

STATE OF NEW YORK

# Public Service Commission

Garry A. Brown, Chairman

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## **CONSUMERS GAIN EASIER ACCESS TO ACCOUNT INFORMATION — PSC Decision Strengthens Energy Supply Competition in New York —**

Albany, NY—07/15/10—The New York State Public Service Commission (Commission) today decided to allow several electric utilities in the state to provide customers with the ability to remotely access individual utility account numbers simply by inputting part of the customer's Social Security number.

Providing utility customers with the ability to access their utility accounts electronically, without having to memorize the actual account number, will make it easier for consumers to enroll with electricity and natural gas providers.

“This real-time remote access to utility account numbers will facilitate the ability of energy service companies, better known as ESCOs, to market their services and enroll customers,” said Commission Chairman Garry Brown. “Our action will help increase competition among energy providers in New York.”

Utilities, including Consolidated Edison Company of New York, Inc., National Grid, Central Hudson Gas & Electric Corporation, and Orange & Rockland Utilities, Inc. can now offer this customer-friendly service. However, before introducing the service to consumers, the companies must consult with the ESCOs actively marketing in the utilities' respective service territories, to determine how to recover the costs of the approved plans from those ESCOs.

Meanwhile, the Commission rejected the initial proposals to provide customers with real-time remote access to their utility account numbers submitted by New York State Electric and Gas Company, Rochester Gas and Electric Corporation, KeySpan Energy Delivery of New York, KeySpan Energy Delivery of Long Island, and National Fuel Gas Distribution Corporation. Instead, the Commission directed these five companies to submit new proposals that are in line with the Commission's decision today.

The Commission's decision, when issued, may be obtained by going to the Commission Documents section of the Commission's Web site at [www.dps.state.ny.us](http://www.dps.state.ny.us) and entering Case Number 98-M-1343 in the input box labeled "Search for Case/Matter Number." Many libraries offer free Internet access. Commission orders may also be obtained from the Commission's Files Office, 14th floor, Three Empire State Plaza, Albany, NY 12223 (518-474-2500).