

STATE OF NEW YORK

# Public Service Commission

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## **PSC CHAIR AUDREY ZIBELMAN STATEMENT REGARDING COMMENCEMENT OF PROCEEDING TO EXAMINE LOW-INCOME PROGRAMS**

Albany, NY—01/08/15— The Public Service Commission has become increasingly concerned about the growing numbers of residential customers with overdue utility bills and consequent service terminations. In order to rectify the real problem many low-income consumers are experiencing with paying their bills, we are commencing a review to assess the adequacy of the Commission's low-income programs to ensure regulated utilities adhere to best practices in regards to the services provided to all low-income customers throughout New York. The review will provide the opportunity to standardize utility low-income programs to reflect best practices and will help inform future rate cases, improve transparency, and help stakeholders, especially low-income advocates, participate more fully in the process.