



NEW YORK STATE SENATOR

Lea Webb

## Senator Lea Webb Launches Online Survey to Gather Feedback from NYSEG Customers in the Southern Tier

LEA WEBB May 8, 2023

| ISSUE: **UTILITIES**



### **SENATOR LEA WEBB LAUNCHES ONLINE SURVEY TO GATHER FEEDBACK FROM NYSEG CUSTOMERS IN THE SOUTHERN TIER**

**Binghamton, NY** - Today, New York State Senator Lea Webb launched an online survey to gather feedback from community members living in Senate District 52 about their experiences with New York State Electric & Gas (NYSEG).

Senator Webb's survey aims to understand the economic impact that NYSEG's high utility bills have had on families across the Southern Tier and Upstate New York. The short survey asks community members a series of questions, including whether their NYSEG bill has increased and what level of financial hardship they are experiencing due to their NYSEG bill.

Earlier this month, Senator Webb called upon the NYS Public Service Commission (PSC) and Governor Hochul to protect consumers against exorbitant rate hikes proposed by utility companies NYSEG and RG&E and rampant billing issues impacting customers of both companies. The Senator urged the PSC to conduct a full investigation of the management and administrative competencies of the companies to restore public confidence and ensure that hard-earned ratepayer dollars are being prudently spent.

"Constituents in the Southern Tier contact my office weekly expressing frustration with their increased energy and gas bills." Senator Webb said. "This confidential survey will help us to understand the economic impacts constituents are currently facing and will enable us to develop policies that better serve the needs of hard-working families in our communities."

Senator Webb encourages all community members living in Senate District 52 to participate in the survey, which can be found on her official website. The survey will be open until June 15th, 2023. The link to the online survey is, [bit.ly/nysegsurvey](https://bit.ly/nysegsurvey).

####