

HOW TO REACH THE NEW YORK STATE DEPARTMENT OF PUBLIC SERVICE

The mission of the NYS Public Service Commission is to ensure that New York consumers have safe, secure, and reliable access to electric, gas, steam, telecommunications, and water services, at just and reasonable rates.

Consumer Service Lines

- **Helpline** 1-800-342-3377
(for complaints/inquiries about utility service or billing)
8:30 am to 4:00 pm M-F
- **Hotline** 1-800-342-3355
(for electric or gas service shut offs)
7:30 am to 7:30 pm M-F
- **Consumer Information** 1-888-275-7721
(to order free publications and educational materials)
- **Energy Service Companies** 1-888-697-7728
(for inquiries/complaints about ESCOs)
- **Opinion Line** 1-800-335-2120
(to comment on PSC cases and proceedings)
- **PSC Public Affairs Office** 1-518-474-7080
(for media inquiries)

Hearing or speech impaired persons can reach customer service through a TTD by calling the NY Relay Service at 1-800-662-1220.

Consumers with difficulty understanding English can call 1-800-342-3377 for free language assistance services.

Office Locations

Albany:

Three Empire State Plaza
Albany, NY 12223-1350

Buffalo:

Ellicott Square Building
295 Main Street -10th Floor, Room 1050
Buffalo, NY 14203

Long Island:

125 East Bethpage Road
Plainview, NY 11803

New York City:

90 Church Street
New York, NY 10007

Websites

Consumer: dps.ny.gov/ask-psc

Department: www.dps.ny.gov

Energy Comparison:

<http://documents.dps.ny.gov/PTC>

Questions about the Department or
your utility service can be emailed to
web.questions@dps.ny.gov



**Department
of Public Service**