

From: Representative Josh Riley
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To: Matesic, Hannah (OST)
Subject: Help Me Hold Utility Companies Accountable—Take the Survey

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TAKE THE UTILITY SURVEY



Dear Hannah,

Growing up, my family would sit around the kitchen table every week and balance the budget. My folks would split what the family brought home into envelopes—one for the mortgage, another for the groceries, one for school clothes, and if there was anything left over, one to set aside and save up for a family vacation. Today, too many families across Upstate New York have too many envelopes and not enough money to fill them.

My focus in Congress is simple: stand up to the special interests and make life a little easier for working families. In my first few months on the job, that's exactly what I've been working to do.

I introduced the bipartisan **Lowering Egg Prices Act** to cut through bureaucratic red tape and bring down your grocery bill. I introduced the bipartisan **Weatherization Enhancement & Readiness Act**, which would help folks make home improvements to save on their utilities. And I've sponsored legislation to support our local dairy farmers, create good manufacturing jobs, and protect Social Security.

I've heard from so many folks that they're struggling with utility bills that seem like they're always going up, and no one can figure out why. Meanwhile, utility companies

are bragging to their investors about raking in record profits. People are fed up—and rightfully so. **That's why today, I'm launching an investigation into rising utility costs across Upstate New York.**

Please take a few minutes to share your experience below—what you're seeing on your bills, what challenges you're facing, and what changes you'd like to see. Your voice will help me fight for fairer rates, stronger oversight, and energy policies that put working families first.

With gratitude and high hopes,



Josh Riley
Member of Congress

Your Utility Service Experience

Who is your primary electricity provider?

- ☐ Central Hudson
- ☐ National Grid
- ☐ NYSEG
- ☐ Other

Who is your primary natural gas provider (if applicable)?

- ☐ Central Hudson
- ☐ National Grid
- ☐ NYSEG
- ☐ Other

Do you have a smart meter installed at your residence?

- ☐ Yes
- ☐ No
- ☐ Not Sure

Over the past year, has your utility bill:

- ☐ Increased significantly

- ☐ Increased somewhat
- ☐ Stayed about the same
- ☐ Decreased
- ☐ Not sure

If your bill increased, can you estimate by how much (percentage or dollar amount)?

What is your average monthly utility bill (electricity + gas, if applicable)?

Affordability & Financial Impact

How much of your monthly income goes toward utility bills (estimated percentage)?

- ☐ Less than 5%
- ☐ 5-10%
- ☐ 10-20%
- ☐ Over 20%
- ☐ Not sure

Have you ever had to make difficult budget choices (e.g. skipping groceries, medications, etc.) to pay your utility bills?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Do you receive any assistance paying your utility bills (e.g. HEAP, energy discount programs)?

- ☐ Yes
- ☐ No
- ☐ I'm not sure/ Not aware of any programs

Have you ever experienced a utility shutoff due to nonpayment?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Have you made any energy efficiency upgrades to your home (e.g., insulation, LED lighting, heat pumps, solar panels)?

- ☐ Yes
- ☐ No
- ☐ Planning to

☐ Not sure

Reliability & Service

What is the most frequent issue you face when dealing with your utility provider? Select all that apply.

- ☐ Unexpected bill increases
- ☐ Difficulty understanding my bill
- ☐ Poor customer service
- ☐ Long wait times for service or response
- ☐ Issues with smart meters
- ☐ Trouble accessing financial assistance
- ☐ Other

Have you reported an issue to your utility provider in the past year? If so, was it resolved to your satisfaction?

- ☐ Yes, and it was resolved
- ☐ Yes, but it was not resolved
- ☐ No, I haven't reported any issues
- ☐ Not sure

Have you experienced frequent power outages in the past 12 months?

- ☐ Yes, frequently
- ☐ Occasionally
- ☐ Rarely
- ☐ Never
- ☐ Not sure

If yes, how long do outages typically last?

- ☐ Less than 1 hour
- ☐ 1-4 hours
- ☐ 4-12 hours
- ☐ More than 12 hours

Policy & Oversight

Would you support policies that increase accountability and oversight of utility companies?

- ☐ Strongly support
- ☐ Somewhat support
- ☐ Neutral
- ☐ Oppose
- ☐ Not sure

Would you support stronger regulations to limit utility rate increases?

- ☐ Strongly support
- ☐ Somewhat support
- ☐ Neutral
- ☐ Oppose
- ☐ Not sure

Do you support investments in renewable energy as a way to reduce long-term energy costs?

- ☐ Strongly support
- ☐ Somewhat support
- ☐ Neutral
- ☐ Oppose
- ☐ Not sure

Would you support the creation of a community-owned utility provider as an alternative to private companies?

- ☐ Strongly support
- ☐ Somewhat support
- ☐ Neutral
- ☐ Oppose
- ☐ Not sure

Is there anything else you'd like Congressman Riley to know about your experience with utility costs or energy providers?

Submit

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