

STATE OF NEW YORK

# Department of Public Service

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## **DPS ANNOUNCES OPENING OF LONG ISLAND OFFICE**

— State Regulator Opens Long Island Office to Safeguard Utility Consumers —

ALBANY (January 1, 2014) — Audrey Zibelman, Chief Executive Officer of the State Department of Public Service (DPS), today announced that it has opened an office on Long Island, as part of the restructuring of utility operations on Long Island. The regulatory oversight provided by DPS-LI of PSEG Long Island, the Long Island electric service provider as of January 1, 2014, will help ensure Long Island electric customers will receive better electric service than they had previously.

“The opening of an office on Long Island helps guarantee that Long Islanders will benefit from a privatized utility operation with improved disaster response and customer service,” said CEO Zibelman. “The new utility company, PSEG Long Island, has committed to improve customer satisfaction and provide safe, reliable service for customers, and state regulators will be there to ensure they succeed. DPS has a vast amount of utility regulatory expertise to ensure customers receive the best possible service. Our goal is to ensure that PSEG Long Island receives the same level of utility oversight as the rest of the utilities in the state.”

Starting January 1, 2014, DPS-LI will be responsible for taking and resolving complaints for Long Island electric customers. In addition, DPS-LI will work with PSEG-LI and LIPA to ensure accountability and transparency to Long Island electric service. Key focus areas include annual reviews of emergency response plans, capital expenditure plans, performance incentives, and long-range electric system improvement plans; electric rates; management audits; oversight of consumer rights and protections; and consumer education.

While LIPA is responsible for enforcing the terms of its contract with PSEG-LI, DPS-LI will supplement and compliment that role. DPS-LI has new authority to monitor PSEG-LI's performance and compliance with contract terms, and will raise concerns to LIPA's Board for compliance enforcement if necessary.

Under the restructuring, utility performance and rates will be subject to state oversight under the new Long Island office of the Department, which will have the authority to review PSEG Long Island's operations and issue recommendations to the LIPA Board for implementation, as well as conduct an independent review of rate requests.

To meet these responsibilities, DPS-LI staff will be located at a regional Long Island Office. This office is located 125 East Bethpage Road, Plainview, Nassau County, and will be open for business on January 2, 2014. Over the course of the next several months, DPS-LI staff will be phased in as responsibilities increase and will be backed up by staff in other parts of the State. There will be 29 DPS-LI staff dedicated to Long Island matters by April 1, including many located in the Long Island office. DPS-LI is targeting 39 staff for the Long Island office during the next fiscal year.