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THE SENATE
STATE OF NEW YORK



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August 8, 2020

Robert Sanchez
President and CEO
Orange and Rockland Utilities, Inc.
390 W. Route 59
Spring Valley, NY 10977

Dear Mr. Sanchez,

Tropical Storm Isaias has ravaged Rockland County, causing power outages in more than 15,000 homes. Now, two days later, many of these residents remain without power as their food and medications begin to spoil. While I understand that O&R is working hard to maximize recovery efforts, ratepayers should not be forced to shoulder the costs that arise from prolonged power outages. After the 2018 Nor'easter, O&R took definitive action to address these costs by offering food and medicine spoilage reimbursements. As our communities work to recover from Tropical Storm Isaias, O&R must do right by ratepayers and reinstate this program.

Each month, residents pay their utility bills with the expectation that their utility company will continuously supply power. When the power goes out for a prolonged period of time, despite their bills being paid, the utility company has failed to uphold their end of the bargain. In these situations, the utility company has an obligation to assume the costs associated with this breach of contract. While tropical storms like Isaias and other weather events are broadly unforeseen, that does not relieve the utility from this responsibility.

Therefore, I urge you to reinstate the food and medicine spoilage reimbursement program. Reinstating this program will instill a renewed trust in the relationship between the consumer and the utility as we recover from this storm, together.

Sincerely,

A handwritten signature in black ink, appearing to read "D. Carlucci".

Senator David Carlucci
38th Senate District