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91st Assembly District
Larchmont - Mamaroneck - New Rochelle - Port Chester - Rye Brook and Rye

August 18, 2020

Dear Friends,

August has brought multiple challenges. This update provides resource information and links to some emerging issues faced by Sound Shore families.

Storm recovery and response:

Contact information for assistance with Con Ed is included here. The response by Con Ed was unacceptable as was the attention paid by Alice and Verizon to their customers. I sit on the Assembly committee that will work with the NYS Public Service Commission to hold these companies to higher standards of performance. I have long-advocated for increased staffing requirements by utilities for storm preparedness and recovery.

Covid-19:

New rules for reopening gyms, indoor museums, arts historical sites, aquariums, and other related activities have been released by the Governor.

[Gyms and Fitness Centers Guidelines](#)

[Arts and Entertainment](#)

School Reopening:

School Districts are still finalizing reopening plans and are seeking parental input through Board of Education meetings and other online sessions. Some districts are beginning remotely, while others are offering parents a choice between remote and hybrid models. Contact your School District for the latest information.

[Blind-Brook](#) , [Mamaroneck](#) , [New Rochelle](#) , [Port Chester](#) , [Rye](#) , [Rye Neck](#)

Elections:

I am very concerned that voters are able to cast their ballots safely and that votes will be counted. In July we passed a number of bills to make voting easier. They are now being reviewed by the Governor. I am advocating for expanded use of early voting and of absentee ballot voting with expanded drop-off options that do not rely on USPS.

My office continues to assist with [unemployment insurance processing](#) issues as they arise.

State and Local Updates and Useful Resources:

- **Con Ed** has updated their [form for food and medicine spoilage claims](#) for both residential and commercial customers.
- NYS has extended open enrollment for the [NY State of Health](#) until September 15th.
- The [moratorium on evictions](#) in New York State has been extended to [September 4th](#).
- Watch the latest **New York PSA "Mask Up, America"** campaign [here](#).
- **Children who lost food benefits due to COVID-19 school closures** can access meals through the Pandemic Electronic Benefits Transfer (P-EBT) program. P-EBT benefits require no application and will be automatically issued to kids who would have received free or reduced-price meals through the federal school lunch program. If your child is eligible but your household has not received a P-EBT card and/or benefit by mid-August, call NYSOTDA at 1-833-452-0096. More details [here](#).
- **The NYS Office of Mental Health** is providing a first-in-the-nation program to help New Yorkers affected by the pandemic. The program, called Coping Circles, consists of free support group sessions facilitated by volunteer licensed mental health professionals. New Yorkers interested in participating in a Coping Circle can learn more [here](#).
- **Vacation cancellations** due to COVID-19- If you were unable to resolve a dispute with a company regarding a COVID-related cancellation, New York's Division of Consumer Protection may be able to help you navigate refunds, extensions, and more. File a complaint [HERE](#)
- The full list of states subject to **travel restrictions** is available [HERE](#)
- The Westchester County Department of Health (WCDOH) has released a **COVID-19 FAQ for Pre-K-12th grade** that includes reporting of COVID-19 cases, quarantining and isolation guidelines and information about contract tracing. It is available [HERE](#).

I hope the resource information provided here is helpful. Please contact my office if I can be of assistance on any matter.

Warm regards,

Steve

Important Phone Numbers and Links

Con Ed:
To receive ConEd text message updates, text, 'REG' to the word OUTAGE (688243)

Please click [HERE](#) for information on filing a claim due to food or medicine spoilage.

Covid-19:
Covid-19 Testing - Find a Site Near You [HERE](#)

'Mask-Up America PSA Campaign, watch [HERE](#)

Alice Customer Information

This past week, I have participated in daily conference calls with representatives from Alice and other local government officials to better understand the company's response to widespread outages following storm Isaias.

Overall their response was inadequate but improved after the company engaged with local government and state officials, including the PSC. Below is information provided by the company that you may find useful if you are still experiencing service problems or have ongoing questions regarding service and refunds.

Alice has indicated that they will be giving automatic credits. Please see the company website for details on their credit policy and how you can see if you qualify.

Trouble Shooting Tips from Alice for Optimum Customers

Service Restoration: Trouble Shooting Tips

Once power has been restored to your home, your Optimum services should be back up and running. If you experienced a loss of power, it is best to restart your equipment using the following steps:

- Unplug your equipment from its power source.
- Wait 30 seconds.
- Plug your equipment back into the power source

If your service does not return after restarting, it is possible that:

- The power that feeds our network in your area comes from a different commercial power source than the power that feeds your home or business location or there is another issue relating to network power that needs to be addressed. We are coordinating with the electric companies to identify these issues and ensure prioritization of repair or restoration.
- There is damage to the Optimum network, like a downed utility pole or wire break, and our crews are proactively working to rectify this type of damage to restore service.

We have created the opportunity for customers check on service status online by doing the following:

- Go to optimum.net/support/outage and sign in with Optimum ID and password. Next, under Support, located in the upper right corner, click "Service status".

Report Service Issues:

If you are experiencing a service issue, we have created four channels for you to advise us of your issue. Contacting Optimum via any of these channels will result in a trouble ticket being created that will direct a repair team to assess and address the issue:

- Visit optimum.net/support/outage
- Message Optimum at optimum.net/chat
- Send Tweet to @Optimumhelp
- Call (866) 950-3278

Request A Credit:

Customers may submit a request for a credit by completing the information at: optimum.net/support/request-a-credit

Department of Motor Vehicles

The five-hour course necessary to get a driver's license can now be conducted through distance learning. For more information, [CLICK HERE](#)

NEW YORK STATE
Department of Motor Vehicles
COVID-19 adjustments

New York State Department of Motor Vehicles (DMV) offices are now reopened and some offer in-person transactions by reservation only. All transactions that do not require an office visit must be completed online, by mail or by drop box. Visit <https://dmv.ny.gov/offices/dmv-office-locations> to see the offices open in your county.

- New Yorkers can access many services online, such as renewing licenses and vehicle registrations, changing an address, obtaining driving records or resolving New York City traffic tickets. For a full list of available online transactions, visit <https://dmv.ny.gov/more-info/all-online-transactions>.
- Reservations are now available for road tests statewide. All customers arriving for a road test must adhere to safety requirements, which you can find at <https://dmv.ny.gov/more-info/dmv-reopening-guidance/road>.
- Visit <https://dmv.ny.gov/offices/dmv-office-locations> to see the offices in your county that are offering in-person driver's license and permit tests and other services.
- Enhanced Driver's License and REAL ID applications have been put on hold due to federal requirements for in-person processing. The federal REAL ID enforcement deadline has been extended one year until October 1, 2021.
- The five-hour course necessary to get a driver's license can now be conducted through distance learning (<https://www.governor.ny.gov/news/governor-cuomo-announces-dmv-licensed-driving-schools-can-now-conduct-distance-learning-pre>).

To help New Yorkers avoid potential hardship, the DMV has extended until further notice: any driver's licenses, permits, non-driver identification cards, and vehicle registrations that were due to expire on March 31 or after; and 45-day temporary registrations issued by auto dealers.

The DMV is urging New Yorkers to be patient during this time as DMV employees are working hard to answer any questions residents may have. For questions about what services the DMV is currently offering, go to www.dmv.ny.gov or call 518-486-9786.

