

6/6/11

NEW YORK STATE PUBLIC SERVICE COMMISSION
PARTY STATUS REQUEST FORM

If you wish to become a party, fill out this "Party Status Request Form" *OR* use the Department's web interface. A separate request for Party status will be required for each proceeding. Only one form per party is necessary. Additional representatives of a party can be added informally, via an e-mail to the AU or Secretary, or by use of the "Party Representatives Form" if desired. To remove or substitute representatives on the Party List, the "Party Representatives Form" is required.

Case No.:	13-G-0371
Case Title (short reference):	KeySpan Intent to Close Offices
Date of Request:	<u>December 2, 2013</u>

Name of Party (This MUST be filled in. If you are an individual representing yourself, please so indicate):	<u>PUBLIC UTILITY LAW PROJECT OF NEW YORK, INC.</u>
--	--

Your Name:	Gerald A. Norlander
Title:	Executive Director
Firm/Company/Organization, if applicable:	Public Utility Law Project of New York, Inc.
Mailing Address:	P.O. Box 10787, Albany, NY 12201
Telephone Number:	518.281.5991
E-mail Address:	gnorland44@gmail.com

Please state here the nature of the party's interest in the case, including, if applicable, how the party's participation might contribute to the development of a complete record or is otherwise fair and in the public interest:

The Public Utility Law Project of New York, Inc., a not for profit organization, seeks to protect and advance the interests of residential consumers in energy and utility matters, with emphasis upon affordability of service for persons with low and fixed incomes, customer protection, and universal service. On July 3, 2013, KeySpan Gas East Corporation d/b/a National Grid filed a letter containing a "Customer Service Transition Update" and "Notice of Intent to Relocate Call Center" which appears to signal an intention not only to shift the customer call center from Melville to a Brooklyn, NY location, but also to reduce customer service at eight of eleven walk in service offices to payment acceptance only, and to phase out in two years all customer service functions, other than the receipt of payments, at the remaining three walk-in centers. The utility's announced "intent" to phase out and close customer service walk-in centers where customers can apply for service, negotiate payment plans, adjust disputes and lodge complaints with the utility, and engage in other business militates for close scrutiny by the Commission. The Project will urge the Commission to ascertain whether the action intended by the utility to maintain offices in the service territory only for the purpose of receiving payments is consistent with its basic duty to serve its customers and the public, whether it is just and reasonable, and whether it is barred by any tariffs or prior orders. The Commission should consider and grant prompt interim relief, requiring continuation of full services at all local walk-in offices to protect customers, particularly those who for various reasons have difficulty in navigating telephone call center protocols and the submission of documents.

The Project participated as an active party in prior proceedings of the Public Service Commission which culminated in Orders of the Commission requiring utilities to reopen and maintain walk-in customer service offices (Case 99-M-0851 requiring Con Edison to reopen and to maintain offices for in-person customer service, Case 02-M-1465, requiring continuation of customer service offices of Rochester Gas & Electric, and in Case 03-M-0380, requiring NYSEG to maintain customer service offices). The Project's participation in this proceeding will not prejudice any other party, and will contribute to the development of a more complete record upon which the Commission will make its decisions, and is in the public interest. Indeed, the proceeding is procedurally defective due to failure of the utility to file a proper petition for the changes.

ELECTRONIC SERVICE OF DOCUMENTS ISSUED BY PARTIES UPON EACH OTHER:

We will presume that, by providing your e-mail address, you are consenting to electronic service of documents upon you by other parties, and you agree that you will electronically serve all other parties except those who have not consented to electronic service, whom you must serve by mail or hand delivery.

Check the ***box*** below if the party does *not* have the ability to send and receive e-mail: **EII I do *not* have the ability to send and receive e-mail. Therefore I do *not* consent to receive electronic service and I do *not* agree to serve other parties by e-mail. Instead, I request that documents be served upon me by mail or hand delivery.**

Note: Whether or not you have an e-mail address, if you require use of a different means of service of some or all documents between parties, then you may, pursuant to 16 NYCRR §3.5(e)(2), 1) apply to the Secretary or presiding officer and make a showing of good cause why you should be allowed to use a different means of serving or receiving service of documents, or 2) agree with other parties on a different means of service and file such agreement with the Secretary or presiding officer *with a signed copy of this form.*

ELECTRONIC SERVICE OF DOCUMENTS ISSUED BY THE COMMISSION:

If you consent to receive Commission-issued orders electronically, you will receive all Commission-issued documents electronically. If you do not consent to receive Commission-issued orders electronically, you will receive all Commission-issued documents by mail.

Check the *BOXES* below if the party consents to have the Commission serve orders that affect such party upon the party by electronic means only, pursuant to 16 NYCRR §3.2(b)(1).

I am authorized by the party to grant consent to receive electronic-only service of Commission-issued orders, AND

I, on behalf of myself or the party I represent, knowingly waive the right specified in Public Service Law §23(1) to be served personally or by mail with orders that affect me or the party I represent and consent to receive service of Commission-issued orders by electronic means only, such consent to remain in effect until revoked.

Note: Any party specifying terms of its consent to receive service by electronic means of Commission-issued orders other than that the consent would remain in effect until revoked, shall state such terms with respect to e.g. duration, persons consenting or types of documents, in writing to the Secretary or presiding officer with a copy of this form.

SUBMISSION OF THIS FORM:

If you have consented to electronic service of documents among the parties and of orders issued by the Commission, please e-mail this form to Secretary@dps.nv.gov AND serve it upon all parties (including any presiding AU) on the Parties List for this case, if such a Parties List is posted.

If you:

- (a) do not have the ability to send and receive e-mail or for some other reason will request permission from the Secretary or presiding officer to serve and be served by other parties by means other than electronic service OR
- (b) do not consent to electronic service of Commission-issued orders, including orders that may affect you, as indicated above,

sign below and mail a hard copy of this form to the Secretary, NYS Public Service Commission, Three Empire State Plaza, Albany, NY 12223-1350. ALSO, you must mail or e-mail or deliver copies to all parties (including any presiding AU) on the Parties List for this case, if such a Parties List is posted.

Party Status Request Form

Page 4 of 4

Signature: Gerald A. Norlander

A handwritten signature in black ink, appearing to read "Gerald A. Norlander", written over a horizontal line.

Date 12/02/2013.

Your request to be a party is subject to the right of other parties to object and subject to the final determination of the Administrative Law Judge, if one is assigned, or to the Secretary if no Administrative Law Judge is assigned to this case.