7/16/2026 - NYS Public Service Commission

STATE OF NEW YORK

PUBLIC SERVICE COMMISSION

2026 COMMISSION SESSION

DATE: **JULY 16, 2026 at 10:33 a.m.**

LOCATION: **AGENCY 3 BUILDING, 19TH FLOOR**
EMPIRE STATE PLAZA
ALBANY, NY 12223

COMMISSIONERS:
RORY M. CHRISTIAN, Chair
COMMISSIONER JAMES S. ALESI
COMMISSIONER DAVID J. VALESKY
COMMISSIONER JOHN B. MAGGIORE
COMMISSIONER UCHENNA S. BRIGHT
COMMISSIONER DENISE M. SHEEHAN
COMMISSIONER RADINA R. VALOVA

Reported by WINSTON IDADA

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(The hearing commenced at 10:33 a.m.)

CHAIR CHRISTIAN: Good morning. I call the session of the Public Service Commission to order.

Madam Secretary, are there any changes to the final agenda?

SECRETARY PHILLIPS: There are no changes to the final agenda.

CHAIR CHRISTIAN: Thank you.

Before moving to the agenda, I will conduct a roll call of Commissioners. When I call your name, please confirm that you are present.

Commissioner James Alesi?

COMMISSIONER ALESI: Present.

CHAIR CHRISTIAN: Commissioner David Valesky?

COMMISSIONER VALESKY: Present.

CHAIR CHRISTIAN: Commissioner John Maggiore.

COMMISSIONER MAGGIORE: Present.

CHAIR CHRISTIAN: Commissioner Uchenna Bright?

COMMISSIONER BRIGHT: Present.

CHAIR CHRISTIAN: Commissioner Denise

Sheehan?

COMMISSIONER SHEEHAN: Present.

CHAIR CHRISTIAN: Commissioner Radina Valova.

COMMISSIONER VALOVA: Present.

CHAIR CHRISTIAN: Thank you.

Before we turn to the regular agenda, do any Commissioners wish to recuse from voting on item 201?

Commissioner Alesi?

COMMISSIONER ALESI: No, thank you.

CHAIR CHRISTIAN: Thank you.

Commissioner Alesi? Oh, I did this again. I did that last time.

Commissioner Valesky?

COMMISSIONER VALESKY: No.

CHAIR CHRISTIAN: Thank you.

Commissioner Maggiore?

COMMISSIONER MAGGIORE: No.

CHAIR CHRISTIAN: Commissioner Bright?

COMMISSIONER BRIGHT: No.

CHAIR CHRISTIAN: Commissioner Sheehan?

COMMISSIONER SHEEHAN: No.

CHAIR CHRISTIAN: Commissioner Valova?

COMMISSIONER VALOVA: No.

CHAIR CHRISTIAN: Thank you.

Now we will go to the regular agenda. Our first item for discussion, our one voting item on the regular agenda today is item 201, case 26-M-0425, as it relates to the review of utility estimated billing.

It will be presented today by Chelsea Laquitara. Karen Palmieri, Anna Senatore, Russell King, Austin Scarborough are all available for questions.

Chelsea, please begin.

MS. LAQUITARA: Thank you, Chair. Good morning, Chair and Commissioners. My name is Chelsea Laquitara, and I'm from the Office of Consumer Services.

Every month, millions of New Yorkers receive and pay bills for energy and water services. While it is imperative that their bills are based on accurate measurements of customers electric, natural gas, steam or water usage, the Commission has recognized that utilities must at times render a bill based on estimated usage.

Estimated bills are typically calculated using customers' historical energy or water usage and are not based on actual usage during the specific billing period.

On December 5th, 2025, Governor Hochul vetoed a piece of legislation, New York State Senate Bill S2182A, which would have prohibited utility corporations and municipal utilities from issuing consecutive estimated bills. Governor Hochul's veto message, Number 83, recognized the need for the limited use of estimated bills and directed the New York State Department of Public Service to examine the estimated billing practices of utility corporations and municipal utilities.

Governor Hochul required the proceeding to include an examination of utility procedures for calculating estimated bills and whether improvements are warranted; whether the distribution of smart meters in the service territories reduces the need for estimated billing; an examination of how utility corporations and municipal utilities address barriers to obtaining an actual meter reading; the incidence of estimated bills issued in a particular service territory; and

whether additional limitations, consequences, refunds, or penalties against utilities are needed to enforce requirements regarding estimated billing.

