

1 6-17-2021 - Session Meeting

2 STATE OF NEW YORK

3 PUBLIC SERVICE COMMISSION

4 MONTHLY MEETING

5 VIA WEBEX

6  
7 Thursday, June 17, 2021

8 10:30 a.m. until 11:35 a.m.

9  
10  
11 COMMISSIONERS:

12 JOHN B. HOWARD, Interim Chair

13 DIANE X. BURMAN

14 TRACEY A. EDWARDS

15

16

17

18

19

20

21

22

23

24

25

1 6-17-2021 - Session Meeting

2 (On the record 10:30 a.m.)

3 CHAIRMAN HOWARD: Good morning. This  
4 is John Howard, interim chair of the Public Service  
5 Commission. I call this session of the Public  
6 Service Commission to order. Secretary Phillips, are  
7 there any changes to the final agenda?

8 SECRETARY PHILLIPS: There are no  
9 changes to the final agenda.

10 CHAIRMAN HOWARD: Thank you very much.  
11 Before we get started I'd like to note our  
12 arrangements for the session today. In line with the  
13 executive orders that suspended provisions of the  
14 open meetings law on an emergency basis we are  
15 conducting today's session remotely. I would like to  
16 remind those who are participating by phone to please  
17 mute their lines except when they are speaking.

18 The public will have an opportunity to  
19 listen to the session on the department's webcast  
20 page and it will also be recorded and transcribed the  
21 session as has been our practice. These arrangements  
22 have been reviewed by our general counsel and been  
23 found that these meet the requirements of the  
24 executive order.

25 Due to the absence of one of our four

1                   6-17-2021    -    Session Meeting  
2           sitting commissioners, the P.S.C. will not have a  
3           quorum and therefore cannot vote on any items.  Since  
4           the three recently appointed commissioners are still  
5           being on-boarded, including the necessary steps such  
6           as signing their oath of office, the practical  
7           reality that there was insufficient time for them to  
8           be fully briefed for this June session.  They are not  
9           in the position to vote and the new commissioners  
10          will be in place for our July session.

11                                Before moving to the agenda I would  
12          like to conduct a roll call of the commissioners.  
13          Commissioner James Alesi is excused.  When I call  
14          your name please confirm that you're with us.  
15          Commissioner Diane Burman.

16                                COMMISSIONER BURMAN:  Here.  Thank  
17          you.

18                                CHAIRMAN HOWARD:  Commissioner Tracey  
19          Edwards.

20                                COMMISSIONER EDWARDS:  I am here.  
21          Good morning.

22                                CHAIRMAN HOWARD:  Thank you very much.  
23          Our first item of discussion and for an informational  
24          nonvoting item is Item 101.  Case 21-G-0165 which is  
25          the 2020 Pipeline Safety Performance Measures report

1                   6-17-2021    -    Session Meeting  
2           presented by Michael Pasinella, utility engineering  
3           specialist two and Joseph Dowling, assistant counsel  
4           is available for questions. Michael, will you please  
5           begin?

6                                   MR. PASINELLA: Thank you. Good  
7           morning, Chair, Commissioners. My name is Michael  
8           Pasinella, a utility engineering specialist two with  
9           the Office of Electric, Gas and Water Pipeline Safety  
10          and Reliability Section. Item 101 is the 2020  
11          pipeline safety performance measures report and it's  
12          for information only. The measures that make up the  
13          report are the results of collaborative efforts  
14          beginning in the 1990s between the 11 major gas  
15          distribution operators and the Department of Public  
16          Service.

17                                   The report examined the results of  
18          operator performance in specific areas that include  
19          damage prevention, emergency response and leak  
20          management for 2020. Also examined were the results  
21          of staff audits and investigations that verify  
22          compliance with the pipeline safety regulations for  
23          2019. Overall, the data indicates that performance  
24          has substantially improved for operators across the  
25          state over the 18 year period staff has been

1 6-17-2021 - Session Meeting

2 reporting performance to the commission.

3 More notably, operator performance  
4 either improved or remained consistent throughout the  
5 COVID-19 pandemic. It is important to note that the  
6 operators maintained focus on these performance  
7 measures which ensured the same if not a greater  
8 level of public safety. Next slide please.

9 The first measure, damage prevention,  
10 gauges the success of operators and minimizing damage  
11 to buried gas facilities caused by excavation  
12 activities. The damage prevention measure is broken  
13 down into four categories. Damages due to mismarks  
14 or the inaccurate markings by the operator of its  
15 suspected underground facility. Operator and their  
16 contractor damages. Third party excavator error and  
17 no calls or failure of an excavator to provide notice  
18 of intent to excavate to the one call notification  
19 system.

20 Compared with that of 2019 there was a  
21 9.1% decrease in the total number of 1-call tickets  
22 or approximately 76,000. And there was an 8.5%  
23 decrease in the total number of damages or 132. The  
24 total damage prevention rate remained consistent at  
25 approximately 1.85 damages per 1,000 1-call tickets.

1 6-17-2021 - Session Meeting

2 Specifically, the mismarked rate improved 12.3% in  
3 2020. The no call rate improved 6.8%. The operator  
4 and their contractor rate remains consistent and the  
5 third party rate declined 10.1%. However, this  
6 decline in performance was primarily the result of  
7 the number of damages being normalized by less one-  
8 call tickets. In 2019 there were 742 excavator error  
9 damages. And in 2020 there were 743. Next slide  
10 please.

11 The second measure, emergency  
12 response, reflects the operator's ability to respond  
13 promptly to reports of leak, odor and emergency  
14 notifications by examining the percentage of reports  
15 that were responded to within specified intervals.  
16 The intervals are response to 75% of leak odor and  
17 emergency reports within 30 minutes. Response to 90%  
18 within 45 minutes, and response to 95% within 60  
19 minutes.

20 Operator performance for each of the  
21 emergency response time intervals improved in 2020.  
22 In general the operators have continued to use  
23 technology such as G.P.S. to quickly identify the  
24 most appropriate employee to respond and have  
25 continued placing or added personnel in certain

1                   6-17-2021     -     Session Meeting  
2           geographical areas during the times of the day that  
3           has historically high volumes of emergency  
4           notifications. In addition, the commission has  
5           incorporated positive revenue adjustments within the  
6           operator's respective rate plans to encourage further  
7           improvements. Next slide please.

8                   The third measure, leak management,  
9           examines operators performance related to their leak  
10          inventories in addition to the evaluation of leaks  
11          discovered and leaks repaired. Potentially hazardous  
12          leaks include any leak that requires repair or Types  
13          1, 2A and 2. Type 3 leaks, which do not have a  
14          prescribed repair time frame, are considered to be  
15          nonhazardous. Type 3 leaks require reevaluation  
16          during the next required leakage survey or annually,  
17          whichever is sooner, to ensure that a public safety  
18          concern has not developed.

19                   While Type 3 leaks are not expected to  
20          become a safety concern, operators eliminate these  
21          types of leaks because it reduces lost gas,  
22          maintenance costs, the total number of emergency  
23          reports, methane leakage as a contributor to  
24          greenhouse gas emissions and any dampening effect the  
25          persistent odor has on negatively impacting public

1 6-17-2021 - Session Meeting

2 awareness efforts.

3 For leaks requiring repair the end of  
4 the calendar year generally coincides with the  
5 beginning of the frost season. During this time  
6 frame there is a greater chance of gas migration into  
7 a building because the gas cannot vent as readily  
8 through the soil to the atmosphere due to a blanket  
9 of frost. In general, all operators have  
10 demonstrated improvement over the past several years.  
11 The total year-end backlog improved 14.1% in 2020 or  
12 by approximately 1,600 leaks.

13 The repairable year-end backlog  
14 declined by 13 leaks. The total number of leaks  
15 discovered improved 23.9% or by approximately 4,400  
16 leaks and the total number of leaks repaired improved  
17 26.6% or by approximately 6,000 leaks. Next slide  
18 please.

19 For the fourth and final measure,  
20 operators are evaluated on their compliance with the  
21 minimum pipeline safety regulations. This measure  
22 looks at noncompliances, noncompliance issues as  
23 identified by staff during annual audit activity.  
24 Each year staff conducts statistically based audits  
25 and investigations of the operators to determine



1 6-17-2021 - Session Meeting

2 their compliance. Each noncompliance identified  
3 represents an area where this operator failed to meet  
4 the minimum requirements as prescribed.

5 The data reported varies greatly from  
6 year to year which is due in part to staff's five  
7 year audit cycle. Staff's audits and investigations  
8 occur on varying frequencies determined by the risk  
9 each regulation poses to public safety. The  
10 regulations are identified either as high risk in  
11 which audits are conducted annually or as other risks  
12 which are evaluated on a two, three, four or five  
13 year frequency not to exceed five years.

14 In 2019 staff identified  
15 noncompliances in all 11 of the major operator  
16 service territories. However, improvements have been  
17 realized in each of the previous five calendar years.  
18 This is due in part to the negative revenue  
19 adjustments which have been incorporated into most of  
20 the operators' respective rate plans. Regardless of  
21 the efforts made thus far, the goal for each operator  
22 should remain the complete elimination of all  
23 noncompliances with the minimum pipeline safety  
24 regulations. Next slide please.

25 As operators continue their outreach

1                   6-17-2021    -    Session Meeting  
2           and education efforts, adopt better practices in  
3           responding to leak, odor and emergency reports and  
4           work to replace leak prone infrastructure, staff  
5           expects further performance improvements will occur.

6                   Thank you, Chair, Commissioners. This  
7           concludes my presentation as the 2020 pipeline safety  
8           performance measures report. I would be happy to  
9           answer any questions.

10                   CHAIRMAN HOWARD: Thank you. This  
11           report is continued good news as we continue to  
12           improve the safety of our gas system. However, I  
13           think it is very vital as we decarbonize our system  
14           over the next decades that we ensure the pipeline  
15           safety and gas system safety and at large is a top  
16           priority of this commission. And our vigilance will  
17           be necessary as long as there is gas in the system.  
18           Commissioner Burman, do you have any questions or  
19           comments?

20                   COMMISSIONER BURMAN: Thank you so  
21           much. First, I just want to take a safety moment and  
22           remind folks that if you smell gas to please leave  
23           the area immediately. Once you're safe, call 911 or  
24           your utility to report a possible leak. Do not light  
25           matches, start your car or use any electronic

1 6-17-2021 - Session Meeting

2 appliances that could spark and start a fire.

3 I will be making a few comments here  
4 more than in the other sections as pipeline safety is  
5 very important to me personally. The integrity and  
6 reliability of our gas system is paramount and at the  
7 core of that is safety. So it's really important for  
8 us to hear how well the utilities have been meeting  
9 their obligations. Also we must place a strong  
10 emphasis on innovative technologies to enhance  
11 pipeline safety, and that includes innovations around  
12 damage prevention, leak detection, methane detectors  
13 and other infrastructure upgrades and improvements.

14 This presentation does show us the  
15 trends in a positive way for the amount of work  
16 that's been done to ensure that we are enhancing  
17 pipeline safety and allowing for a smarter, safer and  
18 more efficient natural gas system. In the  
19 presentation that was done on the past performance  
20 with respect to safety is really important to show  
21 that we are succeeding in proper utility regulatory  
22 oversight with a focus on continuous improvement. So  
23 I appreciate it and thank you for the presentation.

24 Our decarbonization policies do need  
25 to understand the fact that gas is a core, critical

1                   6-17-2021     -     Session Meeting  
2           supply chain fuel source for reliability, resiliency  
3           and safety. I do want to thank all stakeholders who  
4           are engaged in these critical matters, but I  
5           especially want to thank our staff, the utilities,  
6           the common ground alliance especially for the common  
7           ground alliances informative and forward thinking  
8           technology report of 2021.

9                   And I want to say a special thank you  
10           to our federal partners especially PHMSA who  
11           continues to be an amazing partner in helping us all  
12           work collaboratively towards continuous improvement  
13           in the natural gas system. We will continue to work  
14           with PHMSA especially as we help the industry  
15           responsibly and reasonably implement and address the  
16           mandates from the pipes act of 2020.

17                   Lastly, New York has a good story to  
18           tell in our regulatory focus on pipeline safety and  
19           resiliency. I wanted to list out nine specific  
20           things I see as very critical to why we continue in  
21           New York to be successful especially in substantial  
22           reductions in leak backlogs.

23                   First, we are focused on repairable  
24           leak backlogs. Initially we started to highlight  
25           repairable leak backlogs, particularly those

1                   6-17-2021     -     Session Meeting  
2           associated with leaks that our regulations required  
3           to be repaired.  These are Type 1, 2A and 2.  In  
4           other words, all but Type 3.  And we do this in the  
5           annual gas safety performance measures that were  
6           reported today and are reported every June for -- to  
7           the commission.

8                   This essentially highlighted the  
9           number of repairable leaks each utility had at the  
10          end of the year.  However and importantly, this has  
11          morphed into and I think a very sound morphing into  
12          also reporting total leak backlogs which include all  
13          leaks including Type 3.  The same time we instituted  
14          performance metrics for each company that instituted  
15          a regulatory liability, N.R.A., for each L.D.C. if  
16          they did not meet thresholds for total leak and  
17          repairable leak backlogs.  These thresholds focus on  
18          continuous improvement.

19                   Two, we institute a performance  
20          metrics that include positive rate adjustments in  
21          addition to the N.R.A.s.  This allows companies to  
22          earn positive rate adjustment for supervisor  
23          performance.  This has had more to do with the  
24          dimensioning state -- state leak backlog than  
25          anything with the exception of leak prone pipe

1 6-17-2021 - Session Meeting

2 replacement.

3 Three, we institute a performance  
4 metrics through the incentives to address and  
5 eliminate the highest volume emitters from the leak  
6 inventory. Typically L.D.C.s were able to earn an  
7 incentive for fixing the highest 25 to 50 emitting  
8 leaks per year even if there were only a Type 3 leak.

9 Four, our leak survey and  
10 investigation regulations in New York require each  
11 survey to be conducted with an approved device. This  
12 ensures that the technology used for leak surveys and  
13 investigations meets expectations and increases the  
14 likelihood that an existing leak will be discovered.

15 Five, we had an aggressive leak prone  
16 pipe replacement program where we expected companies  
17 to replace all leak prone pipe within 20 years. We  
18 started this in 2014, 2015. Under this we have gone  
19 from a 50 plus year replacement strategy to an under  
20 20 year.

21 Six, new technology. We have been as  
22 a commission receptive to new technology and the  
23 approval process is pretty straightforward. Our  
24 expectation has been that new technology must perform  
25 at least as well as the flame ionization devices. If

1 6-17-2021 - Session Meeting

2 it finds the same leaks or more in a double blind  
3 study, it has been likely to receive approval.

4 Seven, we have supported wide scale  
5 rollout of residential methane detectors to the point  
6 that I can safely say we in New York are the nation's  
7 leaders with this deployment. In addition, we have  
8 worked with Con Edison to support their development  
9 and deployment at first through a pilot program and  
10 then system wide of A.M.I. enabled residential  
11 methane detectors that instantly alert gas control of  
12 the presence of methane so that service personnel and  
13 911 can be deployed. Con Edison is on schedule to  
14 have an A.M.I. enabled detector in every building in  
15 their gas service territory within the next three to  
16 five years.

17 This goes hand in hand with Eight, we  
18 have supported increased leakage surveys throughout  
19 New York. In New York City Con Edison conducts a  
20 monthly driving leakage survey in addition to the  
21 mandated annual survey. These driving surveys are  
22 intended to monitor the cast iron network for cracks  
23 and leaks.

24 Upstate we have had companies  
25 transition to annual leakage surveys as opposed to

1                   6-17-2021    -    Session Meeting  
2           three year and five year surveys.  Initially there  
3           was a spike in leaks found from doing these surveys  
4           annually, but over time the leaks found have fallen  
5           dramatically.

6                               And, nine, encouraging ways to  
7           incorporate A.P.I. recommended practices 1173  
8           pipeline safety management system practices is a  
9           sound one and one that we should be leaning into  
10          more.  Appreciate very much the opportunity to lay  
11          out these core critical issues.  Appreciate listening  
12          to the presentation and the critical importance of  
13          that.  And I thank you so much.

14                              CHAIRMAN HOWARD:  Thank you,  
15          Commissioner Burman for those insightful comments.  
16          Commissioner Edwards?

