



Department of Public Service

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Three Empire State Plaza, Albany, NY 12223-1350
www.dps.ny.gov

November 2022

Dear Community Leader/Elected Official:

This past year New Yorkers have dealt with significantly higher energy prices that increased their utility energy bills. As we know, energy prices will remain a concern for at least this winter. Consumers must be aware of steps they can take and the programs they can participate in, to reduce their energy use and help control energy bills this winter. I am requesting your assistance to promote our winter preparedness outreach and education messages and material.

The New York State Department of Public Service's (DPS) winter outreach and education campaign is designed to help consumers manage their energy bills while staying warm and safe during the cold weather months. We encourage consumers to take simple, low-cost energy savings measures to reduce energy use and to consider bill payment options and financial assistance programs to help manage energy costs.

Our campaign includes:

- A webpage dedicated to winter preparedness information can be found at www.dps.ny.gov/winter. This page has information on controlling heating costs, consumer protections, energy efficiency and winter safety, as well as links to state and utility financial assistance programs. Enclosed is a flyer with a QR code that leads to our winter webpage. Consider posting it at your location to encourage consumers to visit our website.
- Virtual workshops in November 2022 and January 2023 about resources available to help consumers this winter season. You are invited to a "one-stop shopping" event that includes presentations from the following New York State agencies: Department of Public Service, Energy Research and Development Authority, Housing and Community Renewal, Office for the Aging, Power Authority, and Office of Temporary and Disability Assistance. Topics include financial assistance and utility energy affordability programs, weatherization assistance, energy efficiency, and services for older adults. A flyer is enclosed with additional workshop details.
- DPS winter-related publications provided free of charge. Copies of these materials are available in limited quantities by using the enclosed form or by ordering directly from the publication link on www.dps.ny.gov/winter. The webpage also includes digital versions of the publications, which are available to download. We encourage you to distribute these publications by placing them in high traffic areas in your community.

I appreciate your assistance with reaching your constituents about this important information. If you have any questions or would like to discuss working together to inform consumers about utility issues, please contact Sangeetha Kailas of the Office of Consumer Services by phone at (212) 837-7258 or by e-mail at Sangeetha.Kailas@dps.ny.gov.

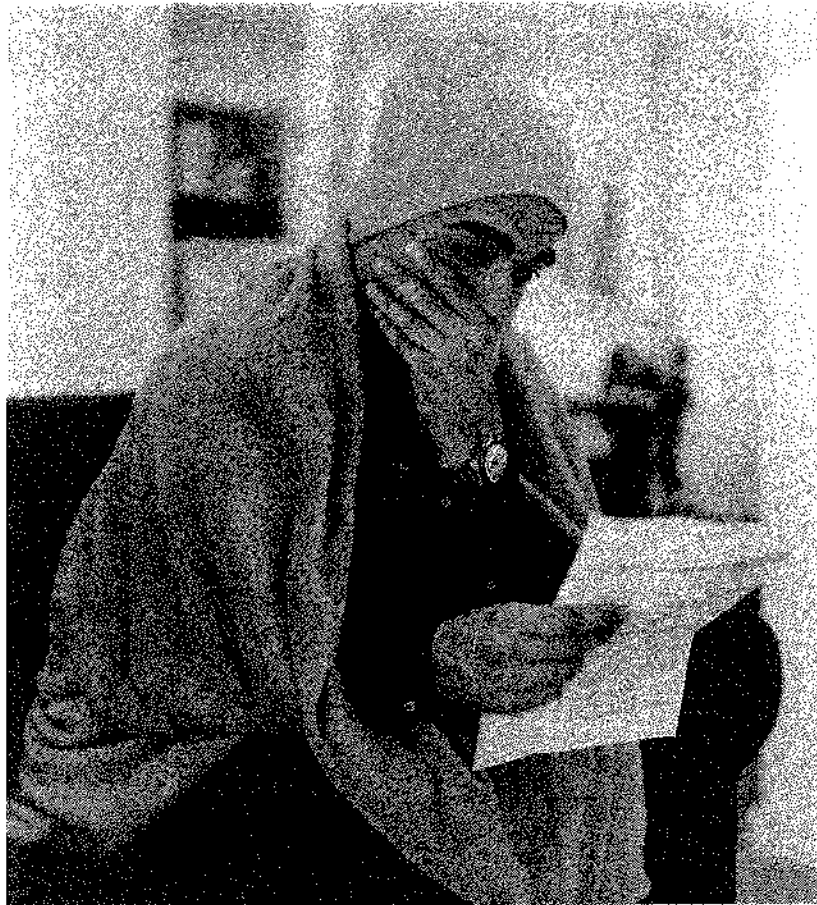
Sincerely,

A handwritten signature in cursive script, appearing to read "Richard Berkley".

