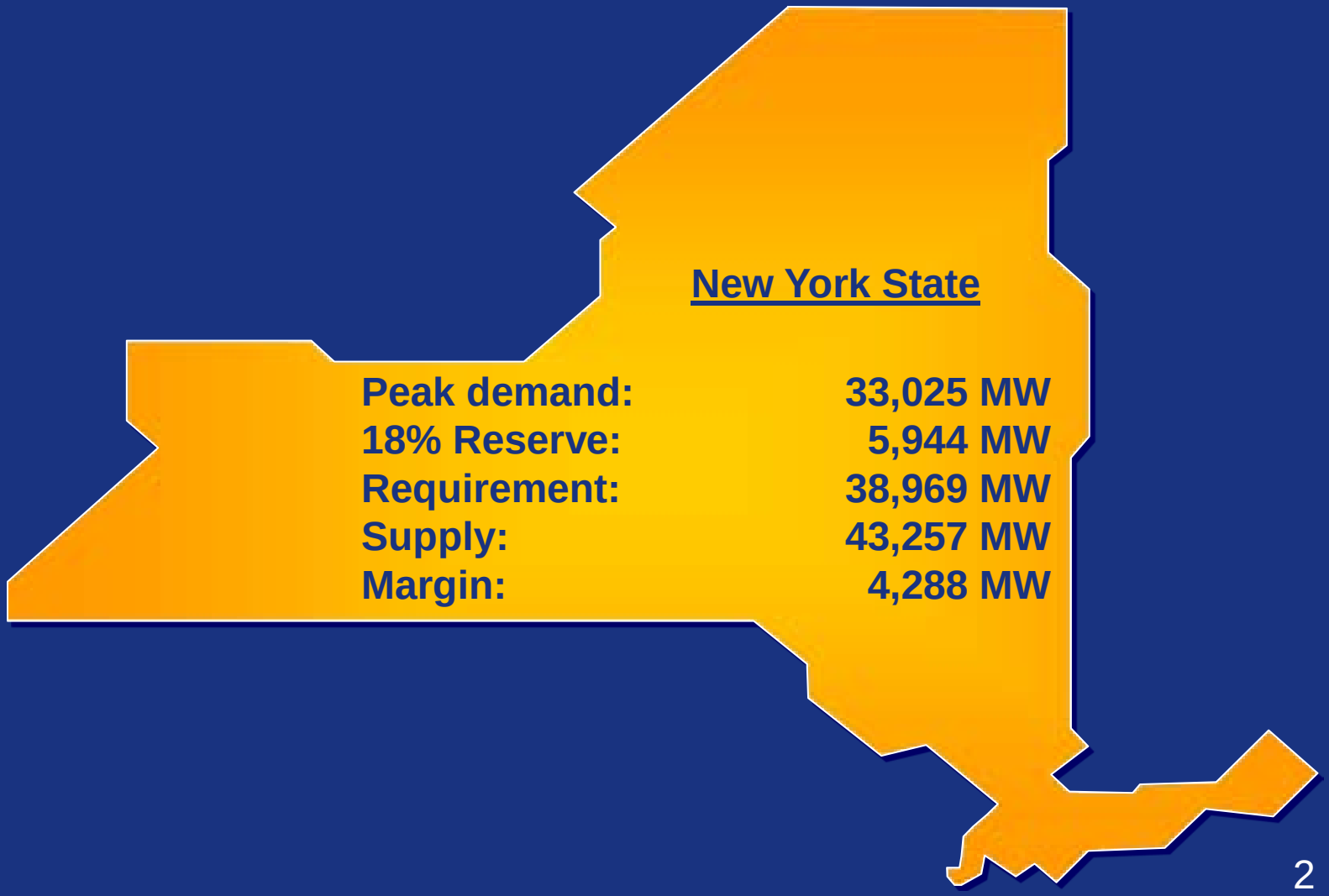
2010 Summer Preparedness

Electric Supply and Demand
New York State - Summer 2010



New York State

Peak demand:	**33,025 MW**
18% Reserve:	**5,944 MW**
Requirement:	**38,969 MW**
Supply:	**43,257 MW**
Margin:	**4,288 MW**