17                              COMMISSIONER EDWARDS:  Yes, thank you  
18          very much.  There's two items that I'm not  
19          comfortable with.  One is on damage prevention no  
20          calls.  I think some companies use this just as a  
21          matter of business where they are not calling and  
22          following the safety instructions.  I think we should  
23          have zero tolerance for no calls.  It doesn't look  
24          like that we have made lots of progress over the  
25          course of the last couple of years.  So I'd like to



1 6-17-2021 - Session Meeting

2 see if we could do a deeper dive to see what we can  
3 do to improve that.

4 Secondly, on the compliance with  
5 safety regulations on the high risk, we have not made  
6 a significant amount of progress since 2017. I'd  
7 just like to have more information on that and the  
8 staff's recommendation on what we can do to improve  
9 that because that is critical. The noncompliance per  
10 operator headquarters. It started out in 2013 as  
11 very high. I know that the staff has been working  
12 hard to -- with the companies to improve that.

13 But it looks like we have stalled  
14 since 2017. So I think we need to do a little bit  
15 more on a deeper dive on that to see what we can do  
16 to ensure that we can improve that as well. But I'm  
17 grateful for the metrics. It looks like National  
18 Grid Long Island and National Grid New York is making  
19 some progress but they still have, you know, because  
20 of their size, a lot of leakage. So I think we need  
21 to pay attention to that. And I want to thank the  
22 staff for their report. Thank you.

23 CHAIRMAN HOWARD: Thank you,  
24 Commissioner Edwards. Now we'll go to our second  
25 item for discussion. Again, an informational

1                   6-17-2021    -    Session Meeting  
2            nonvoting item.  The Item 201 Case 21-M-0046 which is  
3            the 2020 Utility Customer Service performance report  
4            presented by Kayla Whitaker, utility analyst.  And  
5            Joseph Dowling is available for questions.  Kayla,  
6            please begin.

7                                MS. WHITAKER:  Thank you, Chair  
8            Howard.  Good morning, Commissioners.  Item 201  
9            summarizes the 2020 customer service performance for  
10           several of New York State's electric, natural gas and  
11           water utilities.  Next slide please.

12                               There are two measures used to monitor  
13           utility performance.  Performance indicators or  
14           C.F.P.I.s and performance mechanisms or C.F.P.M.s.  
15           Per the commission's order in Case 15-M-0566 staff  
16           has been striving to align the utilities C.F.P.M.s to  
17           reflect the C.F.P.I.s so that all utilities  
18           performances may be compared equally.  C.F.P.M.s help  
19           to align shareholder and ratepayer interest by  
20           providing potential earnings consequences to  
21           shareholders that reflects the quality of service  
22           provided to utility customers.  Next slide please.

23                               The utilities file annual customer  
24           service reports for the C.F.P.M.s which allows staff  
25           to track customer service performance each year and

1                   6-17-2021    -    Session Meeting  
2           identify trends that are to be addressed in rate case  
3           proceedings. As we can see in the chart, C.F.P.M.s  
4           have typically been tracked by the following areas.  
5           P.S.C. complaint rate, survey based measures of  
6           customer satisfaction, call answer rate which is the  
7           percentage of calls answered by a representative  
8           within 30 seconds.

9                   The percent of adjusted bills, due to  
10          company errors. The percent of bills issued based on  
11          estimated meter readings and termination and  
12          uncollectable expenses. Staff has conducted a robust  
13          audit into the utilities reported customer service  
14          performance, processes and procedures. This included  
15          multiple interrogatory responses. The review of  
16          procedures, several conference calls with utilities  
17          and verification of the granular data provided in the  
18          utilities report.

19                  Following this audit process, staff  
20          found several areas where the companies should  
21          improve upon their reporting and standardization of  
22          procedures. In the report staff makes multiple  
23          recommendations for the companies to improve upon  
24          their customer service operations in regard to  
25          customer service appointments, satisfaction surveys,

1                   6-17-2021     -     Session Meeting  
2           telephone answer response, deferred payment  
3           agreements and for the 2020 termination and  
4           uncollectable positive revenue adjustments which were  
5           earned due to the COVID-19 pandemic terminations --  
6           terminations moratorium.   Next slide please.

7                   Following this audit, staff concludes  
8           that the majority of New York's electric, natural gas  
9           and water utilities met or exceeded their customer  
10          service performance standards per their individual  
11          customer service mechanisms for 2020.   Few utilities  
12          failed to meet their designated targets on their  
13          percent of estimated meter read metric.   New York  
14          State Electric and Gas and Rochester Gas and Electric  
15          or NYSEG and RG&E.   Last year NYSEG failed to meet  
16          its percent of estimated meter reading target with a  
17          performance of 10% which is 3.9% greater than the  
18          minimum target of 6.1%.

19                   RG&E failed to meet the target for the  
20          same metric in 2020 with a performance of 11.5%  
21          against a minimum target of 6%, 5.5% greater than the  
22          minimum target.   And as a result of their failures to  
23          meet these targets which were agreed upon in their  
24          joint proposals and approved by the commission in  
25          Cases 15-E-0283 et al, NYSEG qualifies to be assessed

1 6-17-2021 - Session Meeting

2 a negative revenue adjustment of \$1.4 million while  
3 RG&E qualifies to be assessed a negative revenue  
4 adjustment of \$900,000.

5 However, this negative revenue  
6 adjustment is to be further adjusted. A provision in  
7 the companies' joint proposal requires that should  
8 either company fail to meet a metric target for two  
9 or more consecutive years the following years  
10 negative revenue adjustment would double. And  
11 because RG&E failed to meet its target for the  
12 percent of estimated meter reads in 2019 RG&E's  
13 negative revenue adjustment would double from  
14 \$900,000 to \$1.8 million.

15 RG&E and NYSEG cited that the COVID-19  
16 pandemic was a primary cause for their failure to  
17 meet their estimated meter reads target. The  
18 companies attributed the relative decline in this  
19 metric performance as being to the statewide pandemic  
20 related restrictions that were enacted to minimize  
21 interactions between utility employees and the public  
22 which in this case impacted NYSEG and -- NYSEG and  
23 RG&E's ability to read utility meters beginning in  
24 March 2020.

25 On this point it should be noted that

1                   6-17-2021    -    Session Meeting  
2           NYSEG and RG&E have filed a petition with the  
3           commission to waive their 2020 results for the  
4           percent of estimated meter reads as part of their  
5           Cases 15-E-0283 which is being reviewed within these  
6           proceedings.  Next slide please.

7                   The terminations and uncollectible  
8           incentive mechanisms typically consists of two or  
9           three measures, residential terminations,  
10          uncollectible expenses and arrearages.  The  
11          terminations component measures the number of  
12          residential customer termination or disconnections  
13          for nonpayment.  The uncollectible expenses or bad  
14          debt components measures the dollar amount of  
15          accounts that have been terminated, the company has  
16          not made -- been able to recover from customers after  
17          a specific time frame.

18                   The arrearages component measures the  
19          dollar amount of money owed following customers  
20          termination of service before they have paid their  
21          final bills but prior to the account being  
22          transferred into uncollectable status.  Under this  
23          mechanism, several utilities reported that they had  
24          exceeded their established metric performance targets  
25          and earned a positive revenue adjustment in 2020 for

1                   6-17-2021    -    Session Meeting  
2            reducing residential customer terminations and  
3            associated expenses that were written off.

4                    These utilities include Central  
5            Hudson, Corning, KEDLI, KEDNY, Niagara Mohawk, NYSEG,  
6            RG&E, Orange and Rockland and St. Lawrence. Because  
7            New York State instituted a moratorium on termination  
8            and disconnections due to nonpayment, the utilities  
9            were prevented from terminating customers during the  
10           pandemic and performances for this measure were  
11           consequently -- consequently artificially improved.  
12           Staff applauds KEDLI and KEDNY, Niagara Mohawk and  
13           St. Lawrence for filing a letter to the secretary to  
14           the commission saying that while their performance  
15           has met the target, they would not attempt to recover  
16           the P.R.A. from customers due to the moratorium.

17                   Central Hudson initially reported that  
18           it intended to recover the P.R.A. from \*rate payers  
19           and use the funds to offset the cost after the COVID-  
20           19 pandemic. The commission's recent order in  
21           Corning's rate case proceedings as part of 20-G-0101  
22           temporarily paused this mechanism until the company's  
23           next rate case filing as it was decided that the  
24           moratorium did and will continue to affect its  
25           performance.

1 6-17-2021 - Session Meeting

2 Orange and Rockland's joint proposal  
3 has no provision regarding the exclusion of a  
4 positive revenue adjustment for performance affected  
5 by outside influences such as the pandemic and  
6 therefore the company stated it would move forward  
7 with recovering of P.R.A.

8 Customers benefit from utility  
9 reductions and termination on uncollectibles as the  
10 utilities further assist customers by avoiding  
11 service shutoffs through additional bill payment  
12 methods or payment agreements as well as reduced  
13 uncollectible expenses which is ultimately paid by  
14 customers. However, staff emphasizes utility  
15 performances were not a result of steps the companies  
16 took to reduce terminations and uncollectible  
17 expenses, rather these utilities simply followed  
18 public service laws and other directives due to the  
19 pandemic.

20 Pursuant to utility rate plans, these  
21 positive and negative revenue adjustments, with the  
22 exception of Orange and Rockland, are automatically  
23 deferred under each utilities respective rate plan  
24 and to be handled in future rate cases and accrue  
25 interest. Staff will address the termination of



1                   6-17-2021    -    Session Meeting  
2           uncollectible positive revenue adjustments in Orange  
3           and Rockland's ongoing rate case.  And therefore no  
4           commission action is required at this time.

5                   In summary, the customer service  
6           performance mechanisms currently in place at the  
7           utilities in New York State establish strong  
8           standards for performance and put significant amounts  
9           of shareholder earnings at risk for non-satisfactory  
10          performance.  As the COVID-19 pandemic affected how  
11          utilities conducted business, they were for the most  
12          part able to meet their targets and assist customers  
13          where needed.

14                   Overall these mechanisms implemented  
15          by the commission coupled with staff's ongoing  
16          monitoring and auditing efforts appears to have been  
17          effective in encouraging the companies to prioritize  
18          customer service and to ensure that the quality of  
19          customer service remains at high levels in New York.  
20          Staff will continue to monitor utility customer  
21          service quality to ensure the fair and appropriate  
22          treatment of the utility customers across the state  
23          and to promote performance based rate making  
24          strategies to improve customer service.

25                   This completes my presentation on the

1                   6-17-2021     -     Session Meeting  
2           customer service performance report for 2020 and I  
3           would be happy to answer any questions.

4                   CHAIRMAN HOWARD:   Thank you, Kayla.  
5           First can you remind the commission how long our  
6           current -- the current moratorium on terminations is  
7           in -- in New York State?

8                   MS. WHITAKER:   I believe that  
9           following the end of the state of emergency it is one  
10          hundred and eighty days following that.  Or at the  
11          close of December 31st it is one hundred and eighty  
12          days following that.  Joe Dowling, please correct me  
13          if I'm wrong.

14                   CHAIRMAN HOWARD:   Thank you.

15                   MR. DOWLING:   I believe that's  
16          correct.

17                   CHAIRMAN HOWARD:   Well, thank you.  
18          That just reminds us what an unprecedented year plus  
19          that we have lived through, and that many, many  
20          thousands of struggling customers had a very, very  
21          difficult time making their -- their payments not  
22          only on the utility bills, rent and a variety of  
23          other must pay bills.  Again, I think as we move  
24          forward, how we deal with the imbalances of -- of  
25          uncollectibles at the end of the day will be a -- a

1 6-17-2021 - Session Meeting

2 major -- a major determination by this commission.

3 With that being said, you know, the --  
4 the failure to meet the targets particularly that we  
5 noticed in RG&E and NYSEG to deal with the billing  
6 and meter reading it points to the thing that the  
7 need that penalties to the companies' shareholders  
8 need to be sufficient to induce better performance.  
9 And I think we will need to remain vigilant in that  
10 regard. However, in -- I note with -- and just in  
11 our last rate case that both companies, you know,  
12 accelerated their advance metering capitalization  
13 which should go a long way in correcting the problem  
14 of no meter reads. With that I turn it over to  
15 Commissioner Burman for a comment.

16 COMMISSIONER BURMAN: Thank you so  
17 much. I just have one question and then a just a  
18 short comment. So I guess the question I have is  
19 really looking at all this I do know that we have an  
20 outage notification incentive mechanism report, the  
21 O.N.I.M. that is really specific to Con Ed that came  
22 about after a neighborhood outage.

23 I guess I'm asking and I don't know if  
24 this is for Kayla or someone in O.C.S. really about  
25 the process and the analysis of that utility

1                   6-17-2021    -    Session Meeting  
2                   assessment of their performance and lessons that we  
3                   may learn from that.  And whether it's something that  
4                   we need to look at more carefully and whether or not  
5                   it should be incorporated more globally for other  
6                   utilities potentially as some best practices.  So I'm  
7                   just curious on that one.

8                                 MR. RIDER:  So, Commissioner Burman,  
9                   this is Aric Rider.  I would -- I would say in  
10                  response to that that while Con Ed does have that  
11                  metric we -- we -- there's an ongoing investigation  
12                  on storm responses so we're hesitant to say anything  
13                  more in terms of their performance on that mechanism  
14                  here.  However, we can take that back and look to see  
15                  if there are ways to measure utility performance in  
16                  that area for the rest of the utilities in state.

17                                COMMISSIONER BURMAN:  Great.  Thank  
18                  you.  That's important to me to look at that.  As we  
19                  all know the provision of safe and adequate service  
20                  is a basic obligation of the utilities.  And ensuring  
21                  adequate performance in these areas is a critical  
22                  aspect of our utility regulation.  Utilities are  
23                  generally compensated in rate cases to provide safe  
24                  and adequate service to customers.  And as part of  
25                  our oversight we work through and with the Department

1                   6-17-2021     -     Session Meeting  
2           of Public Service staff to monitor how well the  
3           utilities meet and exceed that obligation.

4                   These presentations I understand are  
5           for information only.  But to the extent that it  
6           helps give us guidance on the appropriate metrics  
7           especially for our future decision making not only in  
8           rate cases but as we see in the pending NYSEG RG&E  
9           pending petition and also in the perhaps COVID  
10          generic proceeding especially as it relates to the  
11          P.R.A.s and N.R.A.s that is really important.  So I  
12          thank you for this.  I look forward to engaging and  
13          drilling down a little bit more.  Thanks.

14                   CHAIRMAN HOWARD:  Commissioner  
15          Edwards?

16                   COMMISSIONER EDWARDS:  Yes.  Thank  
17          you.  I just have a question.  On page -- I'm not  
18          sure what page number it is -- it's the positive  
19          revenue adjustments, these nine companies it states  
20          that they are entitled to collect this money from the  
21          rate payers, is that correct?  And of these nine, six  
22          of them have opted not to or weren't entitled, is  
23          that correct?

24                   MR. RIDER:  So Commissioner Edwards,  
25          this is Aric Rider.  Of the utilities you see on this

1                   6-17-2021     -     Session Meeting  
2           slide KEDLI, KEDNY, Niagara Mohawk, all filed the  
3           letter saying that while their performance did exceed  
4           the -- the targets and mathematically they would  
5           accrue a P.R.A. to be collected, they -- they are  
6           going to go -- forego that. St. Lawrence also filed  
7           a letter that said that they would forego the -- the  
8           P.R.A.

9                                 NYSEG and RG&E have a pending petition  
10           that -- that addresses both the N.R.A.s that they  
11           have missed plus their P.R.A.s which leaves Central  
12           Hudson. They -- they had responded that they would  
13           collect it but they would be looking to, you know,  
14           for ways to help customers in the COVID pandemic.  
15           Corning's metric has -- has been -- has been paused.  
16           And O&R claims that they have earned it and staff is  
17           addressing that in their current rate proceeding.

18                                 COMMISSIONER EDWARDS: Okay. Well,  
19           they can help the customers by not collecting it.  
20           And if all of the rest of these companies, especially  
21           the ones with the highest amount, if there is a  
22           understanding that there is a need out there and  
23           people are suffering still, although the pandemic is,  
24           you know, hopefully coming to a close, people have  
25           not yet recovered. So I just find it outrageous that

1                   6-17-2021    -    Session Meeting  
2           these three companies do not recognize that.  And I'd  
3           like to make sure that I'm on the record saying that.  
4           Thank you.

