

STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE

PUBLIC SERVICE COMMISSION

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PETER MCGOWAN, *General Counsel*
JACLYN A. BRILLING, *Secretary*

March 22, 2011

Mr. Don Reeb
5 Norwood Street
Albany, NY 12203

Dear Mr. Reeb:

Your case number is: 111288

This letter acknowledges your recent contact with our Office of Consumer Services regarding your concern with National Grid - Upstate and to advise you of the process by which this matter will be addressed.

Since National Grid - Upstate did not previously resolve this matter to your satisfaction, we **have escalated your concern to senior staff at the company.** We directed them to contact you and resolve the matter you brought to our attention. By the time you receive this letter, you should have spoken with a company representative to discuss your concerns and provide you with a resolution or a date by which the company expects to resolve your concern. **We have advised the company to reach a resolution with you as soon as possible.**

If you have questions regarding the company's response to you, please contact the designated senior staff person at National Grid - Upstate. If the company has not contacted you with its initial acknowledgement, does not resolve your concern within two weeks or by the date it promised a resolution, or if you are dissatisfied with the company's response, you should contact us at 1-800-342-3377 for a complete investigation of the matter. **If you report back to us that you are dissatisfied with the company's response, we will initiate an investigation and report our findings to you.**

If you have any questions regarding this process, please contact our office at 1-800-342-3377 and refer to Case Number 111288.

Sincerely,

Leroy Johnson
Office of Consumer Services

PLEASE NOTE: If you are not satisfied with the response you receive from National Grid - Upstate, please contact us at 1-800-342-3377 for an investigation.