



NEW YORK STATE SENATOR

Thomas F. O'Mara


Area lawmakers: NYSEG's public meeting a chance to get answers, assistance on utility bills


THOMAS F. O'MARA March 25, 2025


| ISSUE: **CLCPA; CLEAN ENERGY MANDATES**

The graphic is a central white box with a light green border, containing event details. It is surrounded by four images: top-left shows a group of people at a community meeting; top-right shows a utility pole with power lines; bottom-left shows a utility worker in a hard hat and safety gear; bottom-right shows a colorful mural of a city street scene.

Community Connection Event
in Elmira This Week

 Thursday, March 27

 4 p.m. to 7 p.m.

 Big Flats American Legion
45 Olcott Road S, Big Flats NY,
14814

NYSEG has scheduled a "Community Connection" public forum on Thursday, March 27, at the Big Flats American Legion from 4 to 7 p.m.

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News Release

**NYS SENATOR TOM O'MARA
ASSEMBLYMAN PHIL PALMESANO
ASSEMBLYMAN CHRIS FRIEND**

AREA LAWMAKERS: NYSEG'S PUBLIC MEETING A CHANCE TO GET ANSWERS, ASSISTANCE ON UTILITY BILLS

Big Flats, N.Y., March 25—State Senator Tom O'Mara (R-C, Big Flats), Assemblyman Chris Friend (R,C-Big Flats), and Assemblyman Phil Palmesano (R,C-Corning) today reminded area residents that New York State Electric & Gas (NYSEG) has scheduled a "Community Connection" public forum on Thursday, March 27, at the Big Flats American Legion.

According to NYSEG, these events are aimed at giving customers an opportunity to meet directly with NYSEG representatives to address billing concerns and learn more about available resources to help manage energy costs. The company said it plans to hold additional Community Connection events throughout the region. O'Mara, Friend, and Palmesano have requested NYSEG to hold as many of these public meetings as possible.

NYSEG's event on Thursday at the Big Flats American Legion (45 Olcott Road S) will run from 4:00 p.m. to 7:00 p.m. Customers can meet with NYSEG representatives on a first-come, first-served basis.

The local lawmakers welcomed NYSEG's outreach effort, noting that their offices have been inundated with constituent complaints over skyrocketing utility bills over the past several months. O'Mara said that his office has heard from over 300 constituents in the past two months alone.

In a joint statement, O'Mara, Friend, and Palmesano said, "Skyrocketing utility costs have been the number one constituent complaint that our offices have been fielding throughout this new year. And rightly so. Some of these billing increases have been outrageous and inexplicable. We have been working with NYSEG, as well as with state officials at the state Public Service Commission and other state agencies, to try to get answers and assistance. Unfortunately, we haven't yet received the answers or solutions we need. It's critically important for NYSEG to conduct this direct outreach with ratepayers and we've requested NYSEG to do more of these meetings across the Southern Tier and Finger Lakes regions. Hopefully, more customers can begin to get the answers they need and deserve."

Over the past several years since then-Governor Andrew Cuomo and the State Legislature's [REDACTED] majorities approved the "Community Leadership and Climate Protection Act" (CLCPA) in 2019, the year Albany Democrats took control of the State Senate, O'Mara, Friend, Palmesano, and other legislators have warned that clean energy mandates being rapidly imposed on all New Yorkers under that new law would have dire consequences across the board, including higher utility costs.

In their joint statement, O'Mara, Friend, and Palmesano continued, "We have repeatedly warned

In addition to this week's NYSEG public forum in Big Flats, the area lawmakers said that customers unable to attend should continue filing complaints directly through NYSEG's customer service hotline at 888-315-1755, Monday through Friday, 7 a.m. to 7 p.m.

They also encouraged customers who don't get a satisfactory explanation or result to file complaints directly with the state Public Service Commission (PSC) through the PSC Helpline at 1-800-342-3377, Monday through Friday, 8:30 a.m. to 4 p.m. Complaints to the PSC can also be filed online at: <https://dps.ny.gov/file-complaint>.