5                               CHAIRMAN HOWARD:  Thank you,  
6           Commissioner Edwards.  Now we'll go to our third  
7           item.  Another item for information and nonvoting  
8           item, Item 301 Case 21-E-0177 which is the 2020  
9           Electric Safety Standards and Performance report  
10          presented by Jason Pause, utility supervisor and  
11          Steven Kramer, assistant counsel who will be  
12          available for questions.  Jason will you please  
13          begin?

14                              MR. PAUSE:  Good morning Chair and  
15          Commissioners.  Today I'll be providing an overview  
16          of the electric safety standards and the utilities  
17          compliance for 2020.  This is for information only.  
18          Next slide please.

19                              I will start with some background  
20          information on the electric safety standards.  The  
21          original safety standards were adopted by the  
22          commission in January 2005.  The standards include  
23          stray voltage testing and visual inspection of all  
24          electric facilities on an annual basis and the  
25          adoption of the National Electric Safety Code as the

1                   6-17-2021    -    Session Meeting  
2           minimum standard for utility construction,  
3           maintenance and operation.

4                   The overall goal of the safety  
5           standard is to safeguard the public from exposure to  
6           stray voltage and to identify and mitigate any  
7           potentially harmful condition before safety hazards  
8           and reliability deficiencies develop. 2020 marked  
9           the 16th year for the electric safety standards or  
10          the first year of the 4th 5 year cycle. Next slide  
11          please.

12                   The utilities are required to test  
13          their underground system and streetlight facilities  
14          on an annual basis while manually testing their  
15          overhead distribution in transmission facilities on a  
16          five year cycle. With regards to testing, inspectors  
17          carry a pen like device that lights up red when  
18          voltage is detected. Four point five volt is a  
19          calibrated threshold device as that is the voltage  
20          limit where the potential for injury becomes  
21          concerning.

22                   However, the device does signal for  
23          lower voltages. Once voltage is detected facilities  
24          then test it with a digital volt meter to record the  
25          actual readings. All voltages of one volt or more



1                   6-17-2021     -     Session Meeting  
2           are required to be recorded and mitigated. In total  
3           there are 291 voltage findings for manual stray  
4           voltage testing of 1 volt or more or approximately  
5           .03% of the roughly 1 million facilities tested in  
6           2020.

7                   This graph shows a historical findings  
8           for manual stray voltage testing going back two  
9           years. The reddish brown sections show the findings  
10          between 1 and 4.4 volts. And the green section show  
11          the findings that are 4.5 volts or greater. The 2020  
12          total number of stray voltage findings stayed roughly  
13          the same at the 4.5 volts and greater level.  
14          However, the 1 to 4.4 volt level saw a significant  
15          decrease mainly attributed to a reduction in findings  
16          on streetlights on Con Edison.

17                   Streetlights continue to be the  
18          largest facility grouping with stray voltage  
19          findings. For example, in 2020 out of the total of  
20          291 findings streetlights accounted for 50 of those  
21          findings. As part of the electric safety standards,  
22          the utilities are required to test all publicly  
23          accessible streetlights regardless of ownership. If  
24          an issue is found with a streetlight that the utility  
25          does not own that utility is required to make the

1 6-17-2021 - Session Meeting

2 condition safe. It is ultimately the responsibility  
3 of the municipality that owns the streetlight to make  
4 that necessary repairs needed. Next slide please.

5 For mobile stray voltage testing per  
6 commission order 12 mobile surveys are required in  
7 New York City, 2 in Buffalo and 1 each in Yonkers,  
8 White Plains, New Rochelle, Albany, Niagara Falls and  
9 Rochester each year. The upstate locations reflected  
10 due to their population density 50,000 or more.  
11 Again any voltage findings of one volt or more is  
12 reported and mitigated.

13 In 2020 there were 6,810 voltage  
14 findings in the 3 utility service territories where  
15 mobile stray voltage testing is required which is  
16 down from the 8,608 findings in 2019. This graph  
17 represents the total number of stray voltage findings  
18 across the state using the mobile testing units for  
19 the last two years. Blue represents the Con Edison  
20 findings. Orange represents National Grid and the  
21 red represents RG&E findings. As you can see Con  
22 Edison makes up the clear majority of mobile stray  
23 voltage findings based largely in a number of scans  
24 completed in the size of an underground system. Next  
25 slide please.

1 6-17-2021 - Session Meeting

2 Per the Electric safety standards, the  
3 utilities are required to complete visual inspections  
4 on 20% of their facilities each year so that 100% of  
5 utilities transmission and distribution facilities  
6 will be inspected at least once every 5 years. 2020  
7 was the first year of the full -- fourth full cycle  
8 of the inspection program. All utilities have  
9 completed approximately 20% inspections of its assets  
10 in compliance with the safety standards.

11 More inspections in 2020 saw the  
12 downward trend continuing overall deficiencies found  
13 by the electric utilities with a total of  
14 approximately 81 -- 81,000 deficiencies found. That  
15 is a 5% reduction compared to the approximately  
16 85,000 found in 2019. And a 60% reduction from the  
17 approximately 190,000 deficiencies found back in  
18 2016. For PSEG Long Island they are not subject to  
19 the commission's safety standards as they and system  
20 owner LIPA are not regulated by the commission.

21 Through discussions with D.P.S. staff,  
22 PSEG Long Island began a facility inspection and  
23 stray voltage testing pilot program in 2020 to attain  
24 a representative sample across their service  
25 territory, 2 townships in the western division and 2

1                   6-17-2021    -    Session Meeting  
2           townships in their eastern division were selected for  
3           the pilot program which comprised approximately 10%  
4           of total assets.  In total PSEG Long Island tested an  
5           inspection -- and inspected approximately 35,000  
6           facilities in 2020.  And found a -- a total of 9  
7           stray voltage -- stray voltage cases and 1,003  
8           inspection deficiencies.

9                   Of the 1,003 deficiencies found  
10           through inspections, 5 were level 1, 299 were level 2  
11           and 626 were level 3.  The company will extend the  
12           stray voltage testing pilot program in 2021 to  
13           inspect an additional 10% of the -- of their  
14           facilities targeting areas where they expect the  
15           highest rate of deficiencies.  Next slide please.

16                   In summary, the New York utilities  
17           have met and complied with the requirements of the  
18           commission's electric safety standards for 2020.  
19           That completes my presentation.  I'm now happy to  
20           answer any questions.

21                   CHAIRMAN HOWARD:  Thank you.  I have  
22           just two comments.  First echoing staff's comments  
23           regarding municipalities responsibilities for safety  
24           of their equipment.  We have seen literally hundreds  
25           of thousands of light -- lighting -- outdoor lighting

1                   6-17-2021    -    Session Meeting  
2           fixtures and poles being transferred from utilities  
3           to municipalities which will save them a great deal  
4           of money and we look forward to increased energy  
5           efficiency.  However, along with that transfer comes  
6           this added responsibility of safety of that  
7           equipment.  It is something that I urge all  
8           municipalities to embrace fully as they engage in  
9           this transfer of assets to municipal ownership.

10                            The second item I'd like to say in  
11           terms of why this program is important and will need  
12           to continue as well into the future is the increased  
13           use of poles for attachments for a variety of telecom  
14           and other functions particularly the installation of  
15           5G equipment on poles which requires a variety of new  
16           demands on those poles including electric service to  
17           each one of the 5G boxes as well as the fiber hookup  
18           which -- on all the poles which also provides  
19           additional stress on the equipment.

20                            And, again, I would expect and that  
21           this could possibly increase the issues of stray  
22           voltage and other safety issues as these  
23           installations are being completed.  That's why the  
24           utmost of safety and vigilance must be maintained by  
25           not only the utilities but the third parties that

1 6-17-2021 - Session Meeting

2 will -- will want to rent space on those poles both  
3 from utility ownership and municipal ownership in  
4 this case that that safety has been maintained.

5 I'm particularly troubled, again, that  
6 PSEG and LIPA do not have a universal standard, has  
7 not been part of this program now for a very long  
8 time. Which, by the way, for those who don't  
9 remember, this case and this program began with some  
10 very serious incidents particularly in New York City  
11 which regarded in serious injury the -- to  
12 pedestrians and -- and their -- and their pets from  
13 some very serious stray voltage issues. And we  
14 cannot let that happen and my hope is that PSEG and  
15 LIPA will adopt a universal program in the very near  
16 future. With that, Commissioner Burman, do you have  
17 any comments?

18 COMMISSIONER BURMAN: Thank you so  
19 much. So this informational item at its core is  
20 about electric safety which goes to a foundational  
21 regulatory duty that we have. I really thank staff  
22 for the presentation which laid out dedicated  
23 oversight and vigilance. There does seem to be good  
24 and steady progress, and we see the positive impact  
25 of how we, especially last year, incorporated in some

1 6-17-2021 - Session Meeting

2 fashion PSEG Long Island into this review.

3 I also concur with the chair. While I  
4 do recognize that PSEG Long Island is not subject to  
5 the commission's safety standards as PSEG Long Island  
6 and the system owner LIPA are not regulated by the  
7 commission, I really do believe that we should  
8 continue to monitor that and help to increase such  
9 engagement to Long Island as well.

10 And while I'm happy to see that we did  
11 increase it, you know, we did start looking at this  
12 in 2020 and PSEG Long Island began the facility  
13 inspection and stray voltage testing pilot program,  
14 and they are committed to voluntarily extend this  
15 stray voltage pilot program in 2021 to inspect an  
16 additional 10% of facilities and targeting areas  
17 where the highest rate of deficiencies and expected I  
18 don't think it's enough. I think that they should  
19 really look at the positive impacts on -- from the  
20 other utilities and step up and increase it even more  
21 so. And so it's -- it's really important to me.

22 I -- I also do want to echo what was  
23 said by staff but I think it's an important matter to  
24 note that 2020 was the first year of a five year  
25 cycle and the fourth fifth year cycle -- and it's the

1                   6-17-2021     -     Session Meeting  
2           fourth fifth year cycle. To me it's really important  
3           especially with new commissioners coming on. We have  
4           in the next few weeks more discussion in our agency  
5           on what we expect during our current fifth year cycle  
6           and engagement on some of the lessons that were  
7           learned from the past three five-year cycles.

8                   I also do want to point out that we  
9           continue to have while we see positive trends, we do  
10          continue to have stray voltage concerns in the street  
11          lighting arena. This is something that I've been  
12          focused on since I came on the commission. We've  
13          done a really good job of engagement on the street  
14          lighting issue with stray voltage. But as we are  
15          increasingly involved in street lighting enrollment,  
16          I think it's really important that we dig a little  
17          deeper on the data that we're looking at as it  
18          relates to stray voltage specific to street lighting,  
19          and ensure we're doing all we can to not only educate  
20          the public but to the municipalities and others who  
21          may be undertaking street lighting infrastructure  
22          upgrades or new infrastructure completely especially  
23          as it concerns the broadband rollout. Really, really  
24          think that we should be examining what we could do in  
25          an innovative way to do what we can in this area. So



1 6-17-2021 - Session Meeting

2 thank you.

3 CHAIRMAN HOWARD: Thank you.

4 Commissioner Edwards?

5 COMMISSIONER EDWARDS: Thank you. I  
6 agree with Commissioner Burman on the street  
7 lighting. She gave those comments exactly as I would  
8 so thank you very much and no further comments.

9 CHAIRMAN HOWARD: Thank you. With  
10 that we will go to our final item for today. Again,  
11 another informational nonvoting item. It's Item 302  
12 Case 21-E-0113 which is the 2020 Electric Liability  
13 Performance report presented by Mary Ferrer, utility  
14 engineering specialist and John Favreau, assistant  
15 counsel is available for questions. Mary, will you  
16 please begin?

17 MS. FERRER: Yes. Good morning, Chair  
18 Howard, Commissioners. Today I will be providing you  
19 with a brief statewide summary of New York's electric  
20 reliability performance for 2020. Staff's written  
21 report provides additional information and individual  
22 reviews for each of the major electric utilities.  
23 Next slide please.

24 Each year staff performs an analysis  
25 of electric reliability performance based on monthly

1                   6-17-2021     -     Session Meeting  
2           interruption data submitted by the electric  
3           utilities. Staff uses this data to calculate the  
4           frequency and duration of interruptions and identify  
5           trends. Frequency is affected by factors such as  
6           system design, capital investment, maintenance  
7           practices and weather.

8                    Decisions made by utilities today,  
9           however, can take several years before being fully  
10          reflected in the frequency measure. Duration is  
11          affected by workforce levels, workforce management  
12          and geography. Policy changes can have a more  
13          immediate effect on duration. By reviewing the data  
14          both with and without major storms, we can achieve a  
15          balance between interruptions under the utilities'  
16          control such as equipment failures and those where  
17          the utility may need to implement resiliency measures  
18          to prevent interruptions.

19                    It should be noted that the statistics  
20          presented today reflect two major events that  
21          occurred last year. The two most significant storms  
22          in 2020 were the Tropical Storm on August 4th and the  
23          October 7th Derecho. Combined these two storms were  
24          responsible for approximately 75% of customer hours  
25          of interruption in 2020.

1 6-17-2021 - Session Meeting

2 Reliability performance mechanisms or  
3 R.P.M.s include companywide targets for frequency and  
4 duration. R.P.M. targets are established in each  
5 rate case and electric utilities are subject to  
6 negative revenue adjustments for failing to meet  
7 R.P.M. targets. All electric utilities except Con Ed  
8 and NYSEG met their R.P.M. targets in 2020.

9 Con Edison's frequency was higher than  
10 their target. As a result Con Edison incurred a  
11 negative revenue adjustment of \$5 million. The  
12 largest event that drove Con Edison's frequency  
13 performance was the rainy transmission incident on  
14 August 7th in Manhattan.

15 NYSEG also failed its R.P.M. target  
16 for frequency in 2020 incurring a negative revenue  
17 adjustment of \$7 million. Trees continue to be the  
18 largest contributor to interruptions for NYSEG. In  
19 its last rate case, NYSEG's vegetation management  
20 budget was provided two new tree related programs.  
21 The first program reclaimed circuits that have not  
22 been trimmed in over five years. And the second  
23 proactively addresses danger trees outside of the  
24 distribution right of way. Next slide please.

25 This graph shows the frequency

1                   6-17-2021    -    Session Meeting  
2                   performance for the last five years state wide.  
3                   Since Con Edison's networks are usually less prone to  
4                   interruptions and overhead systems and Con Edison  
5                   serves the largest percentage of the state's electric  
6                   customers, Con Edison's data can skew the overall  
7                   statistics.  As a result we reviewed the data with  
8                   and without Con Edison.

9                   Excluding major storms, the statewide  
10                  frequency for 2020 declined slightly when compared to  
11                  both last year and the five year average when viewed  
12                  with and without Con Edison.  On average customers  
13                  experienced 1 interruption every 17 1/2 months.  For  
14                  utilities other than Con Edison, customers on average  
15                  experienced 1 interruption every 11 1/2 months.  The  
16                  major causes for interruptions excluding major storms  
17                  were equipment failures and tree contacts.  To reduce  
18                  the frequency of interruptions the utilities invest  
19                  in capital projects, inspections and maintenance  
20                  activities.  Next slide please.

21                  This graph shows duration performance  
22                  for the last five years on a statewide basis  
23                  excluding major storms and, again, showing  
24                  performance with and without Con Edison.  The  
25                  statewide duration was 1 hour and 59 minutes.  This

1 6-17-2021 - Session Meeting

2 is about 3 1/2 minutes shorter than 2019 and 2 1/2  
3 minutes longer than the statewide 5-year average.

4 The statewide duration for utilities other than Con  
5 Edison was 1 hour and 53 minutes in 2020 which is 1  
6 minute longer than 2019 and, again, approximately 2  
7 and 1/2 minutes longer than the statewide 5-year  
8 average. Next slide please.

9 There we go. Major storms in 2020  
10 cost approximately 63% more customer interruptions  
11 and 400% more customer hours of interruption when  
12 compared to 2019. The state experienced 29 separate  
13 major storm events in 2020 resulting in the worse  
14 performance for frequency and duration over the past  
15 5 years. As can be seen in the graph, the effect of  
16 major storms on customers in 2020 was more than those  
17 experienced in 2018 which had several notable winter  
18 and spring storms.