Richard Berkley
Consumer Advocate and Director
Office of Consumer Services

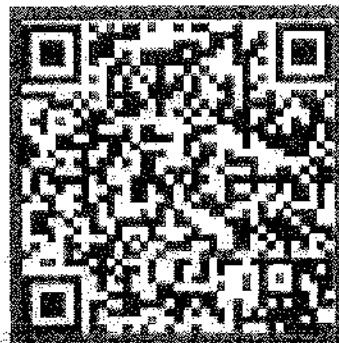
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LOOKING FOR HELP WITH WINTER UTILITY BILLS?



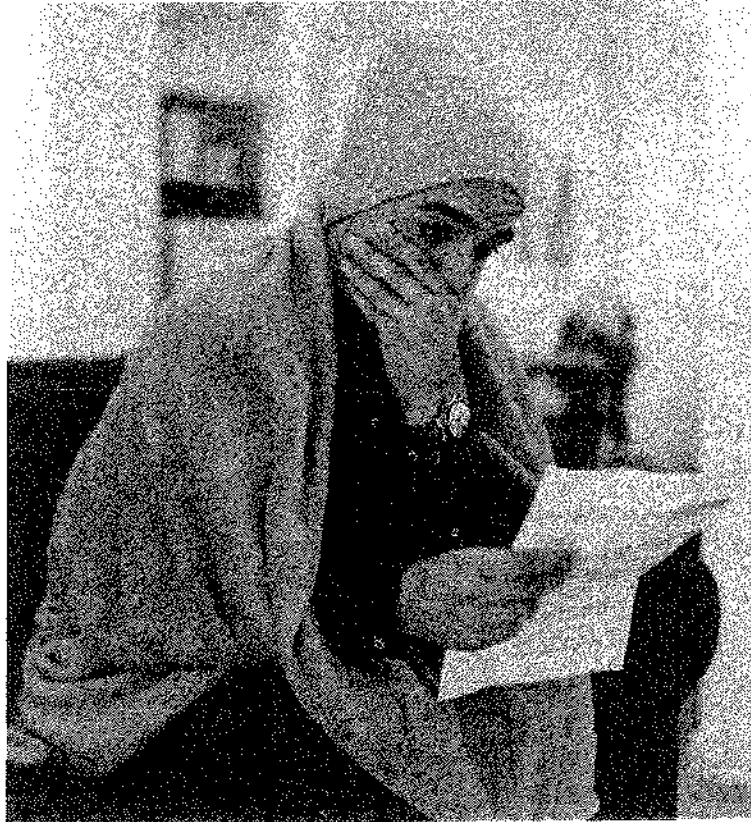
**Learn about programs that can
protect your services and assist you
in managing your bills.**

To learn more:
scan the QR code to visit
www.dps.ny.gov/winter
or call 1-800-342-3377.



**Department
of Public Service**

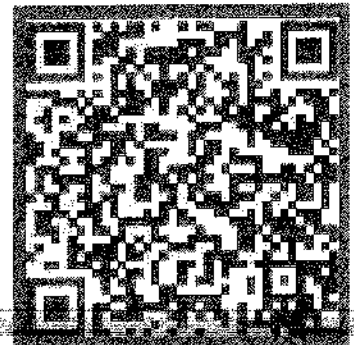
BUSCANDO AYUDA CON ¿FACTURAS DE SERVICIOS PÚBLICOS DE INVIERNO?



**Infórmese sobre los programas
que pueden proteger sus servicios
y ayudarlo a administrar sus
facturas.**

Para más información:
escanear el código QR para visitar

**www.dps.ny.gov/winter
o llame 1-800-342-3377**



**Department
of Public Service**



This winter, help your community by sharing our consumer education materials with your constituents. Digital copies of our brochures are available to download and print at dps.ny.gov/winter. Hard copies may be ordered, free of charge, in limited quantities using the form below.

Please fill in your contact information along with the quantity of each publication and return the completed form to the New York State Department of Public Service.

Organization: _____ Contact: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

County: _____ Telephone: () _____

E-mail for organization: _____

Would you like to be added to our email list for future mailings? yes no

Publication*	English Quantity (order limit 100/item)	Spanish Quantity (order limit 100/item)
New York's Energy Supply Outlook 2022-23 factsheet		
Take the Chill Out of Your Winter Energy Bills brochure		
Consumer Assistance factsheet		
Consumer Assistance factsheet: PSEG-Long Island		
Energy Affordability factsheet		
Guide to Filing Complaints About Your Utility Service brochure		
Household Electricity Use and Energy Saving Tips booklet		
Utility Service Interruptions brochure		
Your Rights and Protections brochure		

*Some publications available in additional languages. Visit dps.ny.gov/winter to view and order.