Electric Supply and Demand
Con Edison - Summer 2010

System Peak Demand
13,500 MW

From Westchester (3,700 MW)

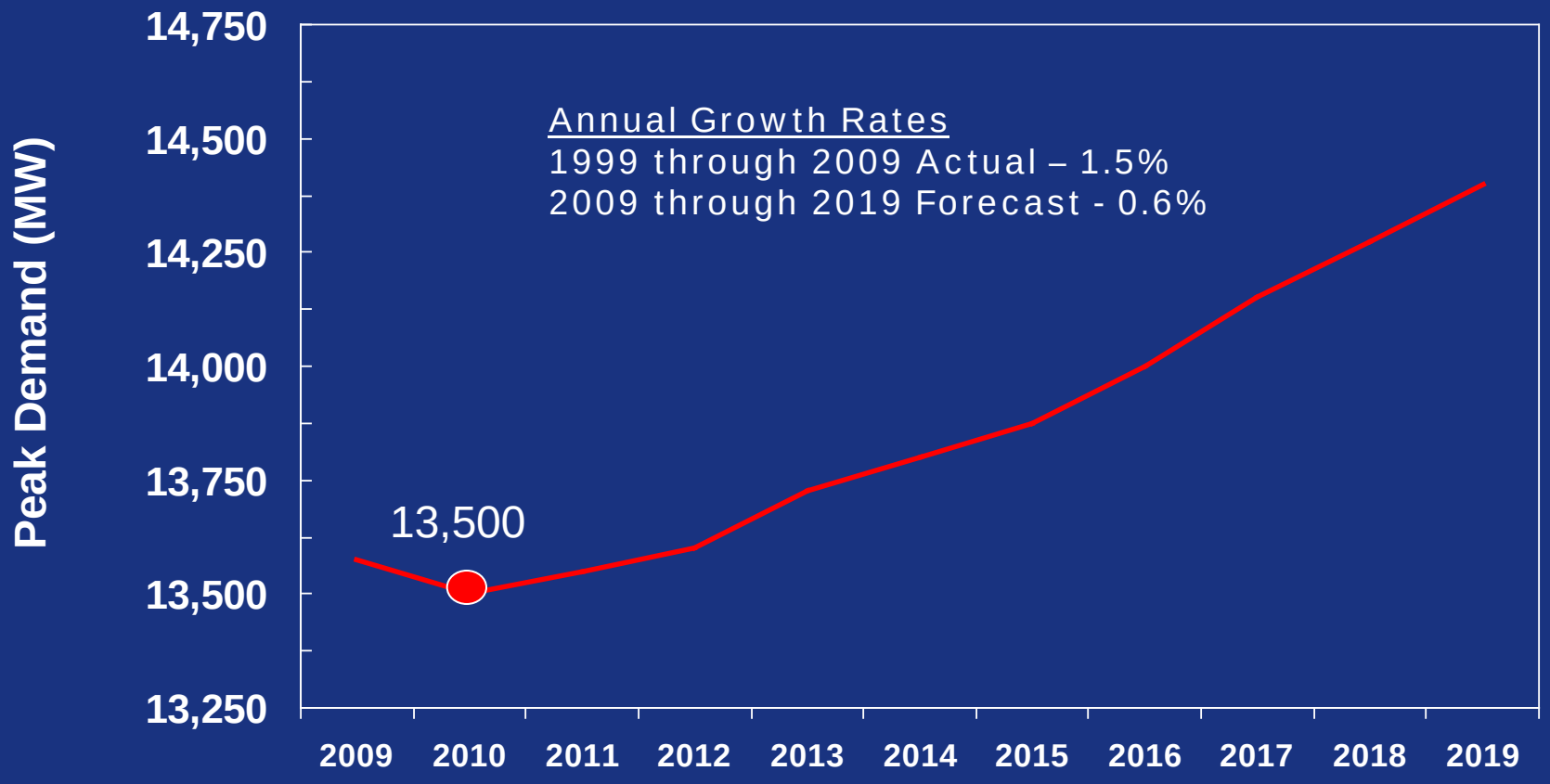
In-City

Peak Demand:	**11,725 MW**
Required 80%:	**9,380 MW**
Supply:	**9,884 MW**
Margin:	**504 MW**

From NJ (1,000 MW)

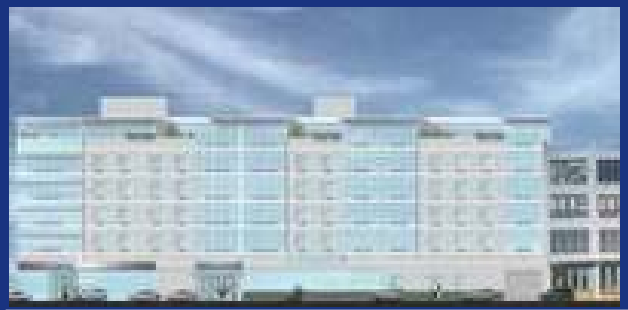
From LI (300 MW)

Electric Demand Forecast - 2010 to 2019



New Development Spurs Electric Demand

Housing: 540 West 28th St. Manhattan



Housing/Retail: 173 Kent Ave. Brooklyn

Queens Plaza Gotham Office Center

Jennings Street Housing/Retail Louis Nine Blvd. Bronx

System Reinforcement – Newtown Substation

