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New York State Department of Public Service

Office of Consumer Services

Three Empire State Plaza
Albany, NY 12223-1350

Toll Free: 800-342-3377 Fax: 518-472-8502

All information provided may be forwarded to the utility company or service provider.

If you are not registered to vote at your current address, you may download a voter registration form from the [NYS Board of Elections](#). You may receive government services without being registered to vote.

Complaint Verification

You are: *Claude Simon*

If you are complaining for a business, the business name is:

Your address is: *71 Tonjes Road Callicoon, NY12723*

The Utility you have a complaint about is: *New York State Electric & Gas Corp.*

You have also provided your account number: *1001-2305-693*

You have given your phone number as: *912-441-0062*

You have provided a daytime reach phone number of: *912-441-0062*

You provided us with your email address: csimon@fairlane.biz

What is the problem you are experiencing

INSTALLATION OF TWO ADDITIONAL SERVICES AT ABOVE ADDRESS

In May, 2016, I hired an electrician to install electrical service at two outbuildings on my property at 71 Tonjes Road, Callicoon, NY. He was to coordinate with NYSEG for their part in the installation and install service panels. He told me that there was a long wait for installations from NYSEG and that I would hear from him when the installation work was nearing. We discussed the electrical service requirements and a general approach to the job. He did not want any money at that time.

In July, 2016, a field technician from NYSEG visited the site and made notes regarding the requirements. He took photos and made notes. He told me that he would have to present the project to other technicians and discuss the project with them.

In early August, 2016, two more field technicians met the electrician at the site. They did not contact me and I did not speak with them at that time.

By June, 2017, no work had been commenced or scheduled with me so I contacted NYSEG. Their customer service rep told me that there was no job order on my account. I was very insistent and asked to speak with a supervisor. A supervisor told me that she was able to locate the job order and that NYSEG was waiting for load forms from the electrician. She emailed me the required forms. To me, it was not possible that two visits from NYSEG to the site, one with the electrician, could have been accomplished without that very basic information having already been supplied.

I called the electrician twice and left detailed messages. I also texted him with the same information. He did not respond to phone messages or text messages.

I do not know what is going on and cannot find out other than what NYSEG told me which was that they were waiting for load forms.

What resolution(s) are you seeking?

I do not know how to proceed in order to get this project completed. I have spent considerable time and money on the two buildings in question and I need electrical service.

It is difficult to find an electrician in this area. I was told, and I don't know if its true, that the electrician's father is part of the crew that does the installations. This makes me afraid to switch electricians.

I do not know why he doesn't return my calls.

I do not know why NYSEG has a computer record of "no load form" when all of that must have been done already. This is a small community. I do not wish to make enemies but between the electrician, the work crew and NYSEG, I am not being treated properly and I see no other recourse but to file a complaint.

I would like the project completed and or hear from someone who can advise me what I need to do to move this project along.

If there is some kind of hidden process, collusion or concealment of job status at the work crew level from NYSEG administration, that needs to end.

What resolution did they offer you?

None. They are asking for forms that I believe have been supplied a long time ago but I have no way of knowing or finding out other than to "fire" my electrician and start over. If I do that, I may get on a new, even longer, waiting list.

If the above information is correct, you may now attach one file that contains any documentation associated with this complaint.

Then press the "Submit" button below to process your complaint.

If you wish to make corrections to the above information, please use the "Return" button.

Attach Documentation: No file selected.