



Residential Electric Submetering Complaint Form

To file a complaint with the Department:

- First seek the assistance of your submeterer, the utility provider. The building’s regulatory contact person is required by law to assist you.
• If you are unable to get a satisfactory resolution from your submeterer complete this form and submit it to web.questions@dps.ny.gov or submetering@dps.ny.gov. The Office of Consumer Services will initiate a formal complaint investigation, advise you of our findings, and provide a final determination.
• For follow-ups on a previously submitted complaint, or for additional assistance please send us additional information or call our Consumer Helpline at 1-800-342-3377.

Provide the following: PSC Case # _____

1. Customer Information

Name on the electric account: _____
Service addresses including unit number: _____
Phone number: _____ e-mail: _____
Provide a copy of your bill or billing statements to point out your concerns.

2. Property Information

Name of the building: _____
Name of the Property Management: _____
Name of the Billing Agent: _____
Address: _____
Phone number: _____ e-mail: _____

3. Describe your complaint:

Who did you contact to address the complaint? _____
What was the date of your initial complaint? _____
What was the method of contact? _____
What was the resolution offered? _____
Provide a copy of any written interaction to/from the property management/billing agent.

4. What is the resolution you are seeking?

The Department will contact the submeterer to investigate your complaint. The Office of Consumer Services will advise you of our findings and provide a final determination.