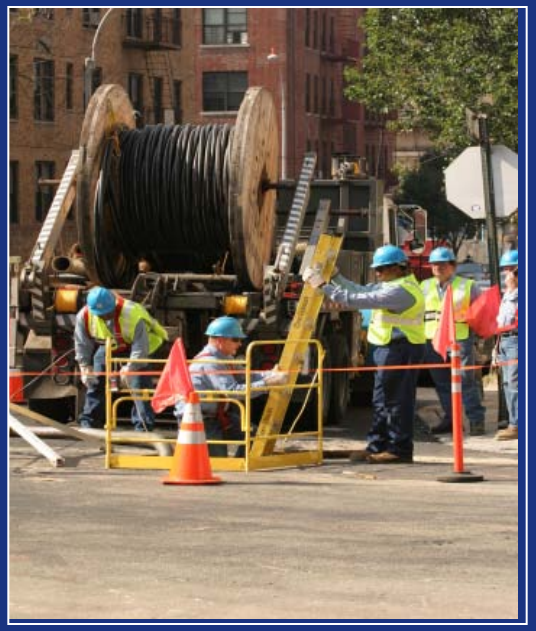
- Added substation capability of 221 MW
- Reduced North Queens Substation (LIC) demand by 200 MW
- In-service on April 17, 2010
- Created two networks: Borden and Sunnyside

2010 System Reinforcement
Woodrow Transformer 3 – Staten Island

- Added a 3rd Transformer and 7 new 13kV feeder positions
- In service on May 5, 2010
- Added 67 MW of capability

2010 System Reinforcement Distribution System

- Installed and replaced approximately 450 miles of cable
- Established 22 new feeders
- Reinforced 134 feeders
- Installed approximately 45 underground transformers