Return completed form via:

Mail: Attn: Office of Consumer Services NYS Department of Public Service 90 Church Street New York, NY 10007	Fax: (212) 417-2223	Order Online: Visit www.dps.ny.gov/winter Click on the link for publications.
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Please allow 2-3 weeks for fulfillment.

ENERGY SUPPLY OUTLOOK

As the winter season approaches, the New York State Energy Research and Development Authority (NYSERDA) has released its Winter Energy Supply Outlook for 2022-23. This report provides a detailed analysis of the state's energy resources, including coal, natural gas, and renewable energy sources, and forecasts the expected supply and demand for the coming winter months. The report also includes information on the state's energy infrastructure and the impact of climate change on energy supply.

New York's Energy Supply Outlook: Winter 2022-23

Learn about this winter's energy supply outlook and the factors that affect the cost of electricity and gas. The back side provides tips to help people reduce energy waste during the winter months.

TAKE THE CHILL OUT OF YOUR WINTER ENERGY BILLS



Take the Chill Out of Your Winter Energy Bills

Control heating costs with energy efficiency programs, financial assistance programs, bill payment options and energy supply options.

CONTROL HEATING COSTS WITH:

- Energy efficiency programs
- Financial assistance programs
- Bill payment options
- Energy supply options

CONSUMER ASSISTANCE PROGRAMS 2022

The New York State Energy Research and Development Authority (NYSERDA) has released its Consumer Assistance Programs 2022 report. This report provides a comprehensive overview of the various programs available to help consumers manage their energy bills, including energy efficiency programs, financial assistance programs, and bill payment options. The report also includes information on the state's energy infrastructure and the impact of climate change on energy supply.

Consumer Assistance

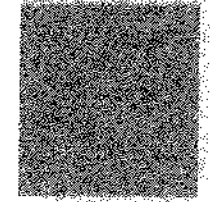
Learn about bill payment options and financial assistance programs available to help consumers manage energy bills.

The New York State Energy Research and Development Authority (NYSERDA) has released its Energy Affordability & Bill Relief Programs report. This report provides a comprehensive overview of the various programs available to help low-income energy consumers manage their energy bills, including energy efficiency programs, financial assistance programs, and bill payment options. The report also includes information on the state's energy infrastructure and the impact of climate change on energy supply.

Energy Affordability & Bill Relief Programs

The Commission approved measures to strengthen and improve low-income energy affordability programs and provide COVID-19 utility bill relief for low-income energy utility consumers.

GUIDE TO FILING COMPLAINTS ABOUT YOUR REGULATED UTILITY SERVICE



Guide to Filing Complaints About Your Regulated Utility Service

Use this guide to understand how consumers can resolve an issue or complaint about their electric, natural gas, telephone, cable television, or water company.



Household Electricity Use and Energy Saving Tips

Save energy using this list of common household electric devices and appliances, their estimated operating costs based on level of usage and tips on reducing waste.

UTILITY SERVICE INTERRUPTIONS



Utility Service Interruptions

Follow this DPS guide to learn what to do if utility service is interrupted.



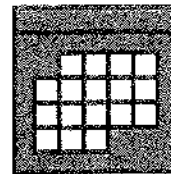
Your Rights & Protections

Learn about the Home Energy Fair Practices Act which provides comprehensive consumer protections to residential customers regarding electric and natural gas utility service.



2022-2023

Winter Workshops



Topics include:

- ENERGY AFFORDABILITY
- FINANCIAL ASSISTANCE
- WEATHERIZATION PROGRAMS
- ENERGY EFFICIENCY
- SERVICES FOR OLDER ADULTS

WORKSHOP DATES:

November 29, 2022 @ 1 pm
&
January 26, 2023 @ 1 pm

To Participate:



Electronic Access

1. Visit WebEx at

[HTTPS://SIGNIN.WEBEX.COM/JOIN](https://SIGNIN.WEBEX.COM/JOIN)

2. Enter Meeting Information

- November 29, 2022
Event Number: 2342 835 4429
Password: Nov29-1pm
- January 26, 2023
Event Number: 2343 552 8230
Password: Jan26-1pm



Phone Only Access

1. Dial 518-549-0500

2. Enter Access Code

- November 29, 2022
Access Code: 2342 835 4429
- January 26, 2023
Access Code: 2343 552 8230

Pre-registration is not required to participate. You may opt to register electronically in order to block out time on your calendar

• Department of Public Service

• Energy Research and Development Authority

• Housing and Community Renewal

• Office for the Aging

• Power Authority

• Office of Temporary and Disability Assistance

