2016 ANNUAL REPORT:
ACTIVITIES OF THE DIVISION OF CONSUMER PROTECTION

Pursuant to Section 94-a(5)(a) of the Executive Law

FOR SUBMISSION TO:
TEMPORARY PRESIDENT OF THE SENATE JOHN J. FLANAGAN
SPEAKER OF THE ASSEMBLY CARL E. HEASTIE

Andrew M. Cuomo
Governor

Rossana Rosado
Secretary of State
INTRODUCTION

In compliance with the requirements set forth in Executive Law §94-a(5)(a), the Department of State (the “Department”) respectfully submits this report regarding the activities of the Division of Consumer Protection (the “Division”). This report covers the period commencing on January 1, 2016 and concluding on December 31, 2016.

During the reporting period, the Division accomplished its goals of educating and protecting the public by: (1) providing direct assistance and mediation to resolve marketplace complaints; (2) delivering mitigation assistance for victims of identity theft; (3) conducting education campaigns related to scam prevention, identity theft prevention, financial literacy, and product safety; (4) advancing cost effective and quality electric, gas, telephone, and cable service by representing consumers at utility rate and policy proceedings before New York State and federal regulators; and (5) enforcing the State’s Do-Not-Call Law (the “DNC Law”).

CONSUMER ASSISTANCE UNIT

Executive Law §94-a(3)(a)(1) charges the Division to “receive complaints of consumers, attempt to mediate such complaints where appropriate, and refer complaints to the appropriate unit of the department, or federal, state, or local agency authorized by law for appropriate action on such complaints.” This statutory mandate is met through the Consumer Assistance Unit (the “CAU”). The CAU operates a Consumer Assistance Hotline five days per week, 8:30 a.m. to 4:30 p.m. Consumers also have the option of filing a consumer complaint electronically 24 hours per day, seven days per week, via the Department’s website. Among other issues, the CAU mediates and resolves complaints regarding product refunds and returns, credit card disputes, debt collection and consolidation practices, internet services, cellular services, credit report errors, and identity theft mitigation.

In 2016, the CAU staff handled 14,830 complaints and inquiries. These activities saved New York consumers an estimated $679,605.23 and facilitated $90,355.52 in avoided costs. A chart of the top ten consumer concerns addressed in 2016 is contained in Appendix A.

OUTREACH AND EDUCATION PROGRAM

Executive Law §94-a(3)(a)(3) directs the Division to “initiate and encourage consumer education programs.” In 2016, the Division provided presentations on Identity Theft Prevention and Mitigation, Scam Prevention, Financial Literacy, the DNC Law, and Product Safety. The Division delivered live seminars to community groups, organizations, and educational institutions across the State, a list of which is provided in Appendix B. The Division also educated consumers by utilizing alerts and related media coverage.

Of special note, during the reporting year, the Division collaborated with the U.S. Consumer Product Safety Commission (the “CPSC”) to deliver live carbon monoxide safety education presentations. The Division also collaborated with the CPSC’s Anchor It! Program to co-brand furniture tip-over prevention and education materials. To that end, the Division’s 2016 product safety education seminars emphasized the hazards unsecured furniture and televisions present to children.

In August 2016, the Division entered into an outreach partnership with LiveOn-NY Senior Medicare Patrol—a nationwide education and assistance program working with seniors and caregivers to prevent, detect, and report Medicare fraud and waste. Live presentations were conducted on specific scams as they relate to healthcare fraud and senior citizens. The Division, along with LiveON-NY conducted 25 presentations reaching
approximately 550 senior citizens, social workers, direct service providers and caregivers around the New York City area.

**DO-NOT-CALL INVESTIGATION UNIT**

The New York State DNC Law, which became effective in 2001, allowed consumers to place their home landline and personal mobile telephone numbers on a central registry in order to reduce the number of unsolicited telemarketing calls they receive. In 2003, the Federal Trade Commission ("FTC") and the Federal Communications Commission collaborated to create the National Do-Not-Call Program and Registry. Subsequently, New Yorkers were able to register their home and mobile phone numbers on the National Do-Not-Call Registry and file complaints using the FTC’s website.

Using the National Registry to retrieve the complaints of aggrieved New Yorkers, the Department investigated alleged violations with the goal of ending unlawful conduct. As of December 31, 2016, there were 14,504,365 New York telephone numbers on the National Registry, an increase of 197,640 telephone numbers over the previous year. In 2016, the Department investigated 92,391 complaints concerning violations of the Do-Not-Call Law and collected $351,007 in penalties related thereto.

**UTILITY INTERVENTION UNIT**

Executive Law §94-a(4)(b) sets forth the powers and duties of the Utility Intervention Unit (the “UIU”). The UIU is generally charged with representing the interests of consumers before federal, state, and local agencies engaged in the regulation of energy, water, and telecommunication services. UIU staff participate in cases before the Public Service Commission (the “PSC”), the New York Independent System Operator (the “NYISO”), and the Federal Energy Regulatory Commission (the “FERC”) as well as more than a half dozen utility and energy-related interagency working groups, task forces, and committees.

In 2016, UIU analyzed documents, submitted testimony and briefs, and engaged in settlement discussions in PSC and FERC regulatory proceedings. The UIU continues to serve as the designated consumer advocate at the NYISO, which oversees the wholesale electricity markets in New York, and is a voting member on several of the NYISO’s decision-making committees. In that role, the UIU assists in developing rules and procedures that help to ensure that an adequate supply of reasonably priced electricity exists in the State.

