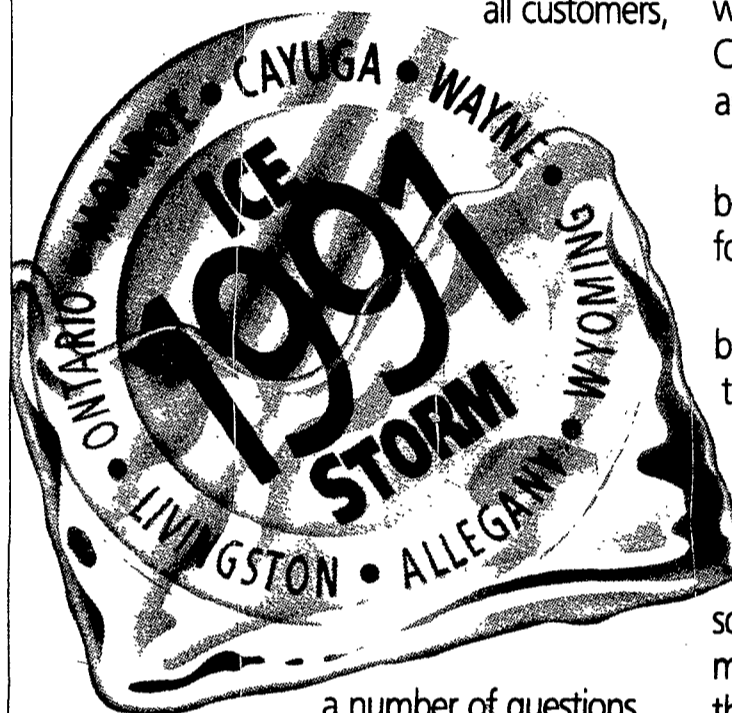


To move ahead, we needed to look back.

The ice storm of 1991 is now a memory. The chill is gone. But at RG&E, even after the ice melted and power was restored to all customers,



and to uncover areas where improvements were needed. The assessment team included our own employees; as well as representatives of Monroe County, the City of Rochester, towns, and corporations in our community.

The results are now in and have been analyzed. They will form the basis for RG&E's revised storm emergency plan.

Some interesting findings were brought to light. The task force found that while there were improvements that could have been made in the response to the storm emergency, it is unlikely that the restoration could have been completed any sooner. However, even with that performance, we realize that we didn't meet the expectations of all of our customers.

The task force has also presented a number of recommendations which RG&E is already preparing to implement.

For example, the report suggested that we improve damage assessment methods to make better public

information available. It urged making public information more accurate and timely, and to explore ways to provide the public with more useful information about restoration planning and scheduling. It acknowledged that we must complete a first rate storm emergency plan and train our personnel to follow it as closely as possible. And it advised that a schedule be developed to implement these suggestions.

This self-assessment is just one part of our ongoing response following the disaster. Our crews are out in the field making temporary repairs permanent. The company is updating its storm emergency plan which will be shared with the public. We are working hard to continue the invaluable partnerships formed with city, county and town officials while working as a team during the crisis.

Did we learn from this experience? Yes. Will we be better prepared for future emergencies, whatever shape they take? Absolutely.

a number of questions remained. Did we do everything possible to get the job done? Were we prepared? Did we provide essential information as quickly as our customers expected?

We wanted the answers, because unless we could learn from the experience, we would miss an opportunity to improve our performance in the future.

To get the answers, we conducted a thorough self-assessment of our actions during the emergency. The purpose of the evaluation was to determine how effectively we functioned,

The problems faced by RG&E people during those dark, cold days of the ice storm were almost overwhelming. For all of the frigid facts, call 258-3579 and we'll send you a free copy of RG&E's Ice Storm 1991 brochure. Outside the local calling area, call 1-800-677-7118.

RG&E
Rochester Gas and Electric Corporation

