

STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE

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DEC 12 PM 3:30
VILLAGE OF
CROTON-ON-HUDSON, N.Y.



PETER McGOWAN
General Counsel

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Secretary

November 2011

Dear Community Leader:

As the 2011-12 winter season approaches, many New Yorkers will face a difficult time managing their energy costs. This situation will be particularly hard on the elderly and those with fixed or low incomes. It is important that consumers are made aware of steps they can take, and the programs they can participate in, to reduce their energy use and help control this winter's energy bills.

The New York State Public Service Commission's winter outreach and education campaign is designed to provide energy efficiency and financial assistance information to help consumers stay warm and safe during the cold weather months. We are encouraging consumers to take simple, low-cost energy saving measures and to take advantage of financial assistance programs that can make paying winter bills easier or help with the purchase of energy efficiency improvements.

I am writing to ask for your assistance with our outreach and education effort. We have enclosed copies of publications related to the upcoming winter season, which include topics such as this winter's natural gas outlook, actions consumers can take to manage their winter energy costs, and a summary of the rights and protections of electric and natural gas customers. **Please place these materials in high traffic areas.** We have also enclosed a self-addressed, postage-paid card if you would like to order additional copies of the enclosed free materials, either by mail or by fax. Please contact Scott Dean of my Consumer Education staff by phone at (716) 847-3280 or by e-mail at Scott_Dean@dps.state.ny.us if you have any questions, or would like to discuss ways we can work together to inform consumers about utility issues.

Thank you for your assistance.

Sincerely,

Douglas Elfner
Director
Office of Consumer Policy

Enclosures