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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 Altice 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 dropoff options that do not rely on USPS.

My office continues to assist with <u>unemployment insurance processing</u> 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 <u>NY State of Health</u> until September 15th.
- The moratorium on evictions in New York State has been extended
- to <u>September 4th.</u>
- 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 reducedprice meals through the federal school lunch program. If your child is eligible but your household has not received a P-EBD card and/or benefit by mid-August, call NYSOTDA at <u>1-833-452-0096</u>. More details <u>here</u>.
- 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 <u>here</u>.
- 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 <u>HERE</u>
- The full list of states subject to travel restrictions is available <u>HERE</u>
- 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 <u>HERE</u>.

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

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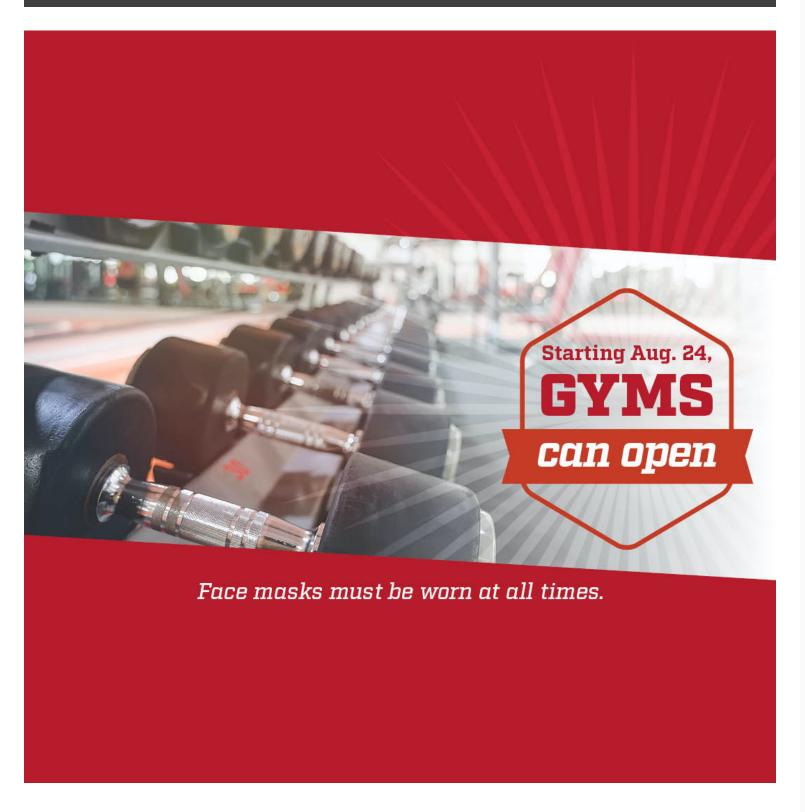
Important Phone Numbers and Links

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

Please click <u>HERE</u> 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



Altice Customer Information

This past week, I have participated in daily conference calls with representatives from Altice and other local government officials to better unders tand 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.

Altice 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 Altice 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 <u>optimum.net/support/outage</u> 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:

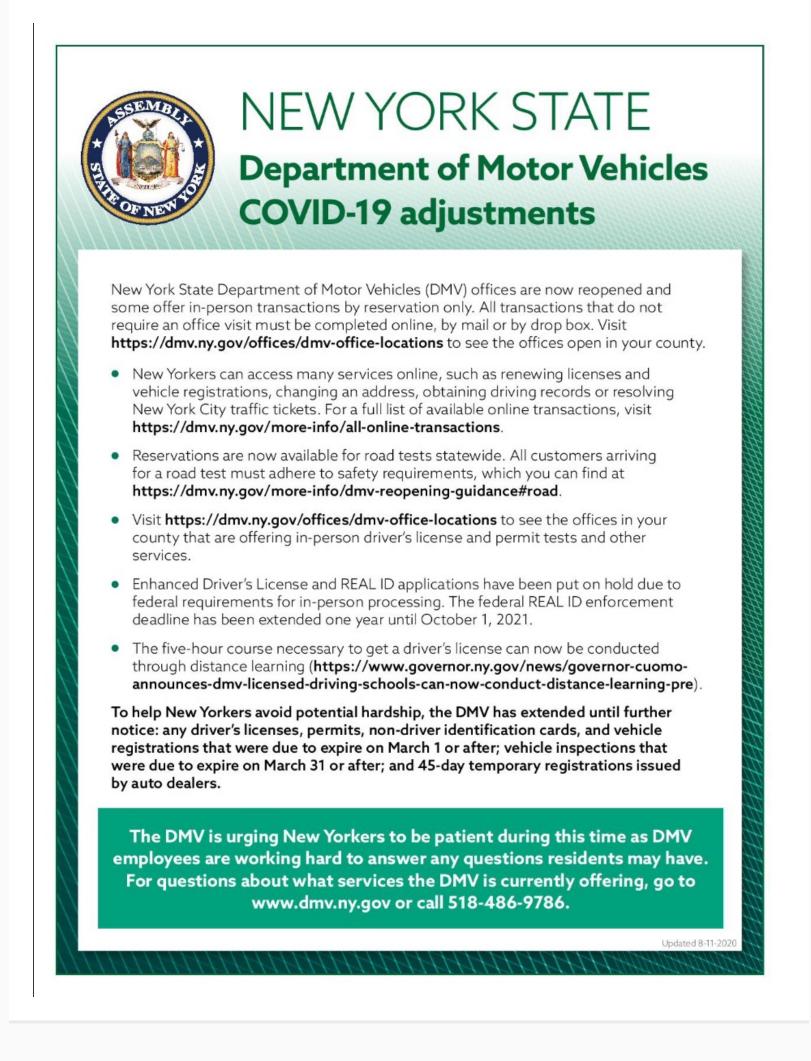
- Visit <u>optimum.net/support/outage</u>
- Message Optimum at optimum.net/chat
- Send Tweet to @Optimumhelp
- Call (866) 950-3278

Request A Credit:

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

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, <u>CLICK HERE</u>





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