Item 201 would initiate a proceeding to assess these estimated billing practices and procedures for over sixty-five utility corporations, large and small, and municipal utilities across the State, as directed in the Governor's veto message.

This proceeding also presents an opportunity for Staff to examine the utility's actual practices when issuing estimated bills and the reporting of such information.

On a monthly basis, the Department's Office of Consumer Services Staff collects data from the major investor-owned electric and gas utility corporations to monitor their customer service performance as required by the Commission in its Order Adopting Revisions to Customer Service Reporting Metrics issued in case 15-M-0566.

For estimated bills, those monthly reports include the number of scheduled meter readings; the number of estimated bills; and the percentage of estimated bills, which is calculated by dividing the number of estimated bills by the number

of scheduled reads.

The following utilities submit such data: Central Hudson Gas and Electric Corporation; Consolidated Edison Company of New York; KeySpan Gas East Corporation, doing business as National Grid, or KEDLI; National Fuel Gas Distribution Company; New York State Electric and Gas Corporation, or NYSEG; Niagara Mohawk Power Corporation, doing business as National Grid; Orange and Rockland Utilities, Incorporated; Rochester Gas and Electric Corporation, or RG&E; the Brooklyn -- and the Brooklyn Union Gas Company, doing business as National Grid New York, or KEDNY.

At a high level, from 2020 through 2025, National Fuel and the National Grid companies have had the highest levels of estimated bills. National Fuel has maintained the highest percentage of estimated bills among the reporting utilities, although its overall reliance on estimated bills has decreased from over eighteen percent of its bills in 2020 to ten percent in 2025.

Niagara Mohawk, KEDLI and KEDNY have shown a steady increase in their percentage of estimated bills since 2020, with KEDNY showing the

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highest percentage increase from about four percent in 2020 to nine percent in 2025.

Orange and Rockland's estimated bills have remained low but fluctuated after a decrease between 2020 and 2021.

Central Hudson, Con Edison, NYSEG, and RG&E, on the other hand, have all shown improvement in their levels of estimated bills over this timeframe, with NYSEG and RG&E showing the most significant improvement since 2022.

As for the other investor-owned utilities and municipal utilities, there is no standard data collection on estimated bills required at this time.

The draft order before you will institute a proceeding that will provide an overview of the existing procedures for estimated billing among the utility corporations and municipal utilities, the variation among such procedures, analysis of the number of estimated bills issued to customers each month, and an assessment of the utilities' adequacy during -- regarding estimated bills.

The draft order directs all of the

utilities to provide their respective current methodologies for calculating estimated bills, together with evidence of Commission approval, and further directs the large investor-owned utilities to provide their current procedures for obtaining an actual meter reading and any other estimated billing procedures, the number of estimated bills issued over the past ten years, and the number of smart meters and/or automated meter reading meters installed throughout the service territory in the previous ten years.

The draft order also directs DPS Staff to develop a Staff report for public comment and Commission consideration that will assess the impact of estimated bills have on utility customers across the State, and include any recommendations to improve utility policies and practices regarding estimated billing where possible. Staff anticipates returning to the Commission with its Staff report early next year.

That concludes my presentation. Staff is now available for questions. Thank you.

CHAIR CHRISTIAN: Thank you, Chelsea, for the presentation. I appreciate the legislative

origin of the order and the further guidance provided by Governor Hochul through her directive to the Department last year. And as you described, this order marks the beginning of what will be a robust data-gathering process that will give the Department and the Commission a greater understanding of the breadth and depth of utility practices with estimated billing.

And I believe with this information, what we learn through the subsequent public comment periods, the Commission will ultimately be able to direct a more specific course of action. So I look forward to this process beginning and that eventual outcome.

And I'm particularly interested in seeing how AMI will further enhance the ability to get actual meter readings, critically important for establishing and maintaining trust among the community that their bills are, in fact, accurate.

So I want to thank you again for this. And I want to highlight that this is yet another example of our continued commitment to continuous improvement in making our regulation for the State's utilities more robust and better for consumers. So

thank you for your work on this so far, and looking forward to more ahead.

Commissioner Alesi?

COMMISSIONER ALESI: Thank you very much for moving forward with this, good job.

CHAIR CHRISTIAN: All right. Thank you.

Commissioner Valesky?

COMMISSIONER VALESKY: Thank you, Mr. Chair.

Thank you for your presentation, Chelsea.

