



Patient Advocates Program

Oct. 27 Webinar Teach-in



Now you can call into our Webinar using your telephone, or connect using your computer.

Your Rights as a Utility Consumer in New York State: Just in Time for Heating Season

Date: Tuesday, October 27, 2020 **Time:** 10:00 am—11:00 am

Speaker: Rosa Maria Castillo-Kesper is the Director of Operations of the Public Utility Law Project

To register for the ZOOM Webinar event virtually [click HERE](#)

To connect via phone: 646-558-8656, Webinar ID: 859 9691 7845#

Session Overview

Whether you are a home owner or renter, we all depend on utilities for our electric, natural gas, and telephone often problems can emerge regarding billing, payment, and service delivery. However, dealing with utility companies can be a daunting task and especially challenging for elderly or low income consumers. Most people do not know their rights or how to complain to a utility or to the Public Service Commission.

Fortunately, the Public Utility Law Project (PULP) has offered to provide a special Webinar Teach in on consumer utility rights just in time for the heating season.

PULP is a non-profit organization that represents residential low income & rural consumers seeking to advance universal service, affordability, and consumer protection in utility, telecommunications and energy-related matters. They will provide this Telephone Teach in about utility rights.

In this session you will learn about:

- Your rights as a utility consumer of electricity, natural gas, telecommunications services, and as residential heating fuel or water customers
- Dealing with problems getting service
- Preventing utility shutoffs or get your utilities turned back on
- The process of filing a complaint with a utility of the Public Service Commission
- Energy efficiency programs available to lower your costs
- Programs that can assist you in paying utility bills
- What to look out for if you are thinking of switching your electricity or natural gas supplier to a energy services company (ESCO)
- Key issues that PULP is working on to improve the rights of consumers

STATE  **WIDE**

New York StateWide Senior Action Council, Inc.



**ALL TEACH-INS RUN
FROM 10:00—11:00 AM.**

REMINDERS:

- You can connect to the webinar teach in using your phone or computer.
- If you need assistance with ZOOM, you can visit their Website at ZOOM.US and view their Resources—Video Tutorials
- If you missed any of our previous teach ins, visit our Web site to hear a recorded playback. nysenior.org

Caller Instructions and Other Information

- The sessions are in presentation mode but the line will be opened for participant questions and comments after the speaker has finished their presentation.
- Materials from Teach Ins are posted on our website www.nysenior.org
- When on our website,
 1. On the navigation bar, click on **Our Helplines**
 2. In the drop down menu, click on **Patient's Rights Helpline**
 3. Under "**Information for Hospital Patients**", click on **Telephone Teach-in**. This will take you to additional information about past Teach ins, powerpoint presentations and other important notes.

Call 800-333-4374 to reserve your spot!

NY STATEWIDE SENIOR ACTION COUNCIL

is a not-for-profit grassroots membership organization made up of individuals and organizations with an interest in improving the lives of senior citizens.

Funding for our Patient Advocates Program is being provided through the generous support of the NYS Legislature and administered by the NYS Office for the Aging

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The **Helpline** is toll free at
800-333-4374

Information is also available on the StateWide website at
www.nysenior.org

E-mail questions to:

StateWidePatientsRights@gmail.com