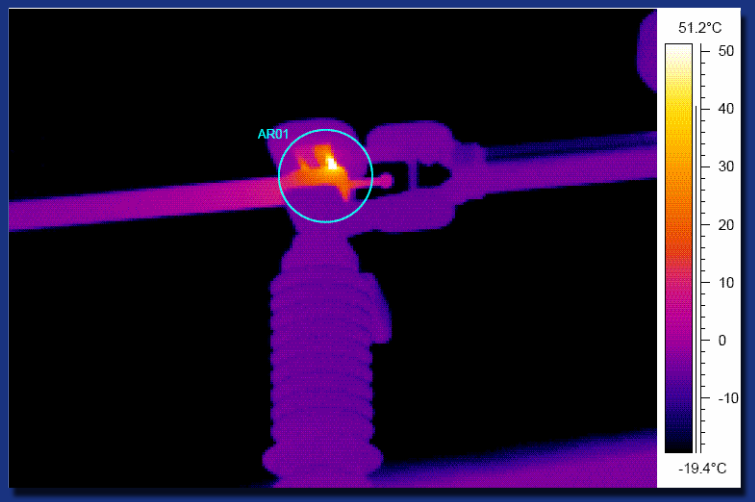


Transmission Summer Preparedness

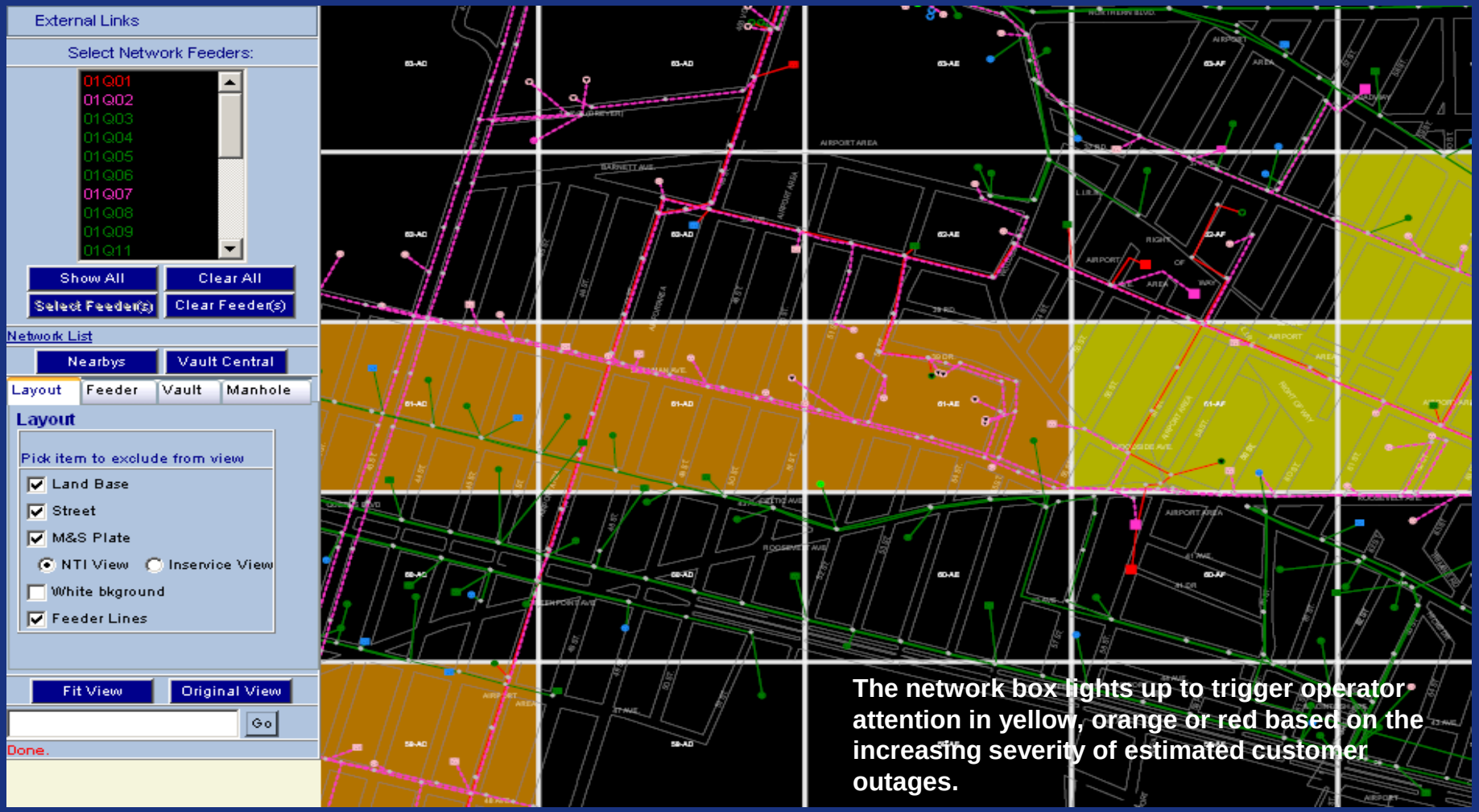
- Transmission Lines
  - Monthly helicopter inspections
  - Spring right-of-way walking patrol

