



Department of Public Service

Dear Community Leader/Elected Official:

The New York State Department of Public Service (DPS) and Consumer Advocate are seeking public comment regarding alleged billing, meter reading, and customer service issues affecting customers of New York State Electric and Gas Corporation (NYSEG) and Rochester Gas and Electric Corporation (RG&E). NYSEG and RG&E (collectively, the Companies) serve customers in 46 counties in upstate and western New York.

To ensure full public participation, the Public Service Commission will hold virtual public forums on **January 31, 2023**, and in-person forums on **February 1, 7, and 8, 2023** to solicit input and comments from your community regarding the issues. Any person wishing to provide a comment at the virtual forum must pre-register electronically or call 1-800-342-3330 to register by phone. Speakers will be called in the order in which they registered. Any participant not able to log in to the forums electronically may participate by phone.

1:00PM Virtual Public Forum

6:00PM Virtual Public Forum

Login Instructions

[0703b4fb-7c56-45d9-a56c-3f28cf1ac5a3.pdf \(constantcontact.com\)](#)

The enclosed [notice](#) provides detailed information on how to participate in the forums and how to submit comments. Information regarding this matter, including a copy of the issues, can be found at www.dps.ny.gov. From the homepage, click on "Search," and enter the associated matter number ([23-00068](#)) in the "Search by Case Number" field.

I would appreciate your assistance with informing your constituents about the public forums and encouraging them to provide comments. It is the Commission's intent to facilitate and encourage active and meaningful participation throughout all its proceedings. We hope you will consider joining us.

Regards,

Richard Berkley
Consumer Advocate and Director
Office of Consumer Services