And Karen, Russell, and Austin, thank you for your work on this order. I'm certainly intending on supporting it. It's always important that utility customers pay only for the energy that they actually use, probably never more important than in a time of high utility bills. So this order may in fact be overdue for us to take, to take a look at this and come up with some what I anticipate will be some real solid recommendations in six months or so from now.

The only thing I would just add is a reminder to the Department and to Staff that when

we -- when you identify a potential, as you do all the time, identify a potential challenge or issue as it relates to utility practices, you are bringing orders before the Commission all the time. Many of those orders do not find their origin in legislation or in a veto message from legislation.

So just a reminder going forward that, when there are issues that come to your attention that cause concern, you should not hesitate to consider initiating orders, and that such activity certainly does not have to, to originate from the legislature itself. Thank you very much. I'll be supporting the order.

CHAIR CHRISTIAN: Thank you.

Commissioner Maggiore.

COMMISSIONER MAGGIORE: Thank you for the presentation, and thank you for the work you did on the order.

I don't have any questions. Thank you.

CHAIR CHRISTIAN: Thank you.

Commissioner Bright.

COMMISSIONER BRIGHT: Great job, Chelsea.

I have no questions. Thank you very much.

CHAIR CHRISTIAN: Thank you.

Commissioner Sheehan.

COMMISSIONER SHEEHAN: Great job, Chelsea.

And to the team, Karen, Russell, Austin, appreciate it. Can you just review the timeline for this just so we have that fresh?

MS. LAQUITARA: Sure. The draft order directs the utilities to provide the additional information within thirty days of the issuance of the order. And then the Staff report would be due within 180 days from that date.

COMMISSIONER SHEEHAN: Perfect. That's exactly what I wanted to just solidify.

So obviously I'm supportive, and I really appreciate the work by Staff. The accuracy and timeliness of our bills are incredibly important to protecting ratepayers, so I'm very supportive. Thank you.

CHAIR CHRISTIAN: Thank you.

Commissioner Valova.

COMMISSIONER VALOVA: Thank you. I

echo the comments my colleagues have made. Thank you, Staff. I look forward to seeing the results from this proceeding and learning how we can improve upon the use of estimated billing. I will be supporting.

CHAIR CHRISTIAN: All right. Thank you.

With that, I'll conduct a call for vote. My vote is in favor of the recommendations contained in the draft order as described.

Commissioner Alesi, how do you vote?

COMMISSIONER ALESI: Yes.

CHAIR CHRISTIAN: Thank you.

Commissioner Valesky?

COMMISSIONER VALESKY: Yes.

CHAIR CHRISTIAN: Thank you.

Commissioner Maggiore?

COMMISSIONER MAGGIORE: Yes.

CHAIR CHRISTIAN: Thank you.

Commissioner Bright?

COMMISSIONER BRIGHT: Yes.

CHAIR CHRISTIAN: Thank you.

Commissioner Sheehan?

COMMISSIONER SHEEHAN: Yes.

CHAIR CHRISTIAN: Thank you.

Commissioner Valova?

COMMISSIONER VALOVA: Yes.

CHAIR CHRISTIAN: Thank you. The item is approved and the recommendations are adopted. Thank you, everyone.

We'll now move to our second item for discussion today. This is an nonvoting item, an informational item only, item number 202, case 26-M-0035, which is the 2025 Utility Customer Service Performance Report. It'll be presented by Kayla Whitaker and Ashley Ackley -- Aikey.

Sorry. And Ashley, I think this is your first session. Thank you.

Karen Palmieri and Anna Senatore are available for questions.

Kayla, please begin.

MS. WHITAKER: Thank you, Chair.

Good morning, Chair and Commissioners. Item 202 is a Staff report that summarizes the New York State electric, natural gas, and water utilities' customer service performance for calendar year 2025.

While safety and reliability are

paramount, the quality of customer service remains vital for utility customers. Customer service performance indicator targets and associated negative revenue adjustments, or NRAs, for certain metrics are negotiated in utility rate cases. These metrics help align shareholder and customers' interests by providing potential earnings consequences to shareholders that reflect the quality of service provided to customers.

Staff conducted a thorough audit into the utilities' reported calendar year 2025 customer service performance processes and procedures, which included interrogatory responses, utility technical meetings, and the verification of data submitted.

As a result, Staff identified and provided fourteen recommendations in the report on several areas for improvement and where further standardization could be implemented.

Next slide, please.

