

**COUNCIL RESOLUTION #120 OF 2025**

**OPPOSING PROPOSED NYSEG RATE INCREASES AND THE CLOSURE OF THE LOCAL CUSTOMER SERVICE OFFICE**

By Councilor

October 2, 2025

**WHEREAS**, New York State Electric & Gas Corporation (NYSEG), a subsidiary of Avangrid, has filed proposed rate plans with the New York State Public Service Commission (PSC) that would significantly increase electric and gas delivery charges over a three-year period; and

**WHEREAS**, these proposed increases—if approved—would impose a substantial financial burden on our municipality, our residents, small businesses, and vulnerable populations in the City of Auburn; and

**WHEREAS**, NYSEG has also proposed the closure of multiple in-person customer service offices across the state, including the Auburn Customer Service Office located at 73 Wright Circle, thereby reducing access to critical in-person services for customers who rely on walk-in support for billing, service issues, and other needs; and

**WHEREAS**, the City Council recognizes the importance of maintaining and modernizing utility infrastructure but believes that such investments must be implemented in a manner that is transparent, equitable, and does not disproportionately affect low- and fixed-income residents; and

**WHEREAS**, the City of Auburn strongly supports the continued presence of accessible, local customer service and opposes any efforts to eliminate face-to-face services without adequate alternatives for those lacking reliable internet access, transportation, or digital literacy; and

**NOW, THEREFORE, BE IT RESOLVED**, that the City Council of the City of Auburn, New York hereby formally opposes the proposed NYSEG rate increases and the closure of the Auburn Customer Service Office, and calls upon the New York State Public Service Commission to deny the proposed rate increases and ensure access to local customer service by maintaining the Auburn walk-in office; and

**BE IT FURTHER RESOLVED**, that the City Clerk is hereby directed to forward a certified copy of this resolution to:

- The New York State Public Service Commission
- Governor Kathy Hochul
- Senator Rachel May
- Assemblyman John Lemondes
- Representatives of NYSEG and Avangrid

