



Department of Public Service

Three Empire State Plaza, Albany, NY 12223-1350
www.dps.ny.gov

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Commissioners

November 2023

Dear Community Leader/Elected Official:

Heading into each winter season, the New York State Department of Public Service (DPS) prepares an outreach and education campaign designed to help consumers manage their energy bills while staying warm and safe during the cold weather months. While the last two years have seen increases in energy supply market prices, this year's forecasts indicates that prices will remain the same or possibly decrease from previous years.

Regardless of price forecasts, many vulnerable New Yorkers may face the challenge of managing monthly energy bills as energy use can often be higher during heating months and other household affordability challenges remain in place. With your help, consumers will be informed of steps they can take and the programs they can participate in to reduce their energy use and help control bills this winter.

I am requesting your assistance to promote our winter preparedness outreach and education messages and materials. We encourage consumers to take simple, low-cost energy savings measures to reduce energy use and to consider bill payment options and financial assistance programs to help manage energy costs.

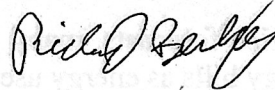
Our campaign includes:

- A webpage dedicated to winter preparedness information can be found at www.dps.ny.gov/winter. This page has information on controlling heating costs, consumer protections, energy efficiency and winter safety, as well as links to state and utility financial assistance programs. Enclosed is a flyer with a QR code that leads to our winter webpage. Please help our campaign by posting the flyer and encouraging consumers to visit our website.
- Virtual "one-stop shopping" workshops for community leaders and elected officials are scheduled for November 16, 2023, and January 11, 2024. The virtual workshops will showcase the resources and programs that are available to help your constituents this winter season. The workshop includes presentations from New York State agencies regarding financial assistance and energy affordability program, weatherization assistance, energy efficiency, and services for older adults. Enclosed is log in information for the events.

- In person Energy Fairs for 2023 will be held on Dec 2, 9 and 16. We will be taking our 'one-stop shopping' events on the road to share winter preparedness information with New Yorkers in person. These energy fairs will allow consumers an opportunity to discuss available programs, how they qualify and how they may enroll. Locations and times to be announced at the first virtual workshop and on the www.dps.ny.gov/winter website.
- DPS winter-related publications provided free of charge. Copies of these materials are available by using the enclosed ordering form or by ordering directly from the publication link on www.dps.ny.gov/winter. The webpage also includes digital versions of the publications, which are available to download. We encourage you to distribute these publications by placing them in high traffic areas in your community.