Staff also confirmed that Central Hudson, Liberty SLG, KEDLI, KEDNY, Niagara Mohawk, NYSEG, and RG&E failed to meet at least one of the targets for their respective metrics in calendar year 2025. The remaining utilities met or exceeded the

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performance standards established within their individual rate plans for all of their metrics.

Next, I will explain the customer service performance metrics, review charts of utility performance for the common customer service metrics, then summarize all of the utilities that incurred NRAs in calendar year 2025.

The utilities are required by the Commission to file monthly, quarterly, and annual customer service reports, allowing Staff to track customer service performance and identify trends that are to be addressed in rate case proceedings. The reports contain customer service measures such as call answer rate, which is the percentage of calls answered by a utility representative within thirty seconds; survey-based measures of customer satisfaction; PSC complaint rate; the rate of appointments kept; adjusted bills, which are based on the number of adjusted bills created due to utility error; and estimated bills, which measures the number of bills issued from estimated meter readings.

Next slide, please.

This slide summarizes all of the utilities that incurred NRAs in calendar year 2025.

Total NRAs incurred in calendar year 2025 equal approximately $50.1 million. Central Hudson failed its customer satisfaction survey, call answer rate, and PSC complaint rate, which resulted in a combined NRA of thirty-four basis points, or approximately $4.7 million.

Central Hudson attributed its failures to the ongoing issues related to meter readings and customer billing, as well as increases to collections activity, but has stated that it is increasing its staffing to address these customer call types.

One area Central Hudson has made improvements in regards to its customer satisfaction survey is in the translation, dissemination, and scoring of surveys sent to Spanish-speaking customers, which Central Hudson personnel spoke about during a meeting with Staff to discuss their annual survey results.

Liberty SLG unfortunately just missed its customer satisfaction survey target by 0.1 percent and will be assessed the minimum NRA of five basis points, or approximately $38,744.

Liberty SLG has stated it attributes this failure to customers' displeasure with high bill

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costs and billing issues, such as billing accuracy.

All New York National Grid companies, KEDLI, KEDNY, and Niagara Mohawk failed to meet their respective call answer rate metrics. This results in an NRA for KEDLI of five basis points, or $1.72 million. One for KEDNY totaling ten basis points, or $5.31 million. And another for Niagara Mohawk of twelve basis points.

All three National Grid utilities transitioned away from using their third-party call vendors at various periods in 2025. And some of these vendors were unable to or did not provide the Companies with their call answer data, which limited the information that could be used to verify these Grid Companies call answer rate performances.

This transition also likely affected the Companies' call answer rate performances in 2025. However, they should stabilize and improve in calendar year 2026.

Additionally, Niagara Mohawk was unable to achieve the minimum target level for its small and medium commercial and industrial customer satisfaction survey, thus incurring an additional twelve basis points metric NRA.

In total, Niagara Mohawk will be assessed thirty-six basis points in NRAs for its performances during calendar year 2025, totaling approximately $16.97 million.

Niagara Mohawk attributed its failure to the voluminous survey, which is currently a twenty-eight-question survey, thus impacting the rate of return and potential sample size and scoring of the surveys.

Niagara Mohawk also attributed its failures to meet the residential and small commercial and industrial customer satisfaction surveys to customers dissatisfaction with high bills, billing issues, and outages.

NYSEG and RG&E both did not meet their customer satisfaction survey, incurring NRAs of nineteen basis points respectively.

NYSEG and RG&E failed these metrics in 2023 and 2024 as well, which will trigger the Companies' doubling provision for the respective NRAs per the terms of their last joint proposal in cases 22-E-0317, et al. Therefore, NYSEG's NRA will increase to thirty-eight basis points and approximately $13.3 million, while RG&E's NRA will

also increase to 38 basis points, or approximately $8.06 million.

NYSEG and RG&E have filed a petition with the Commission stating that their failures for the customer satisfaction survey can be attributed to external influences such as economic conditions, storm severity, and post-COVID recovery.

The Companies have also stated supply costs have led to further customer dissatisfaction, and that energy utilities are scored lower in surveys than luxury or discretionary services.

Generally, a utility defers the treatment of an NRA until that utility files its next rate case. These NRAs are regulatory liabilities that the Commission can use to offset a portion of the utilities' revenue requirement during some future period for the benefit of customers.

