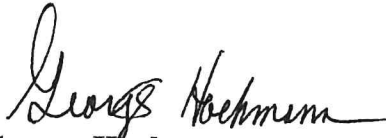
The fact that more than half of your approximately 300,000 electric customers were adversely impacted by the storm speaks volumes about your lack of preparedness and the inadequacy of your response. With 50,000 customers still without power as of this morning in Rockland County alone out of the 117,000 that you serve, and no estimated restoration time to speak of, we are extremely disappointed with your apparent inability to better serve our residents. The staggering scope of the outages in your service area is eerily reminiscent of Superstorm Sandy in 2012, which was a much larger and more powerful storm than Isaias was.

In light of your history of repeatedly running to the New York State Public Service Commission with rate hike requests, our residents having to pay exorbitant utility costs, and your parent company, Consolidated Edison Company of New York, Inc., reporting adjusted earnings of \$451 million in the first quarter of 2020, it is incomprehensible that you would not have the wherewithal to be better prepared for a storm of this nature. This is an issue of public safety that directly affects the well-being of our residents, and we are greatly disappointed that you have fallen short of reasonable performance standards.

On behalf of our residents, too many of whom are still sitting in the dark, we implore you to reassess your present protocols and take whatever steps are necessary to immediately restore service to every one of your customers. The approximately 300,000 electric customers that you serve in New York and northern New Jersey deserve far better than this lackluster response.

We are calling on you to conduct an internal review of your preparedness and response procedures and to subsequently issue a public report that enumerates how you intend to prevent the type of debacle that we have seen in the wake of Tropical Storm Isaias on the part of Orange and Rockland Utilities from happening again in the future. The lapses that we have experienced in the aftermath of Isaias, as well as after previous storms, cannot become an acceptable metric for a company that is supposed to service the public. You can do better and you must do better.

Sincerely yours,



George Hoehmann
Clarkstown Supervisor



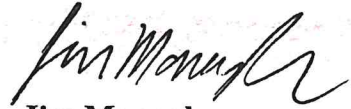
Howard T. Phillips, Jr.
Haverstraw Supervisor



Teresa M. Kenny
Orangetown Supervisor



Michael Specht
Ramapo Supervisor



Jim Monaghan
Stony Point Supervisor