

If you are having difficulty resolving a complaint with your regulated energy, telephone, cable television or water company, the New York State Department of Public Service is available to assist you.

## TO FILE A COMPLAINT WITH THE NYS DEPARTMENT OF PUBLIC SERVICE:

- **USE OUR ONLINE COMPLAINT FORM:**

[www.dps.ny.gov](http://www.dps.ny.gov)

- **CALL OUR TOLL-FREE COMPLAINT NUMBERS:**

- > **Helpline (for complaints and inquiries)**

**1-800-342-3377**

8:30 am to 4:00 pm (Monday through Friday)

For complaints and inquiries regarding billing or service with your electric, gas, telephone, cable television or water company.

- > **Hotline (for gas and electric shut-offs)**

**1-800-342-3355**

7:30 am to 7:30 pm (Monday through Friday)

If you are threatened with a residential electric or gas service shut-off.

- **VISIT OUR OFFICE LOCATIONS:\***

- > **Albany:**

Three Empire State Plaza  
Albany, NY 12223

- > **Buffalo:**

Ellicott Square Bldg.  
295 Main St.  
Buffalo, NY 14203

- > **New York City:**

90 Church St.  
New York, NY 10007

- > **Long Island: (For PSEG-LI complaints)**

125 East Bethpage Road  
Plainview, NY 11803

Consumers with hearing or speech impairment can contact the DPS through the NYS Relay Service by dialing 711.

\*To file a complaint in person, call our toll-free number at 1-800-342-3377 for directions and to make an appointment.



# GUIDE TO FILING COMPLAINTS ABOUT YOUR REGULATED UTILITY SERVICE