The customer service performance indicators currently in place at the utilities in New York State establish standards for performance and put significant amounts of shareholder earnings at risk for nonperformance. These mechanisms implemented by the Commission, coupled with Staff's ongoing investigative efforts, appear to have been

effective in encouraging some of the companies to make customer service a priority. However, other utilities experience significant challenges in 2025.

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I will now turn it over to my colleague Ashley Aikey. Thank you.

MS. AIKEY: The call answer rate, customer satisfaction survey and PSC complaint rate are typically the metrics used to measure performance at most large utilities. The other metrics are utility specific and were established to address service quality issues.

This slide depicts the large utilities' call answer rate targets and their actual performances. As you can see, several of the utilities' performances exceeded their designated targets in calendar year 2025.

It is important to note Central Hudson will increase its call center staffing to address customer calls, especially those related to collections, which was a large factor in their performance for 2025.

KEDLI -- KEDNY, KEDLI, and Niagara Mohawk all stated they moved from a third-party

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vendor to address customer calls, and the vendors were unable to or would not provide complete call center data.

Next slide, please.

This slide shows the major utilities' customer satisfaction survey targets and their actual performances. Central Hudson, Liberty SLG, KEDLI, KEDNY, Niagara Mohawk, NYSEG, and RG&E failed to meet their designated survey targets and incurred NRAs. The remaining companies met their targets for calendar year 2025.

The customer satisfaction survey, approved by the Commission, for Con Edison deviates from the traditional survey that has been approved at other utilities depicted in this chart. As Con Edison's survey is modeled after the Uniform Pilot Statewide Survey from case 15-M-0566, which consists of a single question that is emailed to customers following a transaction with the company. Con Edison satisfactorily met its performance targets in 2025.

In addition to Con Edison, Liberty Water is the second utility in New York to transition to an email-based customer satisfaction survey for its PSC-approved metric. Utilizing this survey

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methodology corresponded to increased survey participation compared to traditionally sent surveys through physical mail or via telephone.

Staff has included a recommendation for all New York utilities to develop proposals which modify their existing surveys, to incorporate the statewide pilot survey. Staff envisions these proposals will allow for appropriate benchmarking of both the existing methodologies and the pilot survey sent via email, a thorough review of the utility survey response rates, review of the cost to disseminate the surveys, as well as have the various utilities obtain additional email-based customer feedback so as to provide sufficient data for the Commission to consider the adoption of pilot statewide surveys in the future.

Niagara Mohawk currently has a twenty-eight-question survey metric, which has led to a decrease in customers participating.

Central Hudson personnel stated that the survey was translated and sent to Spanish-speaking customers within the service territory in 2025.

Liberty SLG admitted customer

7/16/2026 - NYS Public Service Commission sentiment regarding high bills and billing issues such as meter readings, billing accuracy, and billing delays as contributing factors for customers' poor survey scores.

Next slide, please.

This slide depicts the PSC complaint rate targets for both large and small utilities and their actual performances. Complaint rates are calculated based on a company's number of escalated PSC complaints per 100,000 customers. As you can see, Central Hudson failed this metric and incurred NRAs. And the remaining utilities met their targets for calendar year 2025.

While Central Hudson failed its PSC complaint rate for another year, it has been improving its performance year over year since the metric reached its poorest score in 2023 of 8.5.

Staff is confident the company will continue to strive to improve its performance for calendar year 2026 as well.

Next slide, please.

Staff continues to focus its efforts on reviewing service quality metrics for the companies that have missed their targets in 2025 to

ensure these metrics and incentives will be improved upon in 2026. Through the rate case process, Staff will continue to advocate for stronger performance-based ratemaking strategies relating to customer service as alternatives to traditional cost-of-service regulation. Staff will also continue to monitor utility customer service quality to ensure the fair and appropriate treatment of utility customers across the state.

Staff identified several areas where the utilities could improve their customer service operations, and the report includes recommendations for improvements to the customer satisfaction surveys, customer call time tracking, improvements to methodologies when calculating metric performances, and ensuring consistent policies with the most recent commission approved joint proposals.

This completes our presentation on the Utility Customer Service Performance Report for calendar year 2025. Staff is now available for questions. Thank you.

CHAIR CHRISTIAN: Thank you, Ashley.

Thank you, Kayla.

I appreciate the level of detail that

went into generating this report and providing the outcome. I have no questions. And looking forward to seeing continued improvement and making sure we do what's right by customers based on utility performance. So thank you for your work.

Commissioner Alesi?

COMMISSIONER ALESI: No questions or comments. Thank you very much.

