



## Public Service Commission

### Public Service Law Section 71

#### Gas and Electric Complaints

[Public Service Law §71](#) allows for the filing of complaints regarding gas and electric service, including quality, price, and the duration of a disruption in service. Under this Section, the Commission investigates complaints from the following entities:

- Elected officials including the mayor of a city, the trustees of a village, the town board of a town, or the chief executive officer or the legislative body of a county in which a person or corporation is authorized to manufacture, sell, transmit, or supply electricity or gas for heat, light or power.
- The NYS Department of State (DOS)
- Twenty-five or more customers or purchasers of gas or electricity.

Complaints filed under Section 71 must be submitted in writing and must include signatures of the elected official(s), a DOS representative or the group of customers/purchasers making the complaint. Utility customers must also provide their place of residence (i.e., street address, municipality, and zip code).

Complainants should file their complaint using one of the appropriate forms, attached below. Please submit the appropriate, completed form to:

**Hon. Michelle L. Phillips**  
Secretary to the Commission  
Three Empire State Plaza  
Albany, NY 12223-1350

Email: [secretary@dps.ny.gov](mailto:secretary@dps.ny.gov)





**Public Service  
Commission**

**Public Service Law Section 71  
Gas and Electric Complaint Form  
NYS Department of State**

Please complete this form if you are submitting the complaint on behalf of the NYS Department of State

Name (print)	Title/Position	Address	Signature



## Public Service Law Section 71

### Gas and Electric Complaint Form - Utility Customers

Utility customers should complete the form below to submit a complaint about your utility service. Please note that a minimum of 25 signatures is required prior to filing the complaint.

Utility Name: \_\_\_\_\_

	Name (print)	Address (street, apt number, municipality, zip code)	Signature
1			
2			
3			
4			
5			
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9			
10			
11			



# Public Service Law Section 71

## Gas and Electric Complaint Form - Utility Customer

Utility Name: \_\_\_\_\_

	Name (print)	Address (street, apt number, municipality, zip code)	Signature
12			
13			
14			
15			
16			
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18			
19			
20			
21			
22			
23			
24			
25			

Attach additional sheets as necessary