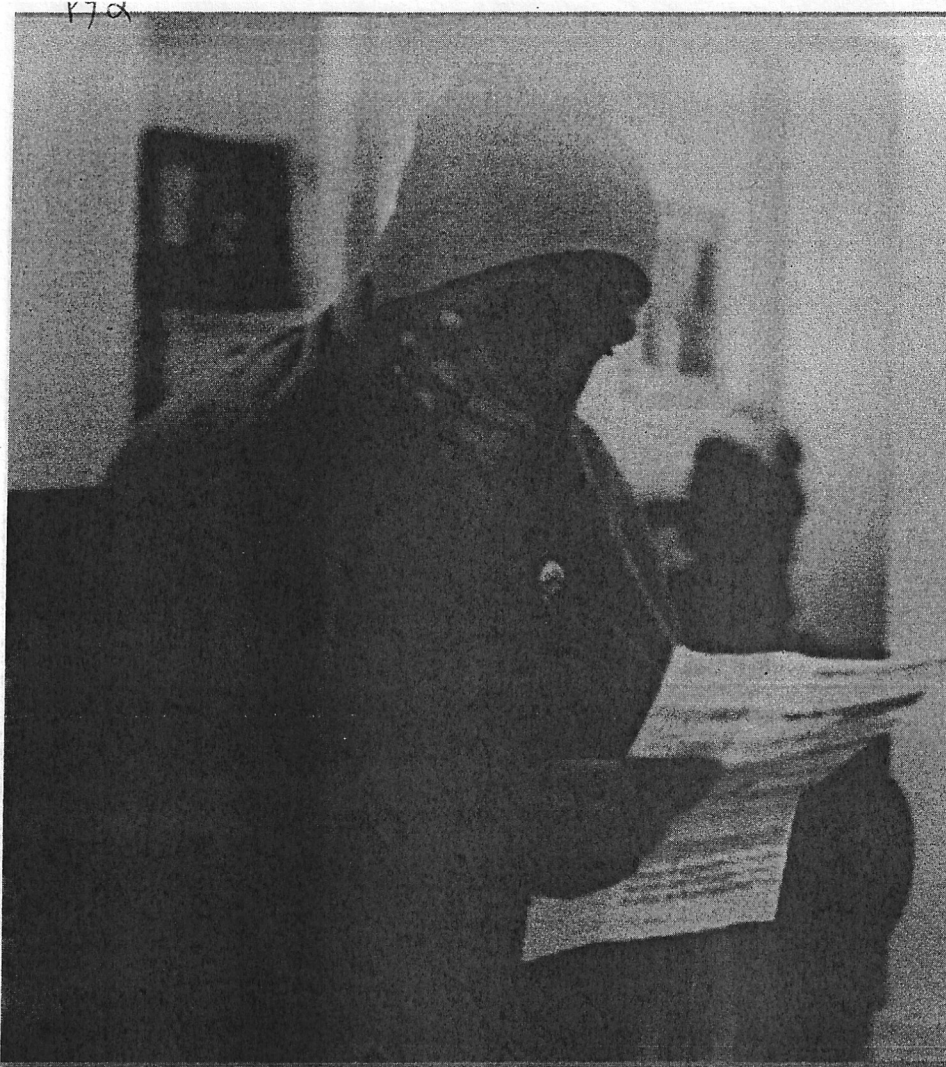
I appreciate your assistance with reaching your constituents about this important information. If you have any questions or would like to discuss working together to inform consumers about utility issues, please contact Sangeetha Kailas of the Office of Consumer Services by phone at (212) 837-7258 or by e-mail at Sangeetha.Kailas@dps.ny.gov.

Sincerely,



Richard Berkley
Consumer Advocate and Director
Office of Consumer Services

Enc.

