NEW YORK STATE | Department of Public Service

This winter, help your community by sharing our consumer education materials with your constituents.

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Factsheets	**English**	**Spanish**
Consumer Assistance		
Consumer Assistance for PSEG-LI customers		
Energy Affordability Program		
New York's Energy Supply Outlook 2025-26		
Brochures *	**English**	**Spanish**
Guide to Filing Complaints About Your Utility Service		
Household Electricity Use and Energy Saving Tips		
Take the Chill Out of Your Winter Energy Bills		
Utility Service Interruptions		
Your Rights and Protections		

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

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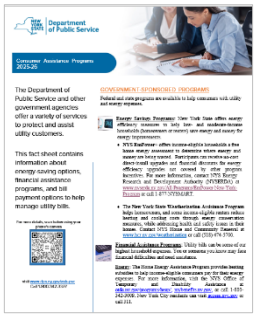
Office of Consumer Services NYS Department of Public Service 90 Church Street FL 4 New York, NY 10007	(212) 417-2223	**Visit www.dps.ny.gov/winter** Click on the link for publications

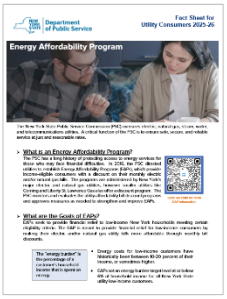


Consumer Assistance

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

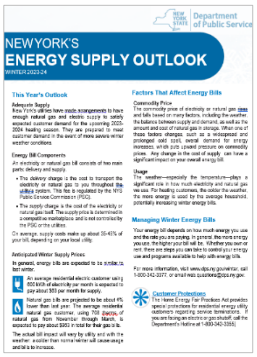
Consumer Assistance PSEG Long Island

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.



Energy Affordability Program

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

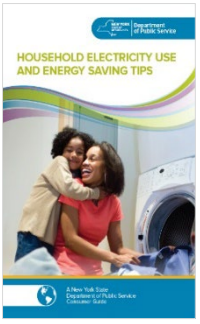


New York's Energy Supply Outlook: Winter 2025-26

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.

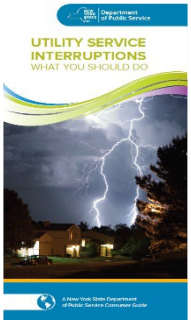


Household Electricity Use and Energy Saving Tips

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.

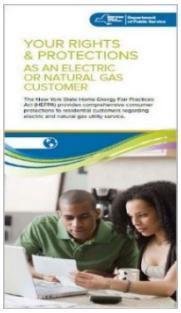
Take the Chill Out of Your Winter Energy Bills

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.