Substation Summer Preparedness

- Infrared hot spot testing
- Equipment inspections
- Distribution feeder processing
- Equipment readiness



Customer Outage Assessment Enhancements: Network Trouble Indicator



The network box lights up to trigger operator attention in yellow, orange or red based on the increasing severity of estimated customer outages.

Customer Outage Assessment Enhancements: Area Profile System

Con Edison Area Profile System - Microsoft Internet Explorer

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Address http://mapextreme/AP52/# Go Links

conEdison **Area Profile System**

View Boundary

County

Manhattan

View

Network / Load Area

Chelsea

View

Substation

Avenue A

View

View Geography

Select Boundaries

Selection Layer

Networks

Add

Remove

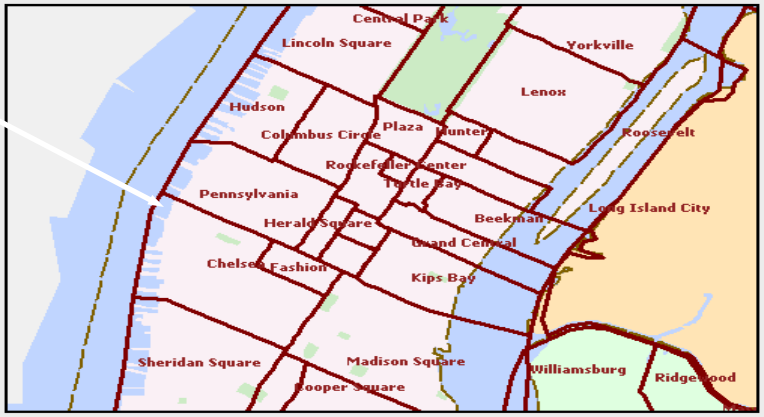
Replace

Top 20 Accounts

Export

Search

Users



Zoom: 5.00 Mile GO

Data Statistics

Networks	'Chelsea'
Electric Accounts	25586
Electric Residential	19018
Electric Commercial	6513
Gas Accounts	9619
Steam Accounts	25
NYPA Accounts	55
EMOPSYS	146
DLRP Accounts	2
DLRP Total MW	2.413
PLM Accounts	1
PLM Total MW	0.95
DLC Accounts	10
DLC Total MW	0.0342
Residential Population	43672
Employee Population	75688
Households	26062
D&B Businesses	4793
Industrial Buildings	235
Commercial Buildings	465
Residential Buildings	1216

Done Local intranet

Communication with Customers

- Customers report outages via telephone, PDA or Internet
- Customers are provided with an estimated time of restoration (ETR)

Customer Communications (con't)

This is a typical customer proactive ETR message:

"Good afternoon (morning), "This is Con Edison's Automated Emergency Response System."

"We are calling to advise you that we have begun restoration work in your area and expect to have your electric service back by 10 p.m."

"Thank you for bringing the problem to our attention. We're sorry for any inconvenience it may have caused."

