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Contact Info

New York State Customers: For consumer complaints that cannot be resolved with the company, you may contact the New York Department of Public Service (DPS). DPS complaints may be directed as follows:

Website: www.dps.ny.gov/complaints

Phone: DPS Helpline at 1-800-342-3377 (M-F 8:30a – 4:00p)

Mail: Office of Consumer Services, NYS Department of Public Service, 3 Empire State Plaza, Albany, NY 12223

Pennsylvania Customers: For consumer complaints that cannot be resolved with the company, you may contact the Pennsylvania Public Utility Commission. PUC complaints may be directed as follows:

Website: www.puc.state.pa.us/complaints

Phone: 1-800-692-7380

Mail: PUC, Bureau of Consumer Services, P.O. Box 3265, Harrisburg, PA 17105-3265