19 The largest storm in 2020, Tropical  
20 Storm Isaias significantly impacted Long Island, New  
21 York City and the mid to lower -- lower Hudson Valley  
22 resulting in in 1 1/2 million customer interruptions  
23 statewide with nearly 1 million of these in the Con  
24 Ed and PSEG service territories. Restoration efforts  
25 lasted through August 12th.

1 6-17-2021 - Session Meeting

2 The second largest storm occurred on  
3 October 7th when the upstate utilities experienced  
4 severe wind. Approximately 340,000 customers were  
5 interrupted. National Grid's service territory was  
6 the most severely affected reporting 81% of  
7 interruptions. Most of these interruptions were in  
8 the National Grid eastern division. National Grid  
9 made steady progress restoring customers with 90%  
10 restored late in the afternoon on October 9th. Next  
11 slide please.

12 Thank you. This concludes my  
13 presentation. We will be happy to answer any  
14 questions.

15 CHAIRMAN HOWARD: Thank you very much.  
16 I have one question. I guess it's -- the first is --  
17 is regard to the -- to your last slide dealing with  
18 weather. Clearly the weather patterns have changed  
19 significantly including major instances that have a  
20 degree of unpredictability. So I would ask  
21 particularly in regard to -- believe this is a  
22 question for Kevin Wisely, can you describe sort of  
23 like what in terms of how -- how the -- particularly  
24 the upstate straight line wind events were different  
25 than our tropical storm events, particularly

1 6-17-2021 - Session Meeting

2 regarding to Isaias?

3 MR. WISELY: Hello Commissioner and  
4 thank you. This is Kevin Wisely, director office of  
5 resilience emergency preparedness. And as you noted,  
6 this -- the storm impacts and the -- the changing  
7 nature of these storms continues to, you know, bring  
8 significant damage when they come through. The  
9 Derecho event that happened in October straight line  
10 winds that came across some west to east that really  
11 significantly impacted the system.

12 And we continue to see a rise in those  
13 type of events even highlighted by our Christmas day  
14 storm that impacted the state where we had 110,000  
15 customers for a -- a wind event that blew through the  
16 entire state. So we continue to, you know, manage  
17 these events as they arise. But often there's a --  
18 an extreme pop up nature of these wind events as the  
19 atmosphere continues to change and temperatures  
20 continue to rise.

21 CHAIRMAN HOWARD: Thank you. And just  
22 a couple comments. You know, reliability is this  
23 commission's preeminent responsibility. And  
24 something that we take enormously seriously. It is  
25 again a number one priority. You know, customers and

1                   6-17-2021    -    Session Meeting  
2            this commission are increasingly intolerant of  
3            outages including storm-related outages.  This  
4            commission is currently engaged in active litigation  
5            regarding storm outages dealing particularly with the  
6            Isaias event with a variety of utilities.  And we  
7            will continue to hold utilities accountable for full  
8            performance including the assessment of significant,  
9            I mean, very significant financial penalties for poor  
10           performance.

11                                I -- something that began under  
12            Chairman Rhodes and -- and they're now continuing  
13            under my watch and others will be a an increased  
14            enhanced emphasis on reliability at all levels  
15            whether it's equipment failure or storm restoration.  
16            It is something that particularly as we went through  
17            this pandemic year, we understand that the  
18            reliability has been paramount to customers' safety.  
19            And will be enormously important as we rebuild our  
20            economy going forward.

21                                Again, we let utilities across the  
22            state know that this commission takes their duty for  
23            safe and reliable system to the utmost and we will  
24            hold them accountable at every level for poor  
25            performance.  With that I turn it over to



1 6-17-2021 - Session Meeting

2 Commissioner Burman.

3 COMMISSIONER BURMAN: Thank you so  
4 much. I find these presentations to be very helpful  
5 especially as we look at them for further responsible  
6 planning and appropriate refinement as necessary.  
7 It's also important especially as we focus on the  
8 major causes of interruptions that may occur from the  
9 past year, to have timely information on the status  
10 of any pending matters that we may be looking at  
11 including the E.R.P.s and score cards, et cetera.

12 And I look forward to reviewing those  
13 specific issues that will come before us. I can't  
14 underscore enough the issue of system resiliency and  
15 how important it is especially as we review NERCs  
16 concerns and as we enter the summer season and look  
17 at load shifting concerns. We should be very focused  
18 on this and I appreciate that. Thank you.

19 CHAIRMAN HOWARD: Commissioner Burman?  
20 I mean, excuse me, Commissioner Edwards? I  
21 apologize.

22 COMMISSIONER EDWARDS: No, I want to  
23 thank you for the comprehensive report. I have no  
24 questions. No comments.

25 CHAIRMAN HOWARD: Well, thank you.

1 6-17-2021 - Session Meeting

2 With that I turn to Secretary Phillips. Are there  
3 any further items to come before us today?

4 SECRETARY PHILLIPS: There are no  
5 further items to come before you today.

6 CHAIRMAN HOWARD: Well, thank you.  
7 With that I would adjourn this session and thank you  
8 very much and thank you very much for staff for your  
9 excellent reports. Thank you.

10 (Off the record 11:35 a.m.)

11 (The proceeding concluded.)

12

13

14

15

16

17

18

19

20

21

22

23

24

25

1 6-17-2021 - Session Meeting

2 STATE OF NEW YORK

3 I, HANNAH ALLEN, do hereby certify that the foregoing was  
4 reported by me, in the cause, at the time and place, as  
5 stated in the caption hereto, at Page 1 hereof; that the  
6 foregoing typewritten transcription consisting of pages 1  
7 through 50, is a true record of all proceedings had at the  
8 hearing.

9 IN WITNESS WHEREOF, I have hereunto  
10 subscribed my name, this the 21st day of June, 2021.

11

12

13 HANNAH ALLEN, Reporter

14

15

16

17

18

19

20

21

22

23

24

25

<b>A</b>	
<b>a.m</b> 1:8, 8 2:2 50:10	<b>Albany</b> 34:8
<b>A.M.I</b> 15:10, 14	<b>alert</b> 15:11
<b>A.P.I</b> 16:7	<b>Alesi</b> 3:13
<b>ability</b> 6:12 21:23	<b>align</b> 18:16, 19
<b>able</b> 14:6 22:16 25:12	<b>ALLEN</b> 51:3, 13
<b>absence</b> 2:25	<b>alliance</b> 12:6
<b>accelerated</b> 27:12	<b>alliances</b> 12:7
<b>accessible</b> 33:23	<b>allowing</b> 11:17
<b>account</b> 22:21	<b>allows</b> 13:21 18:24
<b>accountable</b> 48:7, 24	<b>amazing</b> 12:11
<b>accounted</b> 33:20	<b>amount</b> 11:15 17:6 22:14, 19 30:21
<b>accounts</b> 22:15	<b>amounts</b> 25:8
<b>accrue</b> 24:24 30:5	<b>analysis</b> 27:25 41:24
<b>achieve</b> 42:14	<b>analyst</b> 18:4
<b>act</b> 12:16	<b>annual</b> 8:23 13:5 15:21, 25 18:23 31:24 32:14
<b>action</b> 25:4	<b>annually</b> 7:16 9:11 16:4
<b>active</b> 48:4	<b>answer</b> 10:9 19:6 20:2 26:3 36:20 46:13
<b>activities</b> 5:12 44:20	<b>answered</b> 19:7
<b>activity</b> 8:23	<b>apologize</b> 49:21
<b>actual</b> 32:25	<b>appears</b> 25:16
<b>added</b> 6:25 37:6	<b>applauds</b> 23:12
<b>addition</b> 7:4, 10 13:21 15:7, 20	<b>appliances</b> 11:2
<b>additional</b> 24:11 36:13 37:19 39:16 41:21	<b>appointed</b> 3:4
<b>address</b> 12:15 14:4 24:25	<b>appointments</b> 19:25
<b>addressed</b> 19:2	<b>appreciate</b> 11:23 16:10, 11 49:18
<b>addresses</b> 30:10 43:23	<b>appropriate</b> 6:24 25:21 29:6 49:6
<b>addressing</b> 30:17	<b>approval</b> 14:23 15:3
<b>adequate</b> 28:19, 21, 24	<b>approved</b> 14:11 20:24
<b>adjourn</b> 50:7	<b>approximately</b> 5:22, 25 8:12, 15 8:17 33:4 35:9, 14, 15, 17 36:3 36:5 42:24 45:6, 10 46:4
<b>adjusted</b> 19:9 21:6	<b>area</b> 9:3 10:23 28:16 40:25
<b>adjustment</b> 13:22 21:2, 4, 6, 10, 13 22:25 24:4 43:11, 17	<b>areas</b> 4:18 7:2 19:4, 20 28:21 36:14 39:16
<b>adjustments</b> 7:5 9:19 13:20 20:4 24:21 25:2 29:19 43:6	<b>arena</b> 40:11
<b>adopt</b> 10:2 38:15	<b>Aric</b> 28:9 29:25
<b>adopted</b> 31:21	<b>arrangements</b> 2:12, 21
<b>adoption</b> 31:25	<b>arrearages</b> 22:10, 18
<b>advance</b> 27:12	<b>artificially</b> 23:11
<b>affect</b> 23:24	<b>asking</b> 27:23
<b>afternoon</b> 46:10	<b>aspect</b> 28:22
<b>agency</b> 40:4	<b>assessed</b> 20:25 21:3
<b>agenda</b> 2:7, 9 3:11	<b>assessment</b> 28:2 48:8
<b>aggressive</b> 14:15	<b>assets</b> 35:9 36:4 37:9
<b>agree</b> 41:6	<b>assist</b> 24:10 25:12
<b>agreed</b> 20:23	<b>assistant</b> 4:3 31:11 41:14
<b>agreements</b> 20:3 24:12	
<b>al</b> 20:25	

**associated** 13:2 23:3  
**atmosphere** 8:8 47:19  
**attachments** 37:13  
**attain** 35:23  
**attempt** 23:15  
**attention** 17:21  
**attributed** 21:18 33:15  
**audit** 8:23 9:7 19:13,19 20:7  
**auditing** 25:16  
**audits** 4:21 8:24 9:7,11  
**August** 42:22 43:14 45:25  
**automatically** 24:22  
**available** 4:4 18:5 31:12 41:15  
**average** 44:11,12,14 45:3,8  
**avoiding** 24:10  
**awareness** 8:2

---

**B**

---

**B** 1:12  
**back** 28:14 33:8 35:17  
**background** 31:19  
**backlog** 8:11,13 13:24  
**backlogs** 12:22,24,25 13:12,17  
**bad** 22:13  
**balance** 42:15  
**based** 8:24 19:5,10 25:23 34:23  
 41:25  
**basic** 28:20  
**basis** 2:14 31:24 32:14 44:22  
**began** 35:22 38:9 39:12 48:11  
**beginning** 4:14 8:5 21:23  
**believe** 26:8,15 39:7 46:21  
**benefit** 24:8  
**best** 28:6  
**better** 10:2 27:8  
**bill** 24:11  
**billing** 27:5  
**bills** 19:9,10 22:21 26:22,23  
**bit** 17:14 29:13  
**blanket** 8:8  
**blew** 47:15  
**blind** 15:2  
**Blue** 34:19  
**boxes** 37:17  
**brief** 41:19  
**briefed** 3:8  
**bring** 47:7  
**broadband** 40:23  
**broken** 5:12  
**brown** 33:9

**budget** 43:20  
**Buffalo** 34:7  
**building** 8:7 15:14  
**buried** 5:11  
**Burman** 1:13 3:15,16 10:18,20  
 16:15 27:15,16 28:8,17 38:16  
 38:18 41:6 49:2,3,19  
**business** 16:21 25:11

---

**C**

---

**C.F.P.I.s** 18:14,17  
**C.F.P.M.s** 18:14,16,18,24 19:3  
**calculate** 42:3  
**calendar** 8:4 9:17  
**calibrated** 32:19  
**call** 2:5 3:12,13 5:18 6:3,8  
 10:23 19:6  
**calling** 16:21  
**calls** 5:17 16:20,23 19:7,16  
**capital** 42:6 44:19  
**capitalization** 27:12  
**caption** 51:5  
**car** 10:25  
**cards** 49:11  
**carefully** 28:4  
**carry** 32:17  
**case** 3:24 18:2,15 19:2 21:22  
 23:21,23 25:3 27:11 31:8 38:4  
 38:9 41:12 43:5,19  
**cases** 20:25 22:5 24:24 28:23  
 29:8 36:7  
**cast** 15:22  
**categories** 5:13  
**cause** 21:16 51:4  
**caused** 5:11  
**causes** 44:16 49:8  
**Central** 23:4,17 30:11  
**certain** 6:25  
**certify** 51:3  
**cetera** 49:11  
**chain** 12:2  
**chair** 1:12 2:4 4:7 10:6 18:7  
 31:14 39:3 41:17  
**Chairman** 2:3,10 3:18,22 10:10  
 16:14 17:23 26:4,14,17 29:14  
 31:5 36:21 41:3,9 46:15 47:21  
 48:12 49:19,25 50:6  
**chance** 8:6  
**change** 47:19  
**changed** 46:18

<p> <b>changes</b> 2:7,9 42:12  <b>changing</b> 47:6  <b>chart</b> 19:3  <b>Christmas</b> 47:13  <b>circuits</b> 43:21  <b>cited</b> 21:15  <b>City</b> 15:19 34:7 38:10 45:21  <b>claims</b> 30:16  <b>clear</b> 34:22  <b>Clearly</b> 46:18  <b>close</b> 26:11 30:24  <b>Code</b> 31:25  <b>coincides</b> 8:4  <b>collaborative</b> 4:13  <b>collaboratively</b> 12:12  <b>collect</b> 29:20 30:13  <b>collected</b> 30:5  <b>collecting</b> 30:19  <b>Combined</b> 42:23  <b>come</b> 47:8 49:13 50:3,5  <b>comes</b> 37:5  <b>comfortable</b> 16:19  <b>coming</b> 30:24 40:3  <b>comment</b> 27:15,18  <b>comments</b> 10:19 11:3 16:15 36:22  36:22 38:17 41:7,8 47:22  49:24  <b>commission</b> 1:3 2:5,6 5:2 7:4  10:16 13:7 14:22 20:24 22:3  23:14 25:4,15 26:5 27:2 31:22  34:6 35:20 39:7 40:12 48:2,4  48:22  <b>commission's</b> 18:15 23:20 35:19  36:18 39:5 47:23  <b>Commissioner</b> 3:13,15,16,18,20  10:18,20 16:15,16,17 17:24  27:15,16 28:8,17 29:14,16,24  30:18 31:6 38:16,18 41:4,5,6  47:3 49:2,3,19,20,22  <b>commissioners</b> 1:11 3:2,4,9,12  4:7 10:6 18:8 31:15 40:3  41:18  <b>committed</b> 39:14  <b>common</b> 12:6,6  <b>companies</b> 13:21 14:16 15:24  16:20 17:12 19:20,23 21:18  24:15 25:17 27:11 29:19 30:20  31:2  <b>companies'</b> 21:7 27:7  <b>company</b> 13:14 19:10 21:8 22:15 </p>	<p> 24:6 36:11  <b>company's</b> 23:22  <b>companywide</b> 43:3  <b>compared</b> 5:20 18:18 35:15 44:10  45:12  <b>compensated</b> 28:23  <b>complaint</b> 19:5  <b>complete</b> 9:22 35:3  <b>completed</b> 34:24 35:9 37:23  <b>completely</b> 40:22  <b>completes</b> 25:25 36:19  <b>compliance</b> 4:22 8:20 9:2 17:4  31:17 35:10  <b>complied</b> 36:17  <b>component</b> 22:11,18  <b>components</b> 22:14  <b>comprehensive</b> 49:23  <b>comprised</b> 36:3  <b>Con</b> 15:8,13,19 27:21 28:10  33:16 34:19,21 43:7,9,10,12  44:3,4,6,8,12,14,24 45:4,23  <b>concern</b> 7:18,20  <b>concerning</b> 32:21  <b>concerns</b> 40:10,23 49:16,17  <b>concluded</b> 50:11  <b>concludes</b> 10:7 20:7 46:12  <b>concur</b> 39:3  <b>condition</b> 32:7 34:2  <b>conduct</b> 3:12  <b>conducted</b> 9:11 14:11 19:12  25:11  <b>conducting</b> 2:15  <b>conducts</b> 8:24 15:19  <b>conference</b> 19:16  <b>confirm</b> 3:14  <b>consecutive</b> 21:9  <b>consequences</b> 18:20  <b>consequently</b> 23:11,11  <b>considered</b> 7:14  <b>consistent</b> 5:4,24 6:4  <b>consisting</b> 51:6  <b>consists</b> 22:8  <b>construction</b> 32:2  <b>contacts</b> 44:17  <b>continue</b> 9:25 10:11 12:13,20  23:24 25:20 33:17 37:12 39:8  40:9,10 43:17 47:12,16,20  48:7  <b>continued</b> 6:22,25 10:11  <b>continues</b> 12:11 47:7,19 </p>
--	---

