



DATE: May 12, 2017

TO: Subscribers

SUGGESTED DISTRIBUTION: Commissioners, TA Directors, HEAP Coordinators, Staff Development Coordinators

FROM: Jeffrey Gaskell, Assistant Deputy Commissioner
Employment and Income Support Programs

SUBJECT: NYSEG; RG&E Email outage

EFFECTIVE DATE: Immediately

CONTACT PERSON: Temporary Assistance Bureau at (518) 474-9344

The purpose of this GIS is to inform Social Services Districts (districts) that New York State Electric and Gas Corporation (NYSEG) and Rochester Gas & Electric (RG&E) have informed the Office of Temporary and Disability Assistance (OTDA) that NYSEG/RG&E's email system is currently down. All emails from outside agencies, including districts, are currently blocked. Anyone outside NYSEG/RG&E attempting to send an email to NYSEG/RG&E will not receive a notification that their email has been blocked.

Until further notification, districts are advised to use only phone, fax, or website to contact NYSEG or RG&E.

A follow-up GIS message will be sent once NYSEG/RG&E's email system is no longer blocking outside emails.

NYSEG:

Phone 800-334-4304

Fax: 88-505-3399

RGE:

Phone: 585-771-6880

Fax: 585-771-6383

Website for both NYSEG and RG&E: <https://www3.nyseg.com/dssweb/Logon.aspx>