"Have a pleasant day."

"Good bye."

Customer Communications (con't)

Upon restoration of service customers are contacted by our automated system. The typical message is as follows:

"This is Con Edison Automated Emergency Response System. We're calling about your electrical problem on Thursday, May 28th. If the problem has been resolved to your satisfaction, please press '1' on your telephone now. If this problem has not been corrected, please press '2' and you will be connected with a customer service representative."

Internet Outage Map

Con Edison Storm Center - Microsoft Internet Explorer

File Edit View Favorites Tools Help

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Address http://apps.coned.com/weboutageinfo/stormcenter/default.aspx Go Links

conEdison

Report Electric Service Problem/Check Status | Help

Road Aerial Hybrid

Legend Summary

- >5000 Customers Out
- 1001-5000 Customers Out
- 501-1000 Customers Out
- 51-500 Customers Out
- 1-50 Customers Out
- Multiple Outages
- Service Area Boundary

Go To Favorites

Go to Overview Map

Go to an Address (enter ZIP code **or** street, city, **and** state):

Go to an Area

Select...

Last Updated: May 1, 10:45 AM

Information is updated every 15 minutes.

20 miles

Microsoft Virtual Earth™

Done Local intranet

Start 2 Microsoft Office ... CECONY SummerPr... 2009 Summer Prepa... Con Edison Storm ... Con Edison Storm C... 10:59 AM

Con Edison Storm Center - Microsoft Internet Explorer

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Back Search Favorites

Address http://apps.coned.com/weboutageinfo/stormcenter/default.aspx Go Links

conEdison

Report Electric Service Problem/Check Status | Help

Road Aerial Labels

Number of Outages: 5
Customers Affected: 6
Estimated Restoration Time: May 7, 7:00 PM

Zoom to Outage Location

5 miles

Legend Summary

- >5000 Customers Out
- 1001-5000 Customers Out
- 501-1000 Customers Out
- 51-500 Customers Out
- 1-50 Customers Out
- Multiple Outages
- Service Area Boundary

Go To Favorites

Go to Overview Map

Go to an Address (enter ZIP code **or** street, city, **and** state):

Go to an Area

Select...

Last Updated: May 7, 8:30 AM
Information is updated every 15 minutes.

javascript://pushin hover

Local intranet

Start 5 Microsoft... Microsoft Po... 2009 Summe... 2009 Summe... Home - Micro... Con Edison ... 8:37 AM

Con Edison: my account - Report an Electric Service Problem/Check Status - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address https://apps1.coned.com/csol/reportoutage.asp Go Links

conEdison

my account | customer central | business center | investors | community | news | about us

conEd.com home
home

my account

Report an Electric Service Problem/Check Status

As a Con Edison customer, you may use this online tool to report trouble with your electric service, such as no lights, partial lights, dim lights, or flickering lights. You may also check on the status of a previously reported electric service problem.

Please enter **ONE** of the following and click on the appropriate link:

Account Number: (without the dashes)

—— OR ——

Telephone or Cell Phone Number: 1- - - Borough/County: <–select one–>

report problem | check status

To enter this system, you must use a JavaScript enabled browser such as Microsoft Internet Explorer or Netscape Navigator.

Local intranet

Start | 3 Microsoft Office Outl... | CECONY SummerPrep 20... | 2009 Summer Preparedn... | Con Edison: my accou... | 1:33 AM

Con Edison Storm Center - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Search Favorites

