

September 18, 2012

While it is understood that restoring service to 1000 customers is better than restoring power to 20 customers there should be some weight given the uses of the Electric.

For instance: In West Milford most residents are on well water. 6 days without water and electric is a significantly greater hardship than 6 days without electric.

There are sections of town that do not rely on well water. Those on well water should have been restored before those on city water.

Outage maps are of no value. If you have no electric you have no internet so you can't see these outage maps. FURTHER if you have internet phone and no electric you have no phone service and cannot call in to report your outage.

Mobile phones can only be charged in the car.

We were insulted when Rockland electric company made ICE available on day 5 of the October storm. The ice in my freezer was still frozen on day 5 since I had no heat. Blankets would have been more appreciated.

Again...shouldn't the colder areas have their power restored before the warmer areas?

Would it be wise to change the priority of who gets fixed first to prevent health hazards and deaths?

My home had no power for 6 days during Irene. My home had no power for 6 days in October.

Shouldn't the people who did without power the longest in the last storm move to the top of the list in the next storm to be fair?

In the October storm:

In the interest of keeping my pipes from freezing, (and knowing there was no water due to the fact that I'm on well water) I opened the faucets to allow for the expansion from freezing. This was essential to preventing damage to the plumbing and Rockland electric company had assured me my power would NOT be turned on day 6 of the October storm. I left my home to visit someone who had running water. When I returned at 2pm the power had been restored and my well and pump were working and had flooded my home.

If they say power will or won't be restored it should either be or not be restored. Turning it on after assuring me it was not going to be turned on is irresponsible and only proves the people in the call center had absolutely no idea why my power was out or if anyone was working on it. I would have rather not gotten an answer than gotten wrong information.

My contention ...to this day....is that they had no idea why my power was out in EITHER STORM.

Power was out again in December 2011 and today Sept 18, 2012 from 9 am until 12:30 pm for an unknown reason.

Several follow up calls to vegetation management and we still have grape vines intertwined on the transformers and branches leaning on power lines on my block.

Come and see. I'll be happy to show you. I do not see any indication that - at least in my area - things will improve.

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