

Christine Alexander
Vice President – Customer Service

October 10, 2025

Honorable Michelle Phillips
State of New York
Department of Public Service
Three Empire State Plaza
Albany, NY 12233-1350

Re: Case 22-E-0317 - Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of New York State Electric & Gas Corporation for Electric Service.

Case 22-G-0318 - Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of New York State Electric & Gas Corporation for Gas Service.

Case 22-E-0319 - Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of Rochester Gas and Electric Corporation for Electric Service.

Case 22-G-0320 - Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of Rochester Gas and Electric Corporation for Gas Service.

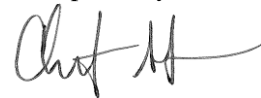
PSC Complaints Backlog Resolution – September 2025

Dear Secretary Phillips:

In accordance with the New York Public Service Commission's Order Adopting Joint Proposal in the above referenced proceedings,¹ New York State Electric & Gas Corporation and Rochester Gas and Electric Corporation hereby submit this information related to the PSC Complaint Backlog for the month ending September 30, 2025.

If you have any questions pertaining to this information, please contact me.

Respectfully submitted,



Christine Alexander

Enclosures.

¹ Cases 22-E-0317 *et al.* - Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of New York State Electric & Gas Corporation for Electric Service, Order Adopting Joint Proposal (issued and effective October 12, 2023, Joint Proposal Appendix P, Customer Service Provisions, II, Customer Service Performance Indicator Metrics and Targets, A, PSC Complaints Complaint Backlog Resolution, p. 4 of 13, Appendix JJ Compliance and Reporting Requirements in the Proposal, pp. 14-15 of 15).