



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.

To order hard copies, please fill in your contact information along with the quantity of each publication. Return the completed form to the NYS Department of Public Service.

Please allow 2-3 weeks for fulfillment.

Organization Name: _____

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County: _____ State: _____ Zip Code: _____

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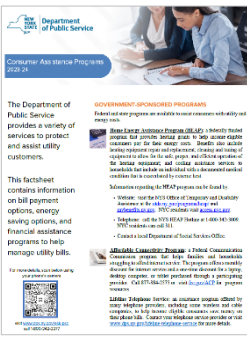
Would you like to be added to our email list for future mailings? [] Yes [] No

Table with 3 columns: Factsheets/Brochures, English Quantity, Spanish Quantity. Rows include Consumer Assistance, Energy Affordability Program, and various brochures like 'Guide to Filing Complaints About Your Utility Service'.

*Some brochures are available in additional languages. Visit dps.ny.gov/winter to view, download, or order.

Return completed form via:

Table with 3 columns: Mail (Office of Consumer Services, NYS Department of Public Service), Fax: (212) 417-2223, Order Online: Visit www.dps.ny.gov/winter



Consumer Assistance

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



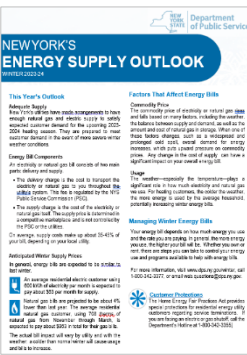
Energy Affordability Program

The Commission approved measures to strengthen and improve low-income energy affordability programs for income-eligible energy utility consumers.



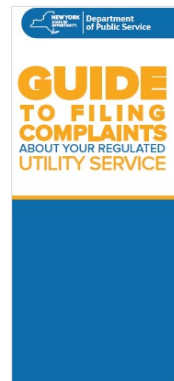
Consumer Assistance PSEG Long Island

Learn about bill payment options and financial assistance programs available to help PSEG-LI consumers manage energy bills. This document is English on one side and Spanish on the other.



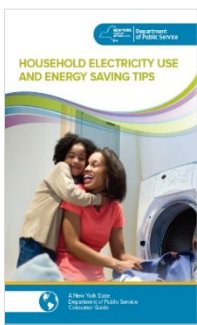
New York's Energy Supply Outlook: Winter 2024-25

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.



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.



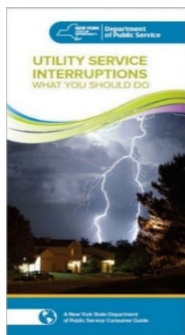
Household Electricity Use and Energy Saving Tips

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.



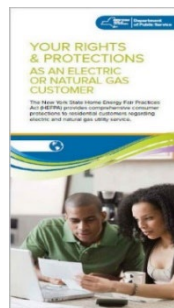
Take the Chill Out of Your Winter Energy Bills

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



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.