During 2016, the UIU participated in hearings and negotiations in 13 PSC rate and policy proceedings, as noted in Appendix C. In each of these proceedings, the UIU advocated aggressively on behalf of consumers with the goal of containing the utilities’ proposed rate increases. It is important to note that rate cases are lengthy processes.

Additionally, the UIU was instrumental in refining and advancing the PSC’s recent efforts to protect customers from rampant Energy Services Company ("ESCO") overcharges. The UIU aggressively supported the PSC’s February, July, September, and December Orders that establish additional protections for residential, low-income, and small commercial ESCO customers. In response to the legal challenges to these Orders, the UIU filed two amici briefs supporting the PSC. The UIU has also proposed recommendations, currently under consideration at the PSC, to implement additional ESCO customer protections.
CONSUMER MARKETPLACE SAFETY

CHILDREN’S PRODUCT TESTING

Executive Law §94-a(3)(a)(11) grants the Division the power and duty to “conduct product research and testing and, where appropriate, contract with private agencies and firms for the performance of such services.” In 2016, the Department conducted a child product safety testing campaign to ensure compliance with applicable New York State and federal safety standards. All testing was conducted by a third-party Consumer Product Safety Commission (the “CPSC”) accredited laboratory.

A random sampling of 10 children’s toys found all products tested compliant with applicable New York State and federal standards. All products were tested for lead and phthalates. Where appropriate, specific products in the sampling were tested for flammability and mechanical hazards. The positive compliance results served as a safety assurance for the State’s children’s product consumers.

CONSUMER PRODUCT SAFETY COMMISSION DESIGNEE ACTIVITIES

The Division serves as the CPSC’s New York State designee for product safety. Together, the Division and the CPSC work to promote product safety programs throughout the State. In this role, the Division conducted 25 recall effectiveness checks in 2016.

CONCLUSION

In 2016, the Division successfully carried out its numerous charges set forth in Executive Law 94-a. Whether mitigating harms that have occurred or educating consumers to prevent future harm, the Division serves to assist and protect consumers navigating the ever-changing marketplace.
APPENDIX A

2016 Top Ten Categories of Consumer Assistance

<table>
<thead>
<tr>
<th>Rank</th>
<th>Category</th>
<th>Number</th>
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<tbody>
<tr>
<td>1</td>
<td>MEMBERSHIP CONTRACTS/CLUBS</td>
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<tr>
<td>2</td>
<td>HOME IMPROVEMENT</td>
<td>139</td>
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<tr>
<td>3</td>
<td>BANKING/LENDING INSTITUTIONS</td>
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<td>4</td>
<td>AUTOMOBILE USED</td>
<td>151</td>
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<td>5</td>
<td>INTERNET/ON-LINE SERVICES</td>
<td>153</td>
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<td>6</td>
<td>CELLULAR/WIRELESS</td>
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<tr>
<td>7</td>
<td>MAIL ORDER/PHONE ORDER</td>
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<tr>
<td>8</td>
<td>PROFESSIONALS - QUALITY/BILLING</td>
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<td>9</td>
<td>DEFECTIVE MERCHANDISE</td>
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<tr>
<td>10</td>
<td>REFUNDS/STORE POLICY</td>
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APPENDIX B

Division of Consumer Protection
2016 Outreach Events and Presentations

January
1. Albany Community Action Partnership – Albany County
   Topic: Identity Theft

2. The Eddy Senior Care – Schenectady County
   Topic: Senior Scams

3. Assets for Independence – Albany County
   Topic: Financial Literacy

4. Beltrone Assisted Living Center – Albany County
   Topic: General, Division of Consumer Protection Outreach

5. NYS Department of Tax and Finance – Albany County
   Topic: General, Division of Consumer Protection Outreach

6. NYS Department of State, Division of Licensing Services – New York County
   Topic: Data Breech Security

7. Townsend Apartment – Albany County
   Topic: Data Privacy

8. Hoosick Falls Senior Citizens Center – Rensselaer County
   Topic: Data Privacy

February
9. Avila Housing – Albany County
   Topic: Scam Prevention

10. Southmall Towers – Albany County
    Topic: Scam Prevention

11. The Eddy Senior Care – Schenectady County
    Topic: Senior Safety

12. Tioga Opportunities, Inc. and Spencer First Presbyterian Church – Tioga County
    Topic: Senior Identity Theft and Scam Prevention

March
13. Rensselaer Senior Citizens Center – Rensselaer County
    Topic: Scam Prevention
14. Tri-City Valley Cats – Rensselaer County  
   Topic: Partnership Opportunities

15. Catholic Charities of Tompkins/Tioga – Tioga County  
   Topic: Scam Prevention

16. Westview Homes – Albany County  
   Topic: Scam Prevention

17. Great Neck Social Center – Nassau County  
   Topic: Scam Prevention

18. NYS Office of Comptroller – New York County  
   Topic: Scam Prevention

19. Capital District Senior Housing Options Providers – Albany County  
   Topic: General, Division of Consumer Protection Outreach

20. Coalition of New York State Alzheimer’s Association Chapters – Albany County  
   Topic: Partnership Opportunities

21. Monroe County Community College – Monroe County  
   Topic: College Tour, Credit and Credit Management

22. Coalition of New York State Alzheimer’s Association Chapters – Albany County  
   Topic: Senior Scam Prevention

23. Watertown Public Library – Jefferson County  
   Topic: Identity Theft Prevention

24. Guidance Counselors of Central NY – Onondaga County  
   Topic: Child Identity Theft Prevention

25. Child Abuse Prevention Conference – Albany County  
   Topic: Child Identity Theft Prevention

26. SUNY Oneonta – Greene County  
   Topic: College Tour, