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WOMEN'S ISSUES

NEW YORK
STATE
SENATE



SENATOR JAMES F. GAUGHRAN
SENATOR, 5TH DISTRICT

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August 9, 2020

Mr. Ralph Izzo, Chairman
Public Service Enterprise Group
80 Park Pl, Suite 3
Newark, NJ 07102

Dear Mr. Ralph Izzo:

I am writing with grave concerns over PSEG-LI's failed response to Tropical Storm Isaias. While hardworking crews from across the country are working 16-hour shifts around the clock to restore power to Long Island, the executive leadership at PSEG-LI has been asleep at the wheel.

I am astonished at just how wholly unprepared PSEG-LI leadership was for this storm. PSEG-LI executives failed to properly plan for it and continually communicate false information to customers while tens of thousands of Long Islanders remain without power. Worse yet, each day communications from the executive leadership only show their inability to properly assess the damage and restore power across Long Island. They must be held accountable for this debacle.

Seniors and medically vulnerable persons have been without power since Tuesday with no reliable information being communicated to the public. Instead, these at-risk individuals are told by PSEG-LI representatives to go to a hotel or stay with family members that might have power.

The goalpost for full power restoration keeps changing, or worse yet, PSEG-LI regularly tells ratepayers that their service is restored when it clearly hasn't. Your own call center employees regularly tell ratepayers not to believe the outage map. Line crews tell ratepayers not to believe Estimated Restoration Times provided by the outage hotline. When my office calls the intergovernmental hotline for updates, we are regularly told that your computer system has crashed, again.

If all the information provided to the public is so clearly suspect, who in your organization can provide accurate information?

The New York State Legislature will be holding joint hearings into the widespread response failure in the wake of Tropical Storm Isaias, I invite you to join us.

I hope that PSEG takes this issue as seriously as the public does, and will hold PSEG-LI's executive team fully accountable, beginning with the termination of Mr. Eichorn.

Sincerely,

A handwritten signature in black ink that reads "James F. Gaughran". The signature is written in a cursive style with a large initial 'J' and 'G'.

James F. Gaughran
State Senator, 5th District