CHAIR CHRISTIAN: Thank you.

Commissioner Valesky?

COMMISSIONER VALESKY: Well, thank you, Chair.

Thank you, Kayla and Ashley and Karen, for your work on this report. As I often say, just because this is an information only item and not a voting item does not make it any less important or the information that is presented to us any less important than an order that we would be considering.

One question, couple questions maybe, but one specifically to this presentation. So the roughly $50 million in negative revenue adjustments this year, how does that compare with recent years? Do either of you have that information?

MS. WHITAKER: Yes. So we did look at

recent years. And this year was one of the highest years since COVID. Some of the utilities have been improving their performances. Central Hudson and NYSEG and RG&E have less metrics. However, more utilities do have metrics. And most of them are either the call answer rate or the satisfaction survey compared to previous years.

COMMISSIONER VALESKY: Okay. All right. Thank you. I appreciate that.

And hopefully, when we're here next year at this time that number will be significantly lower.

Just one comment, if I might, that's not directly related to this report, but I think it's certainly timely, and I wanted to just raise it for consideration going forward. This is a process that has very specific metrics upon which you all as a Department measure certain criteria. And it's been certainly developed over time, and that's very helpful and very important, I think.

I was struck this morning in terms of -- and the timing was kind of interesting. We're here talking about utility customer service performances, and I couldn't help but read this

morning that once again the transmission line in the state that is known as the Champlain Hudson Power Express is again down from service for the third or -- I don't know, third or fourth time since it was energized earlier in the spring. And obviously, that does not fall within the context of this report, nor should it.

However, I would just indicate and take the opportunity the fact that we are considering performance of utilities, I noted with great interest that the governor said this morning that that performance is unacceptable. And I certainly could not agree more with her. And I would imagine this entire Commission would agree with that statement.

So I don't know, maybe I will maybe phrase it to our General Counsel, Mr. Sipos, again, I understand that this is not specific to the informational item that is in front of us, but does the Commission have any role or can the Commission have any role, since we're talking about performance, is there any role that the Commission in the future can play in regard to the performance of that particular project?

MR. SIPOS: So Commissioner, your

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question is directed to the --

COMMISSIONER VALESKY: Correct.

MR. SIPOS: -- CHPE line?

COMMISSIONER VALESKY: Correct.

MR. SIPOS: And the Commission had a substantial proceeding over many years regarding its siting.

COMMISSIONER VALESKY: Right.

MR. SIPOS: And I think what we need to do right now is do the necessary fact-finding, what has occurred before we -- before I would make, you know, a statement here today as to what the next steps might be.

I know substantial efforts are being made to examine that and to determine the situation and the steps to remedy it. And I would -- you know, just in a larger context, I would say that we -- and what I'm about to say is not specific to CHPE, but we do have a robust audit process here at the Department. And we also have really expanded the investigations and enforcement component that we have here now. And we are very watchful and to watch out what is in our regulatory space and to take appropriate action.

COMMISSIONER VALESKY: I appreciate you sharing that, which was exactly the reason why I wanted to raise it. This is a significant, serious issue. And it is good to be reminded from your perspective of potential tools that may be in the toolbox, should they be needed going forward.

Thank you very much.

CHAIR CHRISTIAN: Thank you.

Commissioner Maggiore?

COMMISSIONER MAGGIORE: Thank you.

Thank you for the presentation and the report. I wasn't going to ask anything, but as I was sitting here listening to the presentation, it occurs to me that it's so detailed that somebody who's not necessarily familiar with the terms might not have fully understood what this report is.

So I want to just ask in the highest levels, most basic terms, if utility fails to meet its performance standards, what happens and who pays? And specifically, like I could imagine a term like an NRA or basis points as being confusing to somebody who's not familiar with them. So I'm not asking a complicated question. It's like just the opposite. On the highest level, what happens?

MS. WHITAKER: So customers pay bills and they expect a certain level of -- they're paying for a certain level of customer service. The standards that are set are based on what the customers are paying. They should have that standard, which is tailored to each utility company.

If the utility company does not meet those standards, then a revenue adjustment is passed back or -- to customers eventually. It is added as a negative revenue adjustment on a future rate case proceeding. So it will potentially lessen bill impacts, so lessen bills in the future.

COMMISSIONER MAGGIORE: Great. And thank you. And what I was hoping would get across, which I think does, is that the ratepayers are not paying the fine for the performance of the utility.

