



New York State Customers:

In the case of a dispute between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may file a complaint by contacting the New York Department of Public Service (DPS) by phone, online or by mail.

> **Online:** <http://www.dps.ny.gov/complaints>

> **By Phone:** Helpline (for complaints/inquiries): 1-800-342-3377 for Continental United States (M-F 8:30 am – 4:00pm); or 1-800-662-1220 for Hearing/Speech Impaired: TDD or; 518-472-8502 for fax

> **By Mail:**

NYS Department of Public Service
Office of Consumer Services, 4th Floor
3 Empire State Plaza
Albany, NY 12223-1350