Address http://apps.coned.com/weboutageinfo/stormcenter/default.aspx Go Links

conEdison

Report Electric Service Problem/Check Status | Help

Road Aerial Labels

Bedford-Stuyvesant

Brower Park

Crown Heights

Putnam Ave
Jefferson Ave
Madison St
Hancock St
Halsey St
Macon St
Chauncey St
Fulton St
Brevoort Pl
Herkimer Pl
Herkimer St
Atlantic Ave
Pacific St
Dean St
Bergen St
St Marks Ave
Prospect Pl
Park Pl
Sterling Pl
St Johns Pl
Lincoln Pl
Eastern Pkwy
Union St
Bedford Ave
Brooklyn Ave
New York Ave
Franklin Ave
Classon Ave
Clover Pl
James E Davis Ave
Kingston Ave
Albany Ave
Troy Ave
Utica Ave
Dr Wesley McDonald Holder Ave
Malcolm X Blvd
Michael Griffith
500 yds

Microsoft Virtual Earth™

Legend Summary

- >5000 Customers Out
- 1001-5000 Customers Out
- 501-1000 Customers Out
- 51-500 Customers Out
- 1-50 Customers Out
- Multiple Outages
- Service Area Boundary

Go To Favorites

Go to Overview Map

Go to an Address (enter ZIP code **or** street, city, **and** state):

Go to an Area

Select...

Last Updated: May 7, 8:30 AM

Information is updated every 15 minutes.

Done Local intranet

Start 5 Microsoft Offi... Microsoft PowerP... 2009 Summer Pr... Home - Microsoft... Con Edison Stor... 8:39 AM

Con Edison Storm Center - Microsoft Internet Explorer

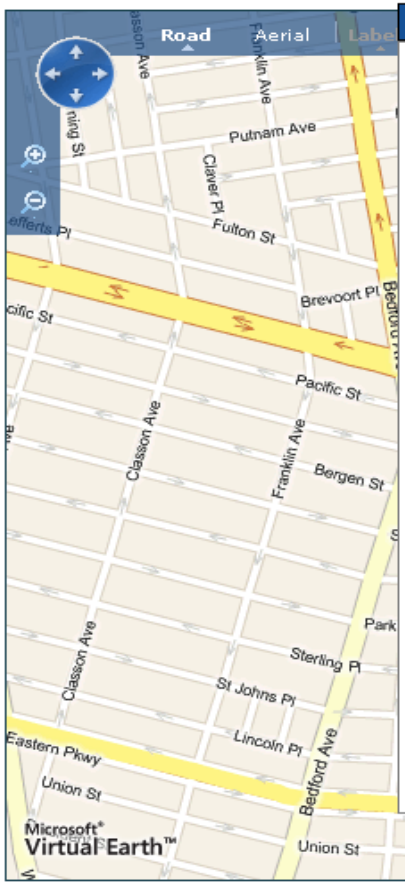
File Edit View Favorites Tools Help

Back Search Favorites

Address http://apps.coned.com/weboutageinfo/stormcenter/default.aspx Go Links

conEdison

Report Electric Service Problem/Check Status | Help



Customers Affected By Area

This screen provides a list of customers served, customers without power, and an estimate of when power will be restored in each area. (On this screen, "customer" refers to a Con Edison account, not an individual person.) Click on an entry below to view a map of the borough or specific service area. For each area, the estimated restoration time represents the longest duration outage within that region. Because a specific customer's estimated restoration time may be different from the load area restoration time, customers are encouraged to click here to report trouble with your electric service or to check on the status of a previously reported electric service problem.

Divisions ↓	Customers Out	Customers Served	Estimated Restoration
Staten Island	0	171919	
Brooklyn	22	870061	May 7, 7:00 PM
Queens	10	747811	May 7, 5:00 PM
Manhattan	1	705303	May 7, 6:00 PM
Bronx	0	373928	

Areas ↓	Customers Out	Customers Served	Estimated Restoration
Battery Park City	0	4570	
Bay Ridge	4	88923	May 7, 7:00 PM
Beekman	0	9174	
Borough Hall	9	50366	May 7, 6:00 PM
Bowling Green	0	2166	
Brighton Beach	0	26489	
Canal	0	7879	

Legend | Summary

New York City Details

Westchester Details

Active Outages: 25

Affected Customers: 140

Go To | Favorites

Go to Overview Map

Go to an Address (enter ZIP code **or** street, city, **and** state):

Go to an Area

Select...