<b>continuing</b> 35:12 48:12	<b>dealing</b> 46:17 48:5
<b>continuous</b> 11:22 12:12 13:18	<b>debt</b> 22:14
<b>contractor</b> 5:16 6:4	<b>decades</b> 10:14
<b>contributor</b> 7:23 43:18	<b>decarbonization</b> 11:24
<b>control</b> 15:11 42:16	<b>decarbonize</b> 10:13
<b>core</b> 11:7,25 16:11 38:19	<b>December</b> 26:11
<b>Corning</b> 23:5	<b>decided</b> 23:23
<b>Corning's</b> 23:21 30:15	<b>decision</b> 29:7
<b>correct</b> 26:12,16 29:21,23	<b>Decisions</b> 42:8
<b>correcting</b> 27:13	<b>decline</b> 6:6 21:18
<b>cost</b> 23:19 45:10	<b>declined</b> 6:5 8:14 44:10
<b>costs</b> 7:22	<b>decrease</b> 5:21,23 33:15
<b>counsel</b> 2:22 4:3 31:11 41:15	<b>dedicated</b> 38:22
<b>couple</b> 16:25 47:22	<b>deeper</b> 17:2,15 40:17
<b>coupled</b> 25:15	<b>deferred</b> 20:2 24:23
<b>course</b> 16:25	<b>deficiencies</b> 32:8 35:12,14,17 36:8,9,15 39:17
<b>COVID</b> 29:9 30:14	<b>degree</b> 46:20
<b>COVID-</b> 23:19	<b>demands</b> 37:16
<b>COVID-19</b> 5:5 20:5 21:15 25:10	<b>demonstrated</b> 8:10
<b>cracks</b> 15:22	<b>density</b> 34:10
<b>critical</b> 11:25 12:4,20 16:11,12 17:9 28:21	<b>Department</b> 4:15 28:25
<b>curious</b> 28:7	<b>department's</b> 2:19
<b>current</b> 26:6,6 30:17 40:5	<b>deployed</b> 15:13
<b>currently</b> 25:6 48:4	<b>deployment</b> 15:7,9
<b>customer</b> 18:3,9,23,25 19:6,13 19:24,25 20:9,11 22:12 23:2 25:5,18,19,20,24 26:2 42:24 45:10,11,22	<b>Derecho</b> 42:23 47:9
<b>customers</b> 18:22 22:16,19 23:9 23:16 24:8,10,14 25:12,22 26:20 28:24 30:14,19 44:6,12 44:14 45:16 46:4,9 47:15,25	<b>describe</b> 46:22
<b>customers'</b> 48:18	<b>design</b> 42:6
<b>cycle</b> 9:7 32:10,16 35:7 39:25 39:25 40:2,5	<b>designated</b> 20:12
<b>cycles</b> 40:7	<b>detected</b> 32:18,23
	<b>detection</b> 11:12
	<b>detector</b> 15:14
	<b>detectors</b> 11:12 15:5,11
	<b>determination</b> 27:2
	<b>determine</b> 8:25
	<b>determined</b> 9:8
	<b>develop</b> 32:8
	<b>developed</b> 7:18
	<b>development</b> 15:8
	<b>device</b> 14:11 32:17,19,22
	<b>devices</b> 14:25
	<b>Diane</b> 1:13 3:15
	<b>different</b> 46:24
	<b>difficult</b> 26:21
	<b>dig</b> 40:16
	<b>digital</b> 32:24
	<b>dimensioning</b> 13:24
	<b>directives</b> 24:18
	<b>director</b> 47:4
	<b>disconnections</b> 22:12 23:8
<b>D</b>	
<b>D. P. S</b> 35:21	
<b>damage</b> 4:19 5:9,10,12,24 11:12 16:19 47:8	
<b>damages</b> 5:13,16,23,25 6:7,9	
<b>dampening</b> 7:24	
<b>danger</b> 43:23	
<b>data</b> 4:23 9:5 19:17 40:17 42:2 42:3,13 44:6,7	
<b>day</b> 7:2 26:25 47:13 51:10	
<b>days</b> 26:10,12	
<b>deal</b> 26:24 27:5 37:3	

**discovered** 7:11 8:15 14:14  
**discussion** 3:23 17:25 40:4  
**discussions** 35:21  
**distribution** 4:15 32:15 35:5  
 43:24  
**dive** 17:2,15  
**division** 35:25 36:2 46:8  
**doing** 16:3 40:19  
**dollar** 22:14,19  
**double** 15:2 21:10,13  
**Dowling** 4:3 18:5 26:12,15  
**downward** 35:12  
**dramatically** 16:5  
**drilling** 29:13  
**driving** 15:20,21  
**drove** 43:12  
**due** 2:25 5:13 8:8 9:6,18 19:9  
 20:5 23:8,16 24:18 34:10  
**duration** 42:4,10,13 43:4 44:21  
 44:25 45:4,14  
**duty** 38:21 48:22

---

**E**


---

**E. R. P. s** 49:11  
**earn** 13:22 14:6  
**earned** 20:5 22:25 30:16  
**earnings** 18:20 25:9  
**east** 47:10  
**eastern** 36:2 46:8  
**echo** 39:22  
**echoing** 36:22  
**economy** 48:20  
**Ed** 27:21 28:10 43:7 45:24  
**Edison** 15:8,13,19 33:16 34:19  
 34:22 43:10 44:4,8,12,14,24  
 45:5  
**Edison's** 43:9,12 44:3,6  
**educate** 40:19  
**education** 10:2  
**Edwards** 1:14 3:19,20 16:16,17  
 17:24 29:15,16,24 30:18 31:6  
 41:4,5 49:20,22  
**effect** 7:24 42:13 45:15  
**effective** 25:17  
**efficiency** 37:5  
**efficient** 11:18  
**efforts** 4:13 8:2 9:21 10:2  
 25:16 45:24  
**Eight** 15:17  
**eighty** 26:10,11

**either** 5:4 9:10 21:8  
**electric** 4:9 18:10 20:8,14,14  
 31:9,16,20,24,25 32:9 33:21  
 35:2,13 36:18 37:16 38:20  
 41:12,19,22,25 42:2 43:5,7  
 44:5  
**electronic** 10:25  
**eliminate** 7:20 14:5  
**elimination** 9:22  
**embrace** 37:8  
**emergency** 2:14 4:19 6:11,13,17  
 6:21 7:3,22 10:3 26:9 47:5  
**emissions** 7:24  
**emitters** 14:5  
**emitting** 14:7  
**emphasis** 11:10 48:14  
**emphasizes** 24:14  
**employee** 6:24  
**employees** 21:21  
**enabled** 15:10,14  
**enacted** 21:20  
**encourage** 7:6  
**encouraging** 16:6 25:17  
**energy** 37:4  
**engage** 37:8  
**engaged** 12:4 48:4  
**engagement** 39:9 40:6,13  
**engaging** 29:12  
**engineering** 4:2,8 41:14  
**enhance** 11:10  
**enhanced** 48:14  
**enhancing** 11:16  
**enormously** 47:24 48:19  
**enrollment** 40:15  
**ensure** 7:17 10:14 11:16 17:16  
 25:18,21 40:19  
**ensured** 5:7  
**ensures** 14:12  
**ensuring** 28:20  
**enter** 49:16  
**entire** 47:16  
**entitled** 29:20,22  
**equally** 18:18  
**equipment** 36:24 37:7,15,19  
 42:16 44:17 48:15  
**error** 5:16 6:8  
**errors** 19:10  
**especially** 12:5,6,10,14,21 29:7  
 29:10 30:20 38:25 40:3,22  
 49:5,7,15



<b>essentially</b> 13:8	<b>fail</b> 21:8
<b>establish</b> 25:7	<b>failed</b> 9:3 20:12,15,19 21:11 43:15
<b>established</b> 22:24 43:4	<b>failing</b> 43:6
<b>estimated</b> 19:11 20:13,16 21:12 21:17 22:4	<b>failure</b> 5:17 21:16 27:4 48:15
<b>et</b> 20:25 49:11	<b>failures</b> 20:22 42:16 44:17
<b>evaluated</b> 8:20 9:12	<b>fair</b> 25:21
<b>evaluation</b> 7:10	<b>fallen</b> 16:4
<b>event</b> 43:12 47:9,15 48:6	<b>Falls</b> 34:8
<b>events</b> 42:20 45:13 46:24,25 47:13,17,18	<b>far</b> 9:21
<b>exactly</b> 41:7	<b>fashion</b> 39:2
<b>examined</b> 4:17,20	<b>Favreau</b> 41:14
<b>examines</b> 7:9	<b>federal</b> 12:10
<b>examining</b> 6:14 40:24	<b>Ferrer</b> 41:13,17
<b>example</b> 33:19	<b>fiber</b> 37:17
<b>excavate</b> 5:18	<b>fifth</b> 39:25 40:2,5
<b>excavation</b> 5:11	<b>file</b> 18:23
<b>excavator</b> 5:16,17 6:8	<b>filed</b> 22:2 30:2,6
<b>exceed</b> 9:13 29:3 30:3	<b>filing</b> 23:13,23
<b>exceeded</b> 20:9 22:24	<b>final</b> 2:7,9 8:19 22:21 41:10
<b>excellent</b> 50:9	<b>financial</b> 48:9
<b>exception</b> 13:25 24:22	<b>find</b> 30:25 49:4
<b>excluding</b> 44:9,16,23	<b>findings</b> 33:3,7,9,11,12,15,19 33:20,21 34:11,14,16,17,20,21 34:23
<b>exclusion</b> 24:3	<b>finds</b> 15:2
<b>excuse</b> 49:20	<b>fire</b> 11:2
<b>excused</b> 3:13	<b>first</b> 3:23 5:9 10:21 12:23 15:9 26:5 32:10 35:7 36:22 39:24 43:21 46:16
<b>executive</b> 2:13,24	<b>five</b> 9:6,12,13,17 14:15 15:16 16:2 32:16,18 39:24 43:22 44:2,11,22
<b>existing</b> 14:14	<b>five-year</b> 40:7
<b>expect</b> 36:14 37:20 40:5	<b>fixing</b> 14:7
<b>expectation</b> 14:24	<b>fixtures</b> 37:2
<b>expectations</b> 14:13	<b>flame</b> 14:25
<b>expected</b> 7:19 14:16 39:17	<b>focus</b> 5:6 11:22 12:18 13:17 49:7
<b>expects</b> 10:5	<b>focused</b> 12:23 40:12 49:17
<b>expenses</b> 19:12 22:10,13 23:3 24:13,17	<b>folks</b> 10:22
<b>experienced</b> 44:13,15 45:12,17 46:3	<b>followed</b> 24:17
<b>exposure</b> 32:5	<b>following</b> 16:22 19:4,19 20:7 21:9 22:19 26:9,10,12
<b>extend</b> 36:11 39:14	<b>forego</b> 30:6,7
<b>extent</b> 29:5	<b>foregoing</b> 51:3,6
<b>extreme</b> 47:18	<b>forward</b> 12:7 24:6 26:24 29:12 37:4 48:20 49:12
<hr/> <b>F</b> <hr/>	
<b>facilities</b> 5:11 31:24 32:13,15 32:23 33:5 35:4,5 36:6,14 39:16	<b>found</b> 2:23 16:3,4 19:20 33:24 35:12,14,16,17 36:6,9
<b>facility</b> 5:15 33:18 35:22 39:12	
<b>fact</b> 11:25	
<b>factors</b> 42:5	

**foundational** 38:20  
**four** 2:25 5:13 9:12 14:9 32:18  
**fourth** 8:19 35:7 39:25 40:2  
**frame** 7:14 8:6 22:17  
**frequencies** 9:8  
**frequency** 9:13 42:4,5,10 43:3,9  
 43:12,16,25 44:10,18 45:14  
**frost** 8:5,9  
**fuel** 12:2  
**full** 35:7,7 48:7  
**fully** 3:8 37:8 42:9  
**functions** 37:14  
**funds** 23:19  
**further** 7:6 10:5 21:6 24:10  
 41:8 49:5 50:3,5  
**future** 24:24 29:7 37:12 38:16

---

**G**


---

**G.P.S** 6:23  
**gas** 4:9,14 5:11 7:21,24 8:6,7  
 10:12,15,17,22 11:6,18,25  
 12:13 13:5 15:11,15 18:10  
 20:8,14,14  
**gauges** 5:10  
**general** 2:22 6:22 8:9  
**generally** 8:4 28:23  
**generic** 29:10  
**geographical** 7:2  
**geography** 42:12  
**give** 29:6  
**globally** 28:5  
**go** 17:24 27:13 30:6 31:6 41:10  
 45:9  
**goal** 9:21 32:4  
**goes** 15:17 38:20  
**going** 30:6 33:8 48:20  
**good** 2:3 3:21 4:6 10:11 12:17  
 18:8 31:14 38:23 40:13 41:17  
**granular** 19:17  
**graph** 33:7 34:16 43:25 44:21  
 45:15  
**grateful** 17:17  
**great** 28:17 37:3  
**greater** 5:7 8:6 20:17,21 33:11  
 33:13  
**greatly** 9:5  
**green** 33:10  
**greenhouse** 7:24  
**Grid** 17:18,18 34:20 46:8,8  
**Grid's** 46:5

**ground** 12:6,7  
**grouping** 33:18  
**guess** 27:18,23 46:16  
**guidance** 29:6

---

**H**


---

**hand** 15:17,17  
**handled** 24:24  
**HANNAH** 51:3,13  
**happen** 38:14  
**happened** 47:9  
**happy** 10:8 26:3 36:19 39:10  
 46:13  
**hard** 17:12  
**harmful** 32:7  
**hazardous** 7:11  
**hazards** 32:7  
**headquarters** 17:10  
**hear** 11:8  
**hearing** 51:8  
**Hello** 47:3  
**help** 12:14 18:18 30:14,19 39:8  
**helpful** 49:4  
**helping** 12:11  
**helps** 29:6  
**hereof** 51:5  
**hereto** 51:5  
**hereunto** 51:9  
**hesitant** 28:12  
**high** 7:3 9:10 17:5,11 25:19  
**higher** 43:9  
**highest** 14:5,7 30:21 36:15  
 39:17  
**highlight** 12:24  
**highlighted** 13:8 47:13  
**historical** 33:7  
**historically** 7:3  
**hold** 48:7,24  
**hookup** 37:17  
**hope** 38:14  
**hopefully** 30:24  
**hour** 44:25 45:5  
**hours** 42:24 45:11  
**Howard** 1:12 2:3,4,10 3:18,22  
 10:10 16:14 17:23 18:8 26:4  
 26:14,17 29:14 31:5 36:21  
 41:3,9,18 46:15 47:21 49:19  
 49:25 50:6  
**Hudson** 23:5,17 30:12 45:21  
**hundred** 26:10,11

