

ETRALI NORTH AMERICA, LLC
P.S.C. NO 1 TELEPHONE
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Contacting the Public Service Commission

In the case of a dispute between the Customer and the Company which cannot be resolved with mutual satisfaction, the Customer may, unless otherwise specified by the terms of an agreement between the Customer and the Company, file a complaint by contacting the New York State Department of Public Service by phone, online or by mail.

1. By Phone:

Helpline (for complaints/inquiries):
1-800-342-3377 for Continental United States, or
1-800-662-1220 for Hearing/Speech Impaired, TDD, or
518-472-8502 for fax.

2. Online:

<http://www.dps.ny.gov/complaints.html> or

3. By Mail:

NYS Department of Public Service
Office of Consumer Services
3 Empire State Plaza
Albany, NY 12223-1350

Issued By: Douglas Kortrey, Vice President and Secretary, Etrali North America, LLC,
1500 Plaza 10, 15th Floor, Jersey City, New Jersey 07311