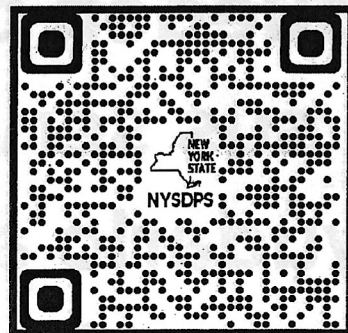


**NEED
HELP
WITH
WINTER
UTILITY
BILLS?**

**Learn about
programs that can
protect your
services
and assist you in
managing your bills.**

Scan the QR code below
to visit our website

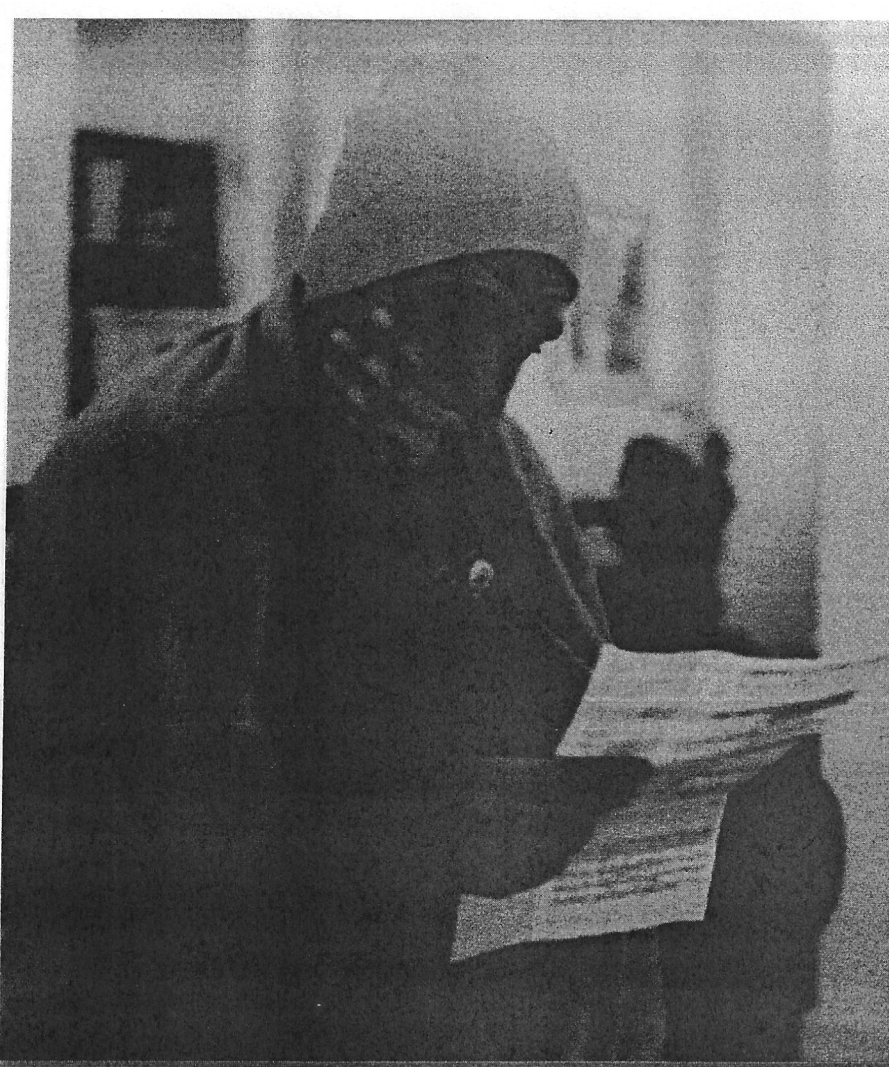
www.dps/ny.gov/winter



Or call
1-800-342-3377



Department
of Public Service

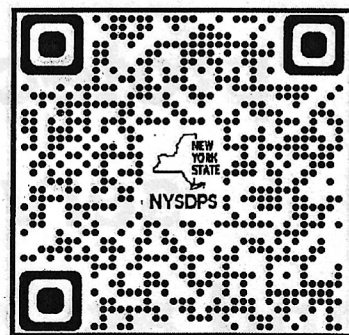


**¿NECESITAS
AYUDA CON
LAS
FACTURAS
DE SERVICIOS
PÚBLICOS
DEL
INVIERNO?**

**Infórmese sobre los
programas que
pueden proteger
sus servicios y
ayudarlo a manejar
sus facturas.**

Escanear el código QR
para visitar

www.dps/ny.gov/winter

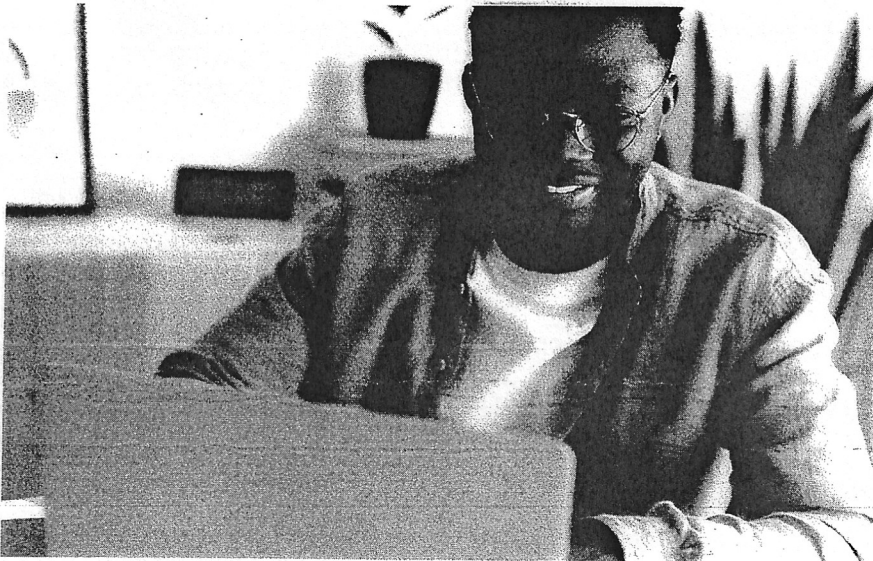


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Department
of Public Service

New York State's Virtual Winter Informational Sessions



New York State is holding two virtual energy informational sessions.

These sessions will provide organizations and community leaders with information to help their constituents prepare for the winter season.

Hear from NYS agency experts in energy, housing, aging, and more. Learn about the NYS programs and services available for low- to moderate income households.

Each session will cover these topics:

Energy Efficiency:

What It Is and Why It Matters

Energy Affordability and Financial Assistance:

Ways to Reduce Your Monthly Energy Bill

Weatherization:

How Insulation and Air Sealing Can Improve Your Living Space

Services for Older Adults:

What They Are and How to Apply

Consumer Protections and Responsibilities

What They Are and How They Help

Participating NYS Agencies

- Department of Public Service
- Homes and Community Renewal
- New York Power Authority
- New York State Energy Research and Development Authority
- Office for the Aging
- Office of Temporary and Disability Assistance

Two Session Dates:

Thursday, November 16, 2023
from 1:30-3:00 p.m.

Thursday, January 11, 2024
from 1:30-3:00 p.m.

TO PARTICIPATE:

Registration is not required to participate, but registrants will receive an invite that adds the event to electronic calendars.

For registration links, visit www.dps.ny.gov/winter.

If not pre-registered, the webinars may be accessed through the following methods on the day of the event:

November 16, 2023

Electronic Access: www.webex.com

Webinar number: 2351 903 2212

Webinar password: Nov16-1:30pm

Join by Phone: +1-518-549-0500

Access code: 2351 903 2212

Password: 66816010

January 11, 2024

Electronic Access: www.webex.com

Webinar number: 2346 470 8615

Webinar password: Jan11-130pm

Join by Phone: +1-518-549-0500

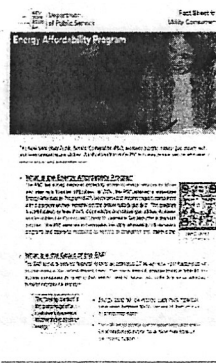
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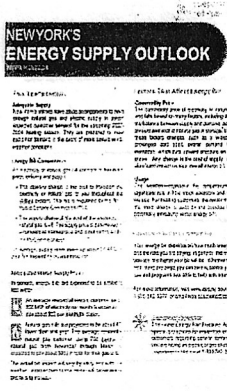
Consumer Assistance

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.



New York's Energy Supply Outlook: Winter 2023-24

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.



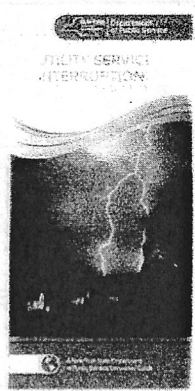
Household Electricity Use and Energy Saving Tips

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.



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: _____

First Name: _____ Last Name: _____ Title: _____

Street Address: _____ City: _____

County: _____ State: _____ Zip Code: _____

Telephone: _____ E-mail for organization: _____

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

Factsheets	English Quantity	Spanish Quantity
Consumer Assistance		
Energy Affordability		
New York's Energy Supply Outlook 2023-24		
Brochures *	English Quantity	Spanish Quantity
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.

Return completed form via:

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