Okay. Thank you very much. That's all. And I -- again, I appreciate the presentation.

MS. WHITAKER: Um-hum.

MR. SIPOS: And just, Commissioner Maggiore, the term is negative revenue adjustment. And if we take a step back, it's reducing the revenue --

COMMISSIONER MAGGIORE: Right.

MR. SIPOS: -- that the company can earn --

COMMISSIONER MAGGIORE: Yeah.

MR. SIPOS: -- and with the benefit flowing to the customer. So to your last question, it is absolutely not the ratepayers --

COMMISSIONER MAGGIORE: Yeah.

MR. SIPOS: -- paying the penalty, the fine, or the consequence. And in fact, it resides that -- that consequence resides with the utilities.

COMMISSIONER MAGGIORE: Thank you for that clarification.

CHAIR CHRISTIAN: All right. Thank you.

Commissioner Bright.

COMMISSIONER BRIGHT: Thank you, Chairman.

And thank you, Kayla. It's a great presentation.

And Ashley as well.

I did have one quick question on the recommendations. So I vaguely recall we had recommendations last year; is that right? Yeah. And just wondering how we sort of keep track of our

progress or really the utilities' progress in making sure that they're meeting and doing the things that we're asking them to in the recommendations that we make every year.

MS. AIKEY: So that is part of every annual audit. So for the 2025 audit, we followed up with the 2024 recommendations to make sure that they were either implemented or they were going to be implemented. Some of them were recommendations for upcoming rate cases which haven't happened yet.

But the recommendations from the 2024 report, I believe some are for Liberty Water regarding their survey, which have been implemented, so they have that email-based transaction survey which has improved their performance.

So we do follow up every year. We follow up on the previous year's recommendations how we kind of close the loop.

COMMISSIONER BRIGHT: Excellent. Great.

MS. AIKEY: Um-hum.

COMMISSIONER BRIGHT: So no other questions. I mean, I think that these reviews are central to continuous improvement and holding a high

bar, so for performance, so thank you very much and for all your hard work and I really appreciate it. No more questions.

CHAIR CHRISTIAN: Thank you.

Commissioner Sheehan.

COMMISSIONER SHEEHAN: Thank you, Chair.

Kayla, Ashley great job. Hope to see you again here.

So I really do appreciate getting this annual presentation. It's illuminating for us. I know it's a lot of work for the Staff, so thank you for that. But it does -- the charts that you present are -- I think really illustrate how we're doing or how the utilities are doing.

So for me, I'm not happy, obviously, to see our utilities not meeting their performance goals. Commissioner Maggiore, because he -- I work with all these smart people, asked my question. But just similarly, though, something that you said that I didn't zero in on initially, but now I'm curious because, is why are the surveys so different? So Con Ed has a one-question survey. National Grid has a twenty-eight-page -- or twenty-eight -- I don't even

know, twenty-eight-questions, I think you said, survey, which they attribute to why their numbers are low. So I'm just what -- why the difference between what Con Ed does, and what our other utilities do and in terms of the survey length and the et cetera?

MS. WHITAKER: So the surveys and the metrics themselves are established within individual rate case proceedings.

So what Con Edison wanted to do within their most recent one, which was approved by the Commission in their most recent rate order, was the one-question email-based transaction survey.

The one that National Grid was implemented several, several years ago, which was the twenty-eight-question survey, it is on an individual utility-by-utility basis, and that's why there are disparities between the survey questions and the difference in lengths.

COMMISSIONER SHEEHAN: Okay. So to have it changed, it's in the rate case?

MS. WHITAKER: Yes.

COMMISSIONER SHEEHAN: Okay. That's very helpful. Thanks. I appreciate it. I appreciate all the hard work. Thanks.

CHAIR CHRISTIAN: Thank you.

And Commissioner Valova.

COMMISSIONER VALOVA: Thank you for the presentation. Thank you for all of your work to gather this data and evaluate it. We can't improve upon things that we don't measure, so I think that is an incredibly important function of the Department and the Commission.

I also really appreciate seeing item 201 and 202 together, because I think there is -- correct me if I'm wrong, but there's a chance that improving upon or reducing the use of estimated billing might improve customer satisfaction, right?

MS. AIKEY: Yes. And some of the utilities have estimated bills' metrics, so hopefully those will also be improved upon.

COMMISSIONER VALOVA: That's great to hear. So I appreciate that we have them both in the agenda today as a reminder that there is a more holistic view of how everything fits together. And thank you for the report.

