



## Department of Public Service

3 Empire State Plaza, Albany, NY 12223-1350  
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June 27, 2019

Ms. Daniel Pinkowski

[REDACTED]  
[REDACTED]

Mr. Gregory A. Ladd  
Senior Supervisor  
Customer Policy & Satisfaction  
National Grid- Upstate  
300 Erie Boulevard West  
Syracuse, NY 13202

**Re: Case #948302**  
**Pinkowski vs. National Grid**

Dear Ms. Pinkowski and Mr. Ladd:

This is to acknowledge your June 19, 2019 letter received by the Secretary to the Commission on June 25, 2019, appealing the denial of an informal hearing decision dated June 13, 2019, in the above-referenced case. A copy of the appeal is attached hereto. Please refer to the above case number in any future correspondence.

Staff will review the appeal for the purpose of making a recommendation to the Commission. If either party wishes to submit further information or documentation not previously submitted in connection with the complaint or the appeal, please forward any such material to this office by July 29, 2019. If necessary, staff may also request additional written information and/or records from the customer or the utility. If this occurs, a copy of the information or records will be provided to the other party, who will be given an opportunity to comment.

After reviewing staff's recommendation, the Commission may decide to uphold, overturn, or modify the hearing officer's decision. The Commission also has the discretion to order a formal evidentiary hearing if it finds this to be appropriate under the circumstances. However, appeals

are usually decided based upon the written materials submitted by the parties. The parties will receive a copy of the Commission's decision in writing.

If you have any questions regarding the appeal process, please call Sharlene Marciano at 1-800-342-3377.

Sincerely,

*Alicia M. Sullivan*

Alicia M. Sullivan  
Appeals Unit, Supervisor  
Office of General Counsel

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