<b>hundreds</b> 36:24	<b>induce</b> 27:8
	<b>industry</b> 12:14
	<b>influences</b> 24:5
	<b>information</b> 4:12 17:7 29:5 31:7 31:17,20 41:21 49:9
	<b>informational</b> 3:23 17:25 38:19 41:11
	<b>informative</b> 12:7
	<b>infrastructure</b> 10:4 11:13 40:21 40:22
	<b>initially</b> 12:24 16:2 23:17
	<b>injury</b> 32:20 38:11
	<b>innovations</b> 11:11
	<b>innovative</b> 11:10 40:25
	<b>insightful</b> 16:15
	<b>inspect</b> 36:13 39:15
	<b>inspected</b> 35:6 36:5
	<b>inspection</b> 31:23 35:8,22 36:5,8 39:13
	<b>inspections</b> 35:3,9,11 36:10 44:19
	<b>inspectors</b> 32:16
	<b>installation</b> 37:14
	<b>installations</b> 37:23
	<b>instances</b> 46:19
	<b>instantly</b> 15:11
	<b>institute</b> 13:19 14:3
	<b>instituted</b> 13:13,14 23:7
	<b>instructions</b> 16:22
	<b>insufficient</b> 3:7
	<b>integrity</b> 11:5
	<b>intended</b> 15:22 23:18
	<b>intent</b> 5:18
	<b>interactions</b> 21:21
	<b>interest</b> 18:19 24:25
	<b>interim</b> 1:12 2:4
	<b>interrogatory</b> 19:15
	<b>interrupted</b> 46:5
	<b>interruption</b> 42:2,25 44:13,15 45:11
	<b>interruptions</b> 42:4,15,18 43:18 44:4,16,18 45:10,22 46:7,7 49:8
	<b>intervals</b> 6:15,16,21
	<b>intolerant</b> 48:2
	<b>inventories</b> 7:10
	<b>inventory</b> 14:6
	<b>invest</b> 44:18
	<b>investigation</b> 14:10 28:11
	<b>investigations</b> 4:21 8:25 9:7
<b>hundreds</b> 36:24	
<b>I</b>	
<b>identified</b> 8:23 9:2,10,14	
<b>identify</b> 6:23 19:2 32:6 42:4	
<b>imbalances</b> 26:24	
<b>immediate</b> 42:13	
<b>immediately</b> 10:23	
<b>impact</b> 38:24	
<b>impacted</b> 21:22 45:20 47:11,14	
<b>impacting</b> 7:25	
<b>impacts</b> 39:19 47:6	
<b>implement</b> 12:15 42:17	
<b>implemented</b> 25:14	
<b>importance</b> 16:12	
<b>important</b> 5:5 11:5,7,20 28:18 29:11 37:11 39:21,23 40:2,16 48:19 49:7,15	
<b>importantly</b> 13:10	
<b>improve</b> 10:12 17:3,8,12,16 19:21,23 25:24	
<b>improved</b> 4:24 5:4 6:2,3,21 8:11 8:15,16 23:11	
<b>improvement</b> 8:10 11:22 12:12 13:18	
<b>improvements</b> 7:7 9:16 10:5 11:13	
<b>inaccurate</b> 5:14	
<b>incentive</b> 14:7 22:8 27:20	
<b>incentives</b> 14:4	
<b>incident</b> 43:13	
<b>incidents</b> 38:10	
<b>include</b> 4:18 7:12 13:12,20 23:4 31:22 43:3	
<b>included</b> 19:14	
<b>includes</b> 11:11	
<b>including</b> 3:5 13:13 37:16 46:19 48:3,8 49:11	
<b>incorporate</b> 16:7	
<b>incorporated</b> 7:5 9:19 28:5 38:25	
<b>increase</b> 37:21 39:8,11,20	
<b>increased</b> 15:18 37:4,12 48:13	
<b>increases</b> 14:13	
<b>increasingly</b> 40:15 48:2	
<b>incurred</b> 43:10	
<b>incurring</b> 43:16	
<b>indicates</b> 4:23	
<b>indicators</b> 18:13	
<b>individual</b> 20:10 41:21	

14:13	<b>law</b> 2:14
<b>investment</b> 42:6	<b>Lawrence</b> 23:6,13 30:6
<b>involved</b> 40:15	<b>laws</b> 24:18
<b>ionization</b> 14:25	<b>lay</b> 16:10
<b>iron</b> 15:22	<b>leaders</b> 15:7
<b>Isaias</b> 45:20 47:2 48:6	<b>leak</b> 4:19 6:13,16 7:8,9,12 10:3
<b>Island</b> 17:18 35:18,22 36:4 39:2	10:4,24 11:12 12:22,24,25
39:4,5,9,12 45:20	13:12,16,17,24,25 14:5,8,9,12
<b>issue</b> 33:24 40:14 49:14	14:14,15,17
<b>issued</b> 19:10	<b>leakage</b> 7:16,23 15:18,20,25
<b>issues</b> 8:22 16:11 37:21,22	17:20
38:13 49:13	<b>leaks</b> 7:10,11,12,13,15,19,21
<b>item</b> 3:23,24,24 4:10 17:25 18:2	8:3,12,14,14,16,16,17 13:2,9
18:2,8 31:7,7,8,8 37:10 38:19	13:13 14:8 15:2,23 16:3,4
41:10,11,11	<b>leaning</b> 16:9
<b>items</b> 3:3 16:18 50:3,5	<b>learn</b> 28:3
	<b>learned</b> 40:7
<hr/> <b>J</b> <hr/>	<b>leave</b> 10:22
<b>James</b> 3:13	<b>leaves</b> 30:11
<b>January</b> 31:22	<b>lessons</b> 28:2 40:6
<b>Jason</b> 31:10,12	<b>letter</b> 23:13 30:3,7
<b>job</b> 40:13	<b>level</b> 5:8 33:13,14 36:10,10,11
<b>Joe</b> 26:12	48:24
<b>John</b> 1:12 2:4 41:14	<b>levels</b> 25:19 42:11 48:14
<b>joint</b> 20:24 21:7 24:2	<b>liability</b> 13:15 41:12
<b>Joseph</b> 4:3 18:5	<b>light</b> 10:24 36:25
<b>July</b> 3:10	<b>lighting</b> 36:25,25 40:11,14,15
<b>June</b> 1:7 3:8 13:6 51:10	40:18,21 41:7
	<b>lights</b> 32:17
<hr/> <b>K</b> <hr/>	<b>likelihood</b> 14:14
<b>Kayla</b> 18:4,5 26:4 27:24	<b>limit</b> 32:20
<b>KEDLI</b> 23:5,12 30:2	<b>line</b> 2:12 46:24 47:9
<b>KEDNY</b> 23:5,12 30:2	<b>lines</b> 2:17
<b>Kevin</b> 46:22 47:4	<b>LIPA</b> 35:20 38:6,15 39:6
<b>know</b> 17:11,19 27:3,11,19,23	<b>list</b> 12:19
28:19 30:13,24 39:11 47:7,16	<b>listen</b> 2:19
47:22,25 48:22	<b>listening</b> 16:11
<b>Kramer</b> 31:11	<b>literally</b> 36:24
	<b>litigation</b> 48:4
<hr/> <b>L</b> <hr/>	<b>little</b> 17:14 29:13 40:16
<b>L.D.C</b> 13:15	<b>lived</b> 26:19
<b>L.D.C.s</b> 14:6	<b>load</b> 49:17
<b>laid</b> 38:22	<b>locations</b> 34:9
<b>large</b> 10:15	<b>long</b> 10:17 17:18 26:5 27:13
<b>largely</b> 34:23	35:18,22 36:4 38:7 39:2,4,5,9
<b>largest</b> 33:18 43:12,18 44:5	39:12 45:20
45:19 46:2	<b>longer</b> 45:3,6,7
<b>lasted</b> 45:25	<b>look</b> 16:23 28:4,14,18 29:12
<b>Lastly</b> 12:17	37:4 39:19 49:5,12,16
<b>late</b> 46:10	<b>looking</b> 27:19 30:13 39:11 40:17

49:10	24:1 25:1 26:1 27:1 28:1 29:1
<b>looks</b> 8:22 17:13,17	30:1 31:1 32:1 33:1 34:1 35:1
<b>lost</b> 7:21	36:1 37:1 38:1 39:1 40:1 41:1
<b>lot</b> 17:20	42:1 43:1 44:1 45:1 46:1 47:1
<b>lots</b> 16:24	48:1 49:1 50:1 51:1
<b>lower</b> 32:23 45:21,21	<b>meetings</b> 2:14
	<b>meets</b> 14:13
<b>M</b>	<b>met</b> 20:9 23:15 36:17 43:8
<b>maintained</b> 5:6 37:24 38:4	<b>meter</b> 19:11 20:13,16 21:12,17
<b>maintenance</b> 7:22 32:3 42:6	22:4 27:6,14 32:24
44:19	<b>metering</b> 27:12
<b>major</b> 4:14 9:15 27:2,2 41:22	<b>meters</b> 21:23
42:14,20 44:9,16,16,23 45:9	<b>methane</b> 7:23 11:12 15:5,11,12
45:13,16 46:19 49:8	<b>methods</b> 24:12
<b>majority</b> 20:8 34:22	<b>metric</b> 20:13,20 21:8,19 22:24
<b>making</b> 11:3 17:18 25:23 26:21	28:11 30:15
29:7	<b>metrics</b> 13:14,20 14:4 17:17
<b>manage</b> 47:16	29:6
<b>management</b> 4:20 7:8 16:8 42:11	<b>Michael</b> 4:2,4,7
43:19	<b>mid</b> 45:21
<b>mandated</b> 15:21	<b>migration</b> 8:6
<b>mandates</b> 12:16	<b>million</b> 21:2,14 33:5 43:11,17
<b>Manhattan</b> 43:14	45:22,23
<b>manual</b> 33:3,8	<b>minimize</b> 21:20
<b>manually</b> 32:14	<b>minimizing</b> 5:10
<b>March</b> 21:24	<b>minimum</b> 8:21 9:4,23 20:18,21,22
<b>marked</b> 32:8	32:2
<b>markings</b> 5:14	<b>minute</b> 45:6
<b>Mary</b> 41:13,15	<b>minutes</b> 6:17,18,19 44:25 45:2,3
<b>matches</b> 10:25	45:5,7
<b>mathematically</b> 30:4	<b>mismarked</b> 6:2
<b>matter</b> 16:21 39:23	<b>mismarks</b> 5:13
<b>matters</b> 12:4 49:10	<b>missed</b> 30:11
<b>mean</b> 48:9 49:20	<b>mitigate</b> 32:6
<b>measure</b> 5:9,12 6:11 7:8 8:19,21	<b>mitigated</b> 33:2 34:12
23:10 28:15 42:10	<b>mobile</b> 34:5,6,15,18,22
<b>measures</b> 3:25 4:11,12 5:7 10:8	<b>Mohawk</b> 23:5,12 30:2
13:5 18:12 19:5 22:9,11,14,18	<b>moment</b> 10:21
42:17	<b>money</b> 22:19 29:20 37:4
<b>mechanism</b> 22:23 23:22 27:20	<b>monitor</b> 15:22 18:12 25:20 29:2
28:13	39:8
<b>mechanisms</b> 18:14 20:11 22:8	<b>monitoring</b> 25:16
25:6,14 43:2	<b>monthly</b> 1:4 15:20 41:25
<b>meet</b> 2:23 9:3 13:16 20:12,15,19	<b>months</b> 44:13,15
20:23 21:8,11,17 25:12 27:4	<b>moratorium</b> 20:6 23:7,16,24 26:6
29:3 43:6	<b>morning</b> 2:3 3:21 4:7 18:8 31:14
<b>meeting</b> 1:1,4 2:1 3:1 4:1 5:1	41:17
6:1 7:1 8:1 9:1 10:1 11:1,8	<b>morphed</b> 13:11
12:1 13:1 14:1 15:1 16:1 17:1	<b>morphing</b> 13:11
18:1 19:1 20:1 21:1 22:1 23:1	<b>move</b> 24:6 26:23

**moving** 3:11  
**multiple** 19:15,22  
**municipal** 37:9 38:3  
**municipalities** 36:23 37:3,8  
 40:20  
**municipality** 34:3  
**mute** 2:17

---

**N**

---

**N.R.A** 13:15  
**N.R.A.s** 13:21 29:11 30:10  
**name** 3:14 4:7 51:10  
**nation's** 15:6  
**National** 17:17,18 31:25 34:20  
 46:5,8,8  
**natural** 11:18 12:13 18:10 20:8  
**nature** 47:7,18  
**near** 38:15  
**nearly** 45:23  
**necessary** 3:5 10:17 34:4 49:6  
**need** 11:24 17:14,20 27:7,8,9  
 28:4 30:22 37:11 42:17  
**needed** 25:13 34:4  
**negative** 9:18 21:2,3,5,10,13  
 24:21 43:6,11,16  
**negatively** 7:25  
**neighborhood** 27:22  
**NERCs** 49:15  
**network** 15:22  
**networks** 44:3  
**new** 1:2 3:9 12:17,21 14:10,21  
 14:22,24 15:6,19,19 17:18  
 18:10 20:8,13 23:7 25:7,19  
 26:7 34:7,8 36:16 37:15 38:10  
 40:3,22 41:19 43:20 45:20  
 51:2  
**news** 10:11  
**Niagara** 23:5,12 30:2 34:8  
**nine** 12:19 16:6 29:19,21  
**non-satisfactory** 25:9  
**noncompliance** 8:22 9:2 17:9  
**noncompliances** 8:22 9:15,23  
**nonhazardous** 7:15  
**nonpayment** 22:13 23:8  
**nonvoting** 3:24 18:2 31:7 41:11  
**normalized** 6:7  
**notable** 45:17  
**notably** 5:3  
**note** 2:11 5:5 27:10 39:24  
**noted** 21:25 42:19 47:5

**notice** 5:17  
**noticed** 27:5  
**notification** 5:18 27:20  
**notifications** 6:14 7:4  
**number** 5:21,23 6:7 7:22 8:14,16  
 13:9 22:11 29:18 33:12 34:17  
 34:23 47:25  
**NYSEG** 20:15,15,25 21:15,22,22  
 22:2 23:5 27:5 29:8 30:9 43:8  
 43:15,18  
**NYSEG's** 43:19

---

**O**

---

**O&R** 30:16  
**O.C.S** 27:24  
**O.N.I.M** 27:21  
**oath** 3:6  
**obligation** 28:20 29:3  
**obligations** 11:9  
**occur** 9:8 10:5 49:8  
**occurred** 42:21 46:2  
**October** 42:23 46:3,10 47:9  
**odor** 6:13,16 7:25 10:3  
**office** 3:6 4:9 47:4  
**offset** 23:19  
**Okay** 30:18  
**on-boarded** 3:5  
**once** 10:23 32:23 35:6  
**one-** 6:7  
**ones** 30:21  
**ongoing** 25:3,15 28:11  
**open** 2:14  
**operation** 32:3  
**operations** 19:24  
**operator** 4:18 5:3,14,15 6:3,20  
 9:3,15,21 17:10  
**operator's** 6:12 7:6  
**operators** 4:15,24 5:6,10 6:22  
 7:9,20 8:9,20,25 9:25  
**operators'** 9:20  
**opportunity** 2:18 16:10  
**opposed** 15:25  
**opted** 29:22  
**Orange** 23:6 24:2,22 25:2 34:20  
**order** 2:6,24 18:15 23:20 34:6  
**orders** 2:13  
**original** 31:21  
**outage** 27:20,22  
**outages** 48:3,3,5  
**outdoor** 36:25

**outrageous** 30:25  
**outreach** 9:25  
**outside** 24:5 43:23  
**overall** 4:23 25:14 32:4 35:12  
 44:6  
**overhead** 32:15 44:4  
**oversight** 11:22 28:25 38:23  
**overview** 31:15  
**owed** 22:19  
**owner** 35:20 39:6  
**ownership** 33:23 37:9 38:3,3  
**owns** 34:3

---

**P**

---

**P.R.A** 23:16,18 24:7 30:5,8  
**P.R.A.s** 29:11 30:11  
**P.S.C** 3:2 19:5  
**page** 2:20 29:17,18 51:5  
**pages** 51:6  
**paid** 22:20 24:13  
**pandemic** 5:5 20:5 21:16,19  
 23:10,20 24:5,19 25:10 30:14  
 30:23 48:17  
**paramount** 11:6 48:18  
**part** 9:6,18 22:4 23:21 25:12  
 28:24 33:21 38:7  
**participating** 2:16  
**particularly** 12:25 27:4 37:14  
 38:5,10 46:21,23,25 48:5,16  
**parties** 37:25  
**partner** 12:11  
**partners** 12:10  
**party** 5:16 6:5  
**Pasinella** 4:2,6,8  
**patterns** 46:18  
**Pause** 31:10,14  
**paused** 23:22 30:15  
**pay** 17:21 26:23  
**payers** 23:18 29:21  
**payment** 20:2 24:11,12  
**payments** 26:21  
**pedestrians** 38:12  
**pen** 32:17  
**penalties** 27:7 48:9  
**pending** 29:8,9 30:9 49:10  
**people** 30:23,24  
**percent** 19:9,10 20:13,16 21:12  
 22:4  
**percentage** 6:14 19:7 44:5  
**perform** 14:24

