

McKownville Improvement Association
Founded 1924

To: Public Service Commission, New York State, Secretary to the Commission
Honorable Jaclyn A. Brillling, Empire State Plaza Agency Building 3,
Albany NY 12223
From: Don Reeb, president, McKownville Improvement Association
5 Norwood Street, Albany, New York 12203, tel: 518-489-3909
email: dreeb@albany.edu
Subject: Broken water pipe near 12 Parkwood Street
Date: March 20, 2011

At the rear of the home at 12 Parkwood Street, Guilderland, near Western Avenue and Stuyvesant Plaza, there is a broken storm water pipe that is causing flooding of nearby homes.

The break is near enough a National Grid pole that is obvious to all that have visited the site and studied the very large hole that the pole must be resting on the broken storm water pipe or be very near it—and that the pole caused the pipe to break.

The consulting engineer for the Town of Guilderland—Delaware Engineering—and others have visited the site—no one doubts that the broken pipe was caused by the National Grid pole.

The storm water pipe carries an enormous amount of water during storms and the break has created not only a sizable hole but problems and costs for the McKownville Fire Department and the Town Highway department. They have been called numerous times to pump out the nearby homes during and after major rain storms as the water floods the nearby yards and homes on Parkwood and Elmwood.

It is tragic that this has gone unattended to by National Grid. Action is needed—now.

It is my sincere hope that the State Public Service Commission orders National Grid to fix the storm water immediately. The home owners and local tax payers have suffered enough.

Thank you

STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE

PUBLIC SERVICE COMMISSION

www.dps.state.ny.us

OFFICE LOCATIONS
3 EMPIRE STATE PLAZA,
ALBANY, NY 12223-1350

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4TH FLOOR
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295 MAIN STREET
SUITE 1050
BUFFALO, NY 14203-2508

PETER MCGOWAN, *General Counsel*
JACLYN A. BRILLING, *Secretary*

March 22, 2011

Mr. Don Reeb
5 Norwood Street
Albany, NY 12203

Dear Mr. Reeb:

Your case number is: 111288

This letter acknowledges your recent contact with our Office of Consumer Services regarding your concern with National Grid - Upstate and to advise you of the process by which this matter will be addressed.

Since National Grid - Upstate did not previously resolve this matter to your satisfaction, we **have escalated your concern to senior staff at the company.** We directed them to contact you and resolve the matter you brought to our attention. By the time you receive this letter, you should have spoken with a company representative to discuss your concerns and provide you with a resolution or a date by which the company expects to resolve your concern. **We have advised the company to reach a resolution with you as soon as possible.**

If you have questions regarding the company's response to you, please contact the designated senior staff person at National Grid - Upstate. If the company has not contacted you with its initial acknowledgement, does not resolve your concern within two weeks or by the date it promised a resolution, or if you are dissatisfied with the company's response, you should contact us at 1-800-342-3377 for a complete investigation of the matter. **If you report back to us that you are dissatisfied with the company's response, we will initiate an investigation and report our findings to you.**

If you have any questions regarding this process, please contact our office at 1-800-342-3377 and refer to Case Number 111288.

Sincerely,

Leroy Johnson
Office of Consumer Services

PLEASE NOTE: If you are not satisfied with the response you receive from National Grid - Upstate, please contact us at 1-800-342-3377 for an investigation.

Jennie Welch - 438-6490
11 Parkwood St.

Tony Cortez
Blue note
Dinner
Red

3 Parkwood St 438-1547

Steve Campbell ~~489-4690~~
8 Parkwood 446-9180

457-8439
work

PSC - Jim Murphy - 433-3958 - Not. Dud

S
LVER
B. Chow
NYC Aff. R.R.
com

CATV
Verizon
Not Dud

Verizon - 1-888-
839-3327

Anne of Jack McEnery's office called
saying she had talked to "Rozita" at PSC
and told her of the Jim Murphy discussion

Sileen Mathena - 462-4090
26 E Parkwood

Dan Johnson
469-9218
Verizon

Steve Oliver - 861-5108
Highway Dept -