CHAIR CHRISTIAN: All right. Thank you, everyone.

Again, since this item is an

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information item, it does not require a call for a vote.

We'll now move on to today's consent agenda. Thank you, everyone. Do any Commissioners wish to comment on or recuse from voting on any items on the consent agenda?

I'll begin with Commissioner Alesi.

COMMISSIONER ALESI: No, I do not. Thank you.

CHAIR CHRISTIAN: Thank you.

Commissioner Valesky?

COMMISSIONER VALESKY: No comments or recusals.

CHAIR CHRISTIAN: Thank you.

Commissioner Maggiore?

COMMISSIONER MAGGIORE: No comments or recusals.

CHAIR CHRISTIAN: Thank you.

Commissioner Bright?

COMMISSIONER BRIGHT: I have a quick comment, one just very generally and sort of goes to the work that that we just went over, but the number of items on the agenda was vast this month. And that's truly a team effort from DPS Staff that I

absolutely appreciate. And it is the dedicated teams on Staff that really make our work possible and hold that high bar and standard of excellence.

So I really want to just give kudos to Staff for all the hard work that you do every day.

I'd also comment specifically on item 394, the hydro repowering.

So of course, I want to thank Staff for their work on this.

But I do think that it will make a meaningful difference. And hydro is our biggest contributor for renewable energy in the state, and so it's essential that we maintain the baseline resources, which I think that this order does and I think it does well.

So I commend Staff for their excellent work, which I've come to expect, but nonetheless, it is excellent. And I think it really does a fantastic job of really balancing many needs and goals of our state with the public interest, so thanks again.

CHAIR CHRISTIAN: Thank you.

Commissioner Sheehan.

COMMISSIONER SHEEHAN: Thank you, Chair. I have no recusals.

And I'm going to comment on 394, which is similar to Commissioner Bright. It's the order modifying hydroelectric facility repowering requirements.

The order modifies the requirements for hydro facilities to qualify under the Clean Energy Standard Tier 1. I'm supporting this item because it focuses on preserving the existing capacity and extending the useful life of these valuable, clean, firm resources.

I do still have a lingering concern about the required three percent increase in energy. However, I believe the order incorporates and addresses stakeholder feedback in a way that clarifies how the three percent is measured and ultimately makes the requirement workable while also protecting the integrity of the Tier 1 credits.

So I really want to thank Staff and stakeholders for their work on this item. And I'm very pleased with the result. So thank you very much.

CHAIR CHRISTIAN: Thank you.

And Commissioner Valova.

COMMISSIONER VALOVA: No comments or

recusals, except I want to say, echo Commissioner Bright and thank Staff for all of their work on the consent agenda items.

Thank you.

CHAIR CHRISTIAN: Thank you.

We'll now conduct a call for vote. My vote is in favor of the recommendations on the consent agenda.

Commissioner Alesi, how do you vote?

COMMISSIONER ALESI: Yes on all items.

CHAIR CHRISTIAN: Thank you.

Commissioner Valesky?

COMMISSIONER VALESKY: Yes on all items.

CHAIR CHRISTIAN: Thank you.

Commissioner Maggiore?

COMMISSIONER MAGGIORE: Yes on all items.

CHAIR CHRISTIAN: Thank you.

Commissioner Bright?

COMMISSIONER BRIGHT: Yes on all items.

CHAIR CHRISTIAN: Thank you.

Commissioner Sheehan?

COMMISSIONER SHEEHAN: Yes on all items.

CHAIR CHRISTIAN: Thank you.

Commissioner Valova?

COMMISSIONER VALOVA: Yes on all items.

CHAIR CHRISTIAN: Thank you.

The items are approved and the recommendations are adopted.

Madam Secretary, is there anything further to come before us today?

SECRETARY PHILLIPS: There is nothing further today.

CHAIR CHRISTIAN: Thank you.

And with that, I adjourn. Thank you, everyone.

(The hearing concluded at 11:15 a.m.)

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STATE OF NEW YORK

I, WINSTON IDADA, do hereby certify that the foregoing was reported by me, in the cause, at the time and place, as stated in the caption hereto, at Page 1 hereof; that the foregoing typewritten transcription consisting of pages 1 through 43, is a true record of all proceedings had at the hearing.

IN WITNESS WHEREOF, I have hereunto subscribed my name, this the 18th day of July, 2026.

WINSTON IDADA, Reporter

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