**performance** 3:25 4:11,18,23 5:2  
 5:3,6 6:6,20 7:9 10:5,8 11:19  
 13:5,14,19,23 14:3 18:3,9,13  
 18:13,14,25 19:14 20:10,17,20  
 21:19 22:24 23:14,25 24:4  
 25:6,8,10,23 26:2 27:8 28:2  
 28:13,15,21 30:3 31:9 41:13  
 41:20,25 43:2,13 44:2,21,24  
 45:14 48:8,10,25  
**performances** 18:18 23:10 24:15  
**performs** 41:24  
**period** 4:25  
**persistent** 7:25  
**personally** 11:5  
**personnel** 6:25 15:12  
**petition** 22:2 29:9 30:9  
**pets** 38:12  
**Phillips** 2:6,8 50:2,4  
**PHMSA** 12:10,14  
**phone** 2:16  
**pilot** 15:9 35:23 36:3,12 39:13  
 39:15  
**pipe** 13:25 14:16,17  
**pipeline** 3:25 4:9,11,22 8:21  
 9:23 10:7,14 11:4,11,17 12:18  
 16:8  
**pipes** 12:16  
**place** 3:10 11:9 25:6 51:4  
**placing** 6:25  
**Plains** 34:8  
**plan** 24:23  
**planning** 49:6  
**plans** 7:6 9:20 24:20  
**please** 2:16 3:14 4:4 5:8 6:10  
 7:7 8:18 9:24 10:22 18:6,11  
 18:22 20:6 22:6 26:12 31:12  
 31:18 32:11 34:4,25 36:15  
 41:16,23 43:24 44:20 45:8  
 46:11  
**plus** 14:19 26:18 30:11  
**point** 15:5 21:25 32:18 40:8  
**points** 27:6  
**poles** 37:2,13,15,16,18 38:2  
**policies** 11:24  
**Policy** 42:12  
**poor** 48:9,24  
**pop** 47:18  
**population** 34:10  
**poses** 9:9  
**position** 3:9

**positive** 7:5 11:15 13:20,22  
 20:4 22:25 24:4,21 25:2 29:18  
 38:24 39:19 40:9  
**possible** 10:24  
**possibly** 37:21  
**potential** 18:20 32:20  
**potentially** 7:11 28:6 32:7  
**practical** 3:6  
**practice** 2:21  
**practices** 10:2 16:7,8 28:6 42:7  
**preeminent** 47:23  
**preparedness** 47:5  
**prescribed** 7:14 9:4  
**presence** 15:12  
**presentation** 10:7 11:14,19,23  
 16:12 25:25 36:19 38:22 46:13  
**presentations** 29:4 49:4  
**presented** 4:2 18:4 31:10 41:13  
 42:20  
**pretty** 14:23  
**prevent** 42:18  
**prevented** 23:9  
**prevention** 4:19 5:9,12,24 11:12  
 16:19  
**previous** 9:17  
**primarily** 6:6  
**primary** 21:16  
**prior** 22:21  
**prioritize** 25:17  
**priority** 10:16 47:25  
**proactively** 43:23  
**problem** 27:13  
**procedures** 19:14,16,22  
**proceeding** 29:10 30:17 50:11  
**proceedings** 19:3 22:6 23:21  
 51:7  
**process** 14:23 19:19 27:25  
**processes** 19:14  
**program** 14:16 15:9 35:8,23 36:3  
 36:12 37:11 38:7,9,15 39:13  
 39:15 43:21  
**programs** 43:20  
**progress** 16:24 17:6,19 38:24  
 46:9  
**projects** 44:19  
**promote** 25:23  
**promptly** 6:13  
**prone** 10:4 13:25 14:15,17 44:3  
**proper** 11:21  
**proposal** 21:7 24:2

**proposals** 20:24  
**provide** 5:17 28:23  
**provided** 18:22 19:17 43:20  
**provides** 37:18 41:21  
**providing** 18:20 31:15 41:18  
**provision** 21:6 24:3 28:19  
**provisions** 2:13  
**PSEG** 35:18,22 36:4 38:6,14 39:2  
 39:4,5,12 45:24  
**public** 1:3 2:4,5,18 4:15 5:8  
 7:17,25 9:9 21:21 24:18 29:2  
 32:5 40:20  
**publicly** 33:22  
**Pursuant** 24:20  
**put** 25:8

---

**Q**


---

**qualifies** 20:25 21:3  
**quality** 18:21 25:18,21  
**question** 27:17,18 29:17 46:16  
 46:22  
**questions** 4:4 10:9,18 18:5 26:3  
 31:12 36:20 41:15 46:14 49:24  
**quickly** 6:23  
**quorum** 3:3

---

**R**


---

**R.P.M** 43:4,7,8,15  
**R.P.M.s** 43:3  
**rainy** 43:13  
**rate** 5:24 6:2,3,4,5 7:6 9:20  
 13:20,22 19:2,5,6 23:18,21,23  
 24:20,23,24 25:3,23 27:11  
 28:23 29:8,21 30:17 36:15  
 39:17 43:5,19  
**ratepayer** 18:19  
**read** 20:13 21:23  
**readily** 8:7  
**reading** 20:16 27:6  
**readings** 19:11 32:25  
**reads** 21:12,17 22:4 27:14  
**reality** 3:7  
**realized** 9:17  
**really** 11:7,20 27:19,21,24  
 29:11 38:21 39:7,19,21 40:2  
 40:13,16,23,23 47:10  
**reasonably** 12:15  
**rebuild** 48:19  
**receive** 15:3  
**receptive** 14:22



<p> <b>reclaimed</b> 43:21  <b>recognize</b> 31:2 39:4  <b>recommendation</b> 17:8  <b>recommendations</b> 19:23  <b>recommended</b> 16:7  <b>record</b> 2:2 31:3 32:24 50:10  51:7  <b>recorded</b> 2:20 33:2  <b>recover</b> 22:16 23:15,18  <b>recovered</b> 30:25  <b>recovering</b> 24:7  <b>red</b> 32:17 34:21  <b>reddish</b> 33:9  <b>reduce</b> 24:16 44:17  <b>reduced</b> 24:12  <b>reduces</b> 7:21  <b>reducing</b> 23:2  <b>reduction</b> 33:15 35:15,16  <b>reductions</b> 12:22 24:9  <b>reevaluation</b> 7:15  <b>refinement</b> 49:6  <b>reflect</b> 18:17 42:20  <b>reflected</b> 34:9 42:10  <b>reflects</b> 6:12 18:21  <b>regard</b> 19:24 27:10 46:17,21  <b>regarded</b> 38:11  <b>regarding</b> 24:3 36:23 47:2 48:5  <b>regardless</b> 9:20 33:23  <b>regards</b> 32:16  <b>regulated</b> 35:20 39:6  <b>regulation</b> 9:9 28:22  <b>regulations</b> 4:22 8:21 9:10,24  13:2 14:10 17:5  <b>regulatory</b> 11:21 12:18 13:15  38:21  <b>related</b> 7:9 21:20 43:20  <b>relates</b> 29:10 40:18  <b>relative</b> 21:18  <b>reliability</b> 4:10 11:6 12:2 32:8  41:20,25 43:2 47:22 48:14,18  <b>reliable</b> 48:23  <b>remain</b> 9:22 27:9  <b>remained</b> 5:4,24  <b>remains</b> 6:4 25:19  <b>remember</b> 38:9  <b>remind</b> 2:16 10:22 26:5  <b>reminds</b> 26:18  <b>remotely</b> 2:15  <b>rent</b> 26:22 38:2  <b>repair</b> 7:12,14 8:3 </p>	<p> <b>repairable</b> 8:13 12:23,25 13:9  13:17  <b>repaired</b> 7:11 8:16 13:3  <b>repairs</b> 34:4  <b>replace</b> 10:4 14:17  <b>replacement</b> 14:2,16,19  <b>report</b> 3:25 4:11,13,17 10:8,11  10:24 12:8 17:22 18:3 19:18  19:22 26:2 27:20 31:9 41:13  41:21 49:23  <b>reported</b> 9:5 13:6,6 19:13 22:23  23:17 34:12 51:4  <b>Reporter</b> 51:13  <b>reporting</b> 5:2 13:12 19:21 46:6  <b>reports</b> 6:13,14,17 7:23 10:3  18:24 50:9  <b>representative</b> 19:7 35:24  <b>represents</b> 9:3 34:17,19,20,21  <b>require</b> 7:15 14:10  <b>required</b> 7:16 13:2 25:4 32:12  33:2,22,25 34:6,15 35:3  <b>requirements</b> 2:23 9:4 36:17  <b>requires</b> 7:12 21:7 37:15  <b>requiring</b> 8:3  <b>residential</b> 15:5,10 22:9,12  23:2  <b>resilience</b> 47:5  <b>resiliency</b> 12:2,19 42:17 49:14  <b>respect</b> 11:20  <b>respective</b> 7:6 9:20 24:23  <b>respond</b> 6:12,24  <b>responded</b> 6:15 30:12  <b>responding</b> 10:3  <b>response</b> 4:19 6:12,16,17,18,21  20:2 28:10  <b>responses</b> 19:15 28:12  <b>responsibilities</b> 36:23  <b>responsibility</b> 34:2 37:6 47:23  <b>responsible</b> 42:24 49:5  <b>responsibly</b> 12:15  <b>rest</b> 28:16 30:20  <b>restoration</b> 45:24 48:15  <b>restored</b> 46:10  <b>restoring</b> 46:9  <b>restrictions</b> 21:20  <b>result</b> 6:6 20:22 24:15 43:10  44:7  <b>resulting</b> 45:13,22  <b>results</b> 4:13,17,20 22:3  <b>revenue</b> 7:5 9:18 20:4 21:2,3,5 </p>
---	--

21:10,13 22:25 24:4,21 25:2  
 29:19 43:6,11,16  
**review** 19:15 39:2 49:15  
**reviewed** 2:22 22:5 44:7  
**reviewing** 42:13 49:12  
**reviews** 41:22  
**RG&E** 20:15,19 21:3,11,15 22:2  
 23:6 27:5 29:8 30:9 34:21  
**RG&E's** 21:12,23  
**Rhodes** 48:12  
**Rider** 28:8,9 29:24,25  
**right** 43:24  
**rise** 47:12,20  
**risk** 9:8,10 17:5 25:9  
**risks** 9:11  
**robust** 19:12  
**Rochelle** 34:8  
**Rochester** 20:14 34:9  
**Rockland** 23:6 24:22  
**Rockland's** 24:2 25:3  
**roll** 3:12  
**rollout** 15:5 40:23  
**roughly** 33:5,12

---

**S**

---

**safe** 10:23 28:19,23 34:2 48:23  
**safeguard** 32:5  
**safely** 15:6  
**safer** 11:17  
**safety** 3:25 4:9,11,22 5:8 7:17  
 7:20 8:21 9:9,23 10:7,12,15  
 10:15,21 11:4,7,11,17,20 12:3  
 12:18 13:5 16:8,22 17:5 31:9  
 31:16,20,21,25 32:4,7,9 33:21  
 35:2,10,19 36:18,23 37:6,22  
 37:24 38:4,20 39:5 48:18  
**sample** 35:24  
**satisfaction** 19:6,25  
**save** 37:3  
**saw** 33:14 35:11  
**saying** 23:14 30:3 31:3  
**scale** 15:4  
**scans** 34:23  
**schedule** 15:13  
**score** 49:11  
**season** 8:5 49:16  
**second** 6:11 17:24 37:10 43:22  
 46:2  
**Secondly** 17:4  
**seconds** 19:8

**secretary** 2:6,8 23:13 50:2,4  
**section** 4:10 33:10  
**sections** 11:4 33:9  
**see** 12:20 17:2,2,15 19:3 28:14  
 29:8,25 34:21 38:24 39:10  
 40:9 47:12  
**seen** 36:24 45:15  
**selected** 36:2  
**separate** 45:12  
**serious** 38:10,11,13  
**seriously** 47:24  
**serves** 44:5  
**service** 1:3 2:4,6 4:16 9:16  
 15:12,15 18:3,9,21,24,25  
 19:13,24,25 20:10,11 22:20  
 24:11,18 25:5,18,19,21,24  
 26:2 28:19,24 29:2 34:14  
 35:24 37:16 45:24 46:5  
**session** 1:1 2:1,5,12,15,19,21  
 3:1,8,10 4:1 5:1 6:1 7:1 8:1  
 9:1 10:1 11:1 12:1 13:1 14:1  
 15:1 16:1 17:1 18:1 19:1 20:1  
 21:1 22:1 23:1 24:1 25:1 26:1  
 27:1 28:1 29:1 30:1 31:1 32:1  
 33:1 34:1 35:1 36:1 37:1 38:1  
 39:1 40:1 41:1 42:1 43:1 44:1  
 45:1 46:1 47:1 48:1 49:1 50:1  
 50:7 51:1  
**Seven** 15:4  
**severe** 46:4  
**severely** 46:6  
**shareholder** 18:19 25:9  
**shareholders** 18:21 27:7  
**shifting** 49:17  
**short** 27:18  
**shorter** 45:2  
**show** 11:14,20 33:9,10  
**showing** 44:23  
**shows** 33:7 43:25 44:21  
**shutoffs** 24:11  
**signal** 32:22  
**significant** 17:6 25:8 33:14  
 42:21 47:8 48:8,9  
**significantly** 45:20 46:19 47:11  
**signing** 3:6  
**simply** 24:17  
**sitting** 3:2  
**six** 14:21 29:21  
**size** 17:20 34:24  
**skew** 44:6

**slide** 5:8 6:9 7:7 8:17 9:24  
 18:11,22 20:6 22:6 30:2 31:18  
 32:10 34:4,25 36:15 41:23  
 43:24 44:20 45:8 46:11,17  
**slightly** 44:10  
**smarter** 11:17  
**smell** 10:22  
**soil** 8:8  
**sooner** 7:17  
**sort** 46:22  
**sound** 13:11 16:9  
**source** 12:2  
**space** 38:2  
**spark** 11:2  
**speaking** 2:17  
**special** 12:9  
**specialist** 4:3,8 41:14  
**specific** 4:18 12:19 22:17 27:21  
 40:18 49:13  
**Specifically** 6:2  
**specified** 6:15  
**spike** 16:3  
**spring** 45:18  
**St** 23:6,13 30:6  
**staff** 4:21,25 8:23,24 9:14 10:4  
 12:5 17:11,22 18:15,24 19:12  
 19:19,22 20:7 23:12 24:14,25  
 25:20 29:2 30:16 35:21 38:21  
 39:23 41:24 42:3 50:8  
**staff's** 9:6,7 17:8 25:15 36:22  
 41:20  
**stakeholders** 12:3  
**stalled** 17:13  
**standard** 32:2,5 38:6  
**standardization** 19:21  
**standards** 20:10 25:8 31:9,16,20  
 31:21,22 32:9 33:21 35:2,10  
 35:19 36:18 39:5  
**start** 10:25 11:2 31:19 39:11  
**started** 2:11 12:24 14:18 17:10  
**state** 1:2 4:25 13:24,24 20:14  
 23:7 25:7,22 26:7,9 28:16  
 34:18 44:2 45:12 47:14,16  
 48:22 51:2  
**state's** 18:10 44:5  
**stated** 24:6 51:5  
**states** 29:19  
**statewide** 21:19 41:19 44:9,22  
 44:25 45:3,4,7,23  
**statistically** 8:24  
**statistics** 42:19 44:7  
**status** 22:22 49:9  
**stayed** 33:12  
**steady** 38:24 46:9  
**step** 39:20  
**steps** 3:5 24:15  
**Steven** 31:11  
**storm** 28:12 42:22 45:13,19,20  
 46:2,25 47:6,14 48:5,15  
**storm-related** 48:3  
**storms** 42:14,21,23 44:9,16,23  
 45:9,16,18 47:7  
**story** 12:17  
**straight** 46:24 47:9  
**straightforward** 14:23  
**strategies** 25:24  
**strategy** 14:19  
**stray** 31:23 32:6 33:3,8,12,18  
 34:5,15,17,22 35:23 36:7,7,12  
 37:21 38:13 39:13,15 40:10,14  
 40:18  
**street** 40:10,13,15,18,21 41:6  
**streetlight** 32:13 33:24 34:3  
**streetlights** 33:16,17,20,23  
**stress** 37:19  
**striving** 18:16  
**strong** 11:9 25:7  
**struggling** 26:20  
**study** 15:3  
**subject** 35:18 39:4 43:5  
**submitted** 42:2  
**subscribed** 51:10  
**substantial** 12:21  
**substantially** 4:24  
**succeeding** 11:21  
**success** 5:10  
**successful** 12:21  
**suffering** 30:23  
**sufficient** 27:8  
**summarizes** 18:9  
**summary** 25:5 36:16 41:19  
**summer** 49:16  
**supervisor** 13:22 31:10  
**supply** 12:2  
**support** 15:8  
**supported** 15:4,18  
**sure** 29:18 31:3  
**survey** 7:16 14:9,11 15:20,21  
 19:5  
**surveys** 14:12 15:18,21,25 16:2

