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** 800-342-3377
  (for complaints/inquiries about utility service or billing)
  8:30 am to 4:00 pm M-F
- **Hotline** 800-342-3355
  (for electric or gas service shut offs)
  7:30 am to 7:30 pm M-F
- **Energy Service Companies** 888-697-7728
  (for inquiries/complaints about ESCOs)
- **Opinion Line** 800-335-2120
  (to comment on PSC cases and proceedings)
- **PSC Public Affairs Office** 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 711.

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

Website Links

dps.ny.gov

Consumer Information and Services:

- dps.ny.gov/ask-psc
- dps.ny.gov/contact-us
- dps.ny.gov/energy-competition
- dps.ny.gov/file-complaint

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

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