Last Updated: May 7, 8:30 AM

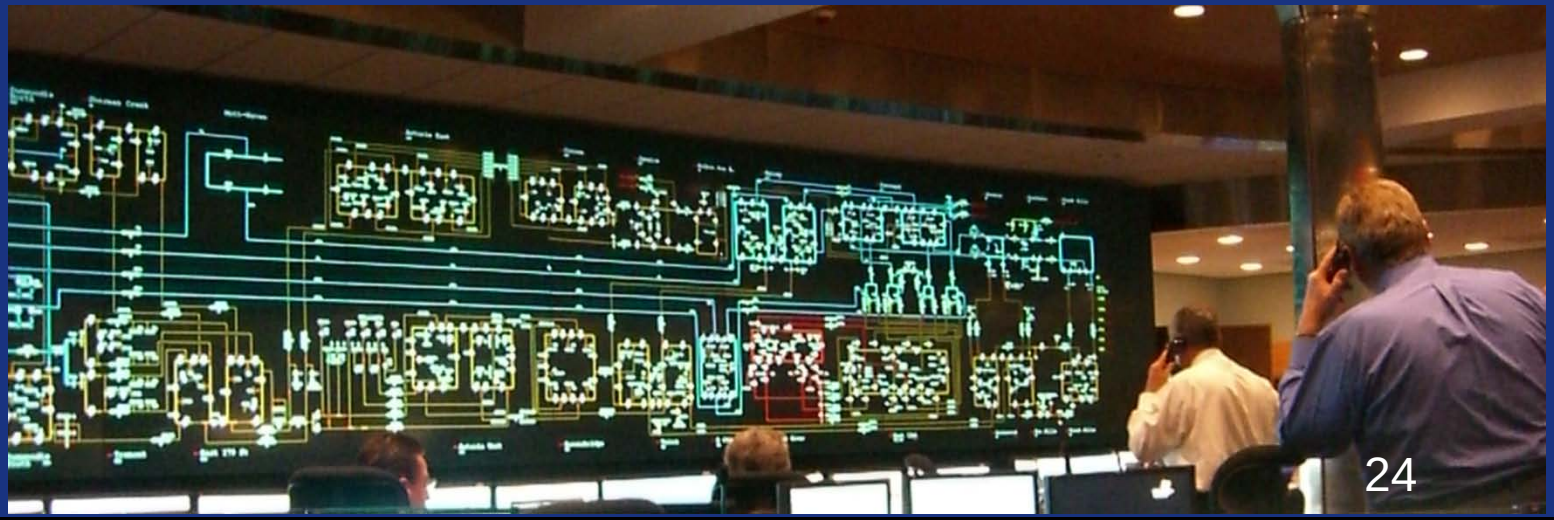
Information is updated every 15 minutes.

Done Local intranet

Start 5 Microsoft Offi... Microsoft PowerP... 2009 Summer Pr... Home - Microsoft... Con Edison Stor... 8:41 AM

Operational Readiness

- NYISO Restoration Drills
- Annual Voltage Reduction Test
- Black Start Tests for Generators



Operational Readiness (con't)

- Incident Command System
- Training
- Drills

ENERGYNY

- Energy efficiency is part of Con Edison's goal of reducing energy demand by 500 MW by 2015 - consistent with the Mayor's PlaNYC
- Con Edison is helping customers use less energy this Summer
  - Energy audits and incentives are available for businesses and homeowners
  - Visit www.coned/energyefficiency, or call **877-870-6118**
- Making prudent infrastructure investments of over $1 billion on electric delivery system this year
- Supports continued New York City economic growth

Summing it up!

- We’re ON IT and ready for the Summer
  - System and people ready to prevent incidents
  - People and processes ready to respond when incidents occur
  - Strong communication and partnership

2010 Summer Preparedness