16:3 19:25 34:6 <b>suspected</b> 5:15 <b>suspended</b> 2:13 <b>system</b> 5:19 10:12,13,15,17 11:6 11:18 12:13 15:10 16:8 32:13 34:24 35:19 39:6 42:6 47:11 48:23 49:14 <b>systems</b> 44:4	17:14,20 26:23 27:9 39:18,18 39:23 40:16,24 <b>thinking</b> 12:7 <b>third</b> 5:16 6:5 7:8 31:6 37:25 <b>thousands</b> 26:20 36:25 <b>three</b> 3:4 9:12 14:3 15:15 16:2 22:9 31:2 40:7 <b>threshold</b> 32:19 <b>thresholds</b> 13:16,17 <b>Thursday</b> 1:7 <b>tickets</b> 5:21,25 6:8 <b>time</b> 3:7 6:21 7:14 8:5 13:13 16:4 22:17 25:4 26:21 38:8 51:4 <b>timely</b> 49:9 <b>times</b> 7:2 <b>today</b> 2:12 13:6 31:15 41:10,18 42:8,20 50:3,5 <b>today's</b> 2:15 <b>tolerance</b> 16:23 <b>top</b> 10:15 <b>total</b> 5:21,23,24 7:22 8:11,14 8:16 13:12,16 33:2,12,19 34:17 35:13 36:4,4,6 <b>townships</b> 35:25 36:2 <b>Tracey</b> 1:14 3:18 <b>track</b> 18:25 <b>tracked</b> 19:4 <b>transcribed</b> 2:20 <b>transcription</b> 51:6 <b>transfer</b> 37:5,9 <b>transferred</b> 22:22 37:2 <b>transition</b> 15:25 <b>transmission</b> 32:15 35:5 43:13 <b>treatment</b> 25:22 <b>tree</b> 43:20 44:17 <b>trees</b> 43:17,23 <b>trend</b> 35:12 <b>trends</b> 11:15 19:2 40:9 42:5 <b>trimmed</b> 43:22 <b>tropical</b> 42:22 45:19 46:25 <b>troubled</b> 38:5 <b>true</b> 51:7 <b>turn</b> 27:14 48:25 50:2 <b>two</b> 4:3,8 9:12 13:19 16:18 18:12 21:8 22:8 33:8 34:19 36:22 42:20,21,23 43:20 <b>type</b> 7:13,15,19 13:3,4,13 14:8 47:13 <b>types</b> 7:12,21
<b>T</b>	
<b>take</b> 10:21 28:14 42:9 47:24 <b>takes</b> 48:22 <b>target</b> 20:16,18,19,21,22 21:8 21:11,17 23:15 43:10,15 <b>targeting</b> 36:14 39:16 <b>targets</b> 20:12,23 22:24 25:12 27:4 30:4 43:3,4,7,8 <b>technologies</b> 11:10 <b>technology</b> 6:23 12:8 14:12,21 14:22,24 <b>telecom</b> 37:13 <b>telephone</b> 20:2 <b>tell</b> 12:18 <b>temperatures</b> 47:19 <b>temporarily</b> 23:22 <b>terminated</b> 22:15 <b>terminating</b> 23:9 <b>termination</b> 19:11 20:3 22:12,20 23:7 24:9,25 <b>terminations</b> 20:5,6 22:7,9,11 23:2 24:16 26:6 <b>terms</b> 28:13 37:11 46:23 <b>territories</b> 9:16 34:14 45:24 <b>territory</b> 15:15 35:25 46:5 <b>test</b> 32:12,24 33:22 <b>tested</b> 33:5 36:4 <b>testing</b> 31:23 32:14,16 33:4,8 34:5,15,18 35:23 36:12 39:13 <b>thank</b> 2:10 3:16,22 4:6 10:6,10 10:20 11:23 12:3,5,9 16:13,14 16:17 17:21,22,23 18:7 26:4 26:14,17 27:16 28:17 29:12,16 31:4,5 36:21 38:18,21 41:2,3 41:5,8,9 46:12,15 47:4,21 49:3,18,23,25 50:6,7,8,9 <b>Thanks</b> 29:13 <b>That's</b> 28:18 <b>thing</b> 27:6 <b>things</b> 12:20 <b>think</b> 10:13 13:11 16:20,22	

<b>typewritten</b> 51:6	<b>viewed</b> 44:11	
<b>typically</b> 14:6 19:4 22:8	<b>vigilance</b> 10:16 37:24 38:23	
<hr/>		
<b>U</b>		
<b>ultimately</b> 24:13 34:2	<b>vigilant</b> 27:9	
<b>uncollectable</b> 19:12 20:4 22:22	<b>visual</b> 31:23 35:3	
<b>uncollectible</b> 22:7,10,13 24:13 24:16 25:2	<b>vital</b> 10:13	
<b>uncollectibles</b> 24:9 26:25	<b>volt</b> 32:18,24,25 33:4,14 34:11	
<b>underground</b> 5:15 32:13 34:24	<b>voltage</b> 31:23 32:6,18,19,23 33:3,4,8,12,18 34:5,11,13,15 34:17,23 35:23 36:7,7,12 37:22 38:13 39:13,15 40:10,14 40:18	
<b>underscore</b> 49:14	<b>voltages</b> 32:23,25	
<b>understand</b> 11:25 29:4 48:17	<b>volts</b> 33:10,11,13	
<b>understanding</b> 30:22	<b>volume</b> 14:5	
<b>undertaking</b> 40:21	<b>volumes</b> 7:3	
<b>units</b> 34:18	<b>voluntarily</b> 39:14	
<b>universal</b> 38:6,15	<b>vote</b> 3:3,9	
<b>unprecedented</b> 26:18	<hr/>	
<b>unpredictability</b> 46:20	<b>W</b>	
<b>upgrades</b> 11:13 40:22	<b>waive</b> 22:3	
<b>upstate</b> 15:24 34:9 46:3,24	<b>want</b> 10:21 12:3,5,9 17:21 38:2 39:22 40:8 49:22	
<b>urge</b> 37:7	<b>wanted</b> 12:19	
<b>use</b> 6:22 10:25 16:20 23:19 37:13	<b>watch</b> 48:13	
<b>uses</b> 42:3	<b>water</b> 4:9 18:11 20:9	
<b>usually</b> 44:3	<b>way</b> 11:15 27:13 38:8 40:25 43:24	
<b>utilities</b> 11:8 12:5 18:11,16,17 18:23 19:13,16,18 20:9,11 22:23 23:4,8 24:10,17,23 25:7 25:11 28:6,16,20,22 29:3,25 31:16 32:12 33:22 35:3,5,8,13 36:16 37:2,25 39:20 41:22 42:3,8 43:5,7 44:14,18 45:4 46:3 48:6,7,21	<b>ways</b> 16:6 28:15 30:14	
<b>utilities'</b> 42:15	<b>we'll</b> 17:24 31:6	
<b>utility</b> 4:2,8 10:24 11:21 13:9 18:3,4,13,22 21:21,23 24:8,14 24:20 25:20,22 26:22 27:25 28:15,22 31:10 32:2 33:24,25 34:14 38:3 41:13 42:17	<b>we're</b> 28:12 40:17,19	
<b>utmost</b> 37:24 48:23	<b>We've</b> 40:12	
<hr/>		
<b>V</b>		
<b>Valley</b> 45:21	<b>weather</b> 42:7 46:18,18	
<b>varies</b> 9:5	<b>webcast</b> 2:19	
<b>variety</b> 26:22 37:13,15 48:6	<b>WEBEX</b> 1:5	
<b>varying</b> 9:8	<b>weeks</b> 40:4	
<b>vegetation</b> 43:19	<b>went</b> 48:16	
<b>vent</b> 8:7	<b>weren't</b> 29:22	
<b>verification</b> 19:17	<b>west</b> 47:10	
<b>verify</b> 4:21	<b>western</b> 35:25	
<hr/>		
	<b>WHEREOF</b> 51:9	
	<b>whichever</b> 7:17	
	<b>Whitaker</b> 18:4,7 26:8	
	<b>White</b> 34:8	
	<b>wide</b> 15:4,10 44:2	
	<b>wind</b> 46:4,24 47:15,18	
	<b>winds</b> 47:10	
	<b>winter</b> 45:17	
	<b>Wisely</b> 46:22 47:3,4	
	<b>WITNESS</b> 51:9	
	<b>words</b> 13:4	

<b>work</b> 10:4 11:15 12:12,13 28:25	<b>100%</b> 35:4
<b>worked</b> 15:8	<b>101</b> 3:24 4:10
<b>workforce</b> 42:11,11	<b>11</b> 4:14 9:15 44:15
<b>working</b> 17:11	<b>11.5</b> 20:20
<b>worse</b> 45:13	<b>11:35</b> 1:8 50:10
<b>written</b> 23:3 41:20	<b>110,000</b> 47:14
<b>wrong</b> 26:13	<b>1173</b> 16:7
<hr/> <b>X</b> <hr/>	<b>12</b> 34:6
<b>X</b> 1:13	<b>12.3</b> 6:2
<hr/> <b>Y</b> <hr/>	<b>12th</b> 45:25
<b>year</b> 4:25 8:4,24 9:6,6,7,13	<b>13</b> 8:14
13:10 14:8,19,20 16:2,2 18:25	<b>132</b> 5:23
20:15 26:18 32:9,10,10,16	<b>14.1</b> 8:11
34:9 35:4,7 38:25 39:24,24,25	<b>15-E-0283</b> 20:25 22:5
40:2,5 41:24 42:21 44:11,11	<b>15-M-0566</b> 18:15
48:17 49:9	<b>16th</b> 32:9
<b>year-end</b> 8:11,13	<b>17</b> 1:7 44:13
<b>years</b> 8:10 9:13,17 14:17 15:16	<b>18</b> 4:25
16:25 21:9,9 33:9 34:19 35:6	<b>19</b> 23:20
42:9 43:22 44:2,22 45:15	<b>190,000</b> 35:17
<b>Yonkers</b> 34:7	<b>1990s</b> 4:14
<b>York</b> 1:2 12:17,21 14:10 15:6,19	<hr/> <b>2</b> <hr/>
15:19 17:18 18:10 20:13 23:7	<b>2</b> 7:13 13:3 34:7 35:25,25 36:10
25:7,19 26:7 34:7 36:16 38:10	45:2,6
45:21 51:2	<b>20</b> 14:17,20
<b>York's</b> 20:8 41:19	<b>20-G-0101</b> 23:21
<hr/> <b>Z</b> <hr/>	<b>20%</b> 35:4,9
<b>zero</b> 16:23	<b>2005</b> 31:22
<hr/> <b>0</b> <hr/>	<b>201</b> 18:2,8
<b>03%</b> 33:5	<b>2013</b> 17:10
<hr/> <b>1</b> <hr/>	<b>2014</b> 14:18
<b>1</b> 7:13 13:3 33:4,5,10,14 34:7	<b>2015</b> 14:18
36:10 44:13,15,25 45:5,5,22	<b>2016</b> 35:18
45:23 51:5,6	<b>2017</b> 17:6,14
<b>1-call</b> 5:21,25	<b>2018</b> 45:17
<b>1,000</b> 5:25	<b>2019</b> 4:23 5:20 6:8 9:14 21:12
<b>1,003</b> 36:7,9	34:16 35:16 45:2,6,12
<b>1,600</b> 8:12	<b>2020</b> 3:25 4:10,20 6:3,9,21 8:11
<b>1.4</b> 21:2	10:7 12:16 18:3,9 20:3,11,20
<b>1.8</b> 21:14	21:24 22:3,25 26:2 31:8,17
<b>1.85</b> 5:25	32:8 33:6,11,19 34:13 35:6,11
<b>1/2</b> 44:13,15 45:2,2,7,22	35:23 36:6,18 39:12,24 41:12
<b>10%</b> 20:17 36:3,13 39:16	41:20 42:22,25 43:8,16 44:10
<b>10.1</b> 6:5	45:5,9,13,16,19
<b>10:30</b> 1:8 2:2	<b>2021</b> 1:7 12:8 36:12 39:15 51:10
	<b>21-E-0113</b> 41:12
	<b>21-E-0177</b> 31:8
	<b>21-G-0165</b> 3:24
	<b>21-M-0046</b> 18:2

<b>21st</b> 51:10	<b>6,000</b> 8:17
<b>23.9</b> 8:15	<b>6,810</b> 34:13
<b>25</b> 14:7	<b>6.1</b> 20:18
<b>26.6</b> 8:17	<b>6.8</b> 6:3
<b>29</b> 45:12	<b>60</b> 6:18
<b>291</b> 33:3,20	<b>60%</b> 35:16
<b>299</b> 36:10	<b>626</b> 36:11
<b>2A</b> 7:13 13:3	<b>63%</b> 45:10
<b>3</b>	<b>7</b>
<b>3</b> 7:13,15,19 13:4,13 14:8 34:14 36:11 45:2	<b>7</b> 43:17
<b>3.9</b> 20:17	<b>742</b> 6:8
<b>30</b> 6:17 19:8	<b>743</b> 6:9
<b>301</b> 31:8	<b>75%</b> 6:16 42:24
<b>302</b> 41:11	<b>76,000</b> 5:22
<b>31st</b> 26:11	<b>7th</b> 42:23 43:14 46:3
<b>340,000</b> 46:4	<b>8</b>
<b>35,000</b> 36:5	<b>8,608</b> 34:16
<b>4</b>	<b>8.5</b> 5:22
<b>4,400</b> 8:15	<b>81</b> 35:14
<b>4.4</b> 33:10,14	<b>81%</b> 46:6
<b>4.5</b> 33:11,13	<b>81,000</b> 35:14
<b>400%</b> 45:11	<b>85,000</b> 35:16
<b>45</b> 6:18	<b>9</b>
<b>4th</b> 32:10 42:22	<b>9</b> 36:6
<b>5</b>	<b>9.1</b> 5:21
<b>5</b> 32:10 35:6 36:10 43:11 45:15	<b>90%</b> 6:17 46:9
<b>5-year</b> 45:3,7	<b>900,000</b> 21:4,14
<b>5%</b> 35:15	<b>911</b> 10:23 15:13
<b>5.5</b> 20:21	<b>95%</b> 6:18
<b>50</b> 14:7,19 33:20 51:7	<b>9th</b> 46:10
<b>50,000</b> 34:10	
<b>53</b> 45:5	
<b>59</b> 44:25	
<b>5G</b> 37:15,17	
<b>6</b>	
<b>6-17-2021</b> 1:1 2:1 3:1 4:1 5:1 6:1 7:1 8:1 9:1 10:1 11:1 12:1 13:1 14:1 15:1 16:1 17:1 18:1 19:1 20:1 21:1 22:1 23:1 24:1 25:1 26:1 27:1 28:1 29:1 30:1 31:1 32:1 33:1 34:1 35:1 36:1 37:1 38:1 39:1 40:1 41:1 42:1 43:1 44:1 45:1 46:1 47:1 48:1 49:1 50:1 51:1	
<b>6%</b> 20:21	