

DATE: February 19, 2016

TO: Subscribers

SUGGESTED DISTRIBUTION: Commissioners, TA and SNAP Directors, HEAP Coordinators, WMS Coordinators

FROM: Phyllis D. Morris, Deputy Commissioner
Center for Employment and Economic Supports

SUBJECT: NYSEG and RG&E Website Security Enhancements

EFFECTIVE DATE: Immediately

CONTACT PERSON: HEAP Bureau at 1-(800) 343-8859, extension 3-0332 or TA Bureau at 1 - (800) 343-8859 , extension 4-9344

NYSEG/RGE recently contacted OTDA CEES policy staff advising that an update on the safety protocol for internet applications scheduled for the weekend of February 19-20, 2016, may affect Social Services Districts (SSD) user access to the DSS Web portal used to retrieve customer account information and guarantee HEAP and Temporary Assistance (TA) utility benefits if the SSD user is not using one of the browsers listed below:

- Internet Explorer 9 or higher
- Firefox 27 or higher
- Safari 9 or higher
- Google Chrome 30 or higher

In order for the update to work properly, all SSD DSS Web portal users will need to operate on one of these browsers. Please refer to GIS 16 TA/WMS003 Reported Upgrades to the NYSEG/RGE DSS Web for further information on the planned security enhancements.

SSDs that do not utilize one of the browsers above or are unable to access the web portal may use the existing phone and email backup protocols New York State Gas and Electric (NYSEG) and Rochester Gas and Electric (RG&E) have in place for SSDs to verify account information and guarantee benefits. These are in place for SSDs when experiencing difficulties in accessing the NYSEG/RG&E DSS Web based portals. OTDA has been assured that the utilities will have the phones and e-mail mailbox fully staffed and all messages will be responded to in a quick and orderly manner.

These two utility companies have direct SSD access phone banks and designated e-mails for verifying account information and guaranteeing benefits.

- **NYSEG**
Phone: 1 (800) 334-4304
Email: CallCenter_dteam@nyseg.com
- **RG&E**
Phone: 1 (585) 771-6880
Email: RGEDSSTEAM@RGE.com

This message only impacts those SSD users located within the NYSEG or RG&E service areas, and who, currently have both a business need and utility granted permissions to contact one or both of these utility company websites.