

## Guide to Filing Complaints About Your Regulated Utility Service

Use this guide to understand how consumers can resolve an issue or complaint with 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.



## New York's Energy Supply Outlook: Winter 2019-20

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.



## Save Money on your Phone Bill Lifeline Telephone Service

Lifeline is an assistance program that provides discounts to help income-eligible consumers to save money on their phone bills.



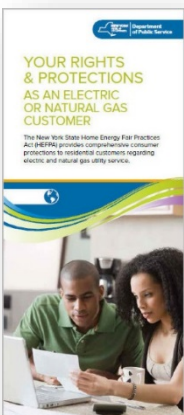
## Take the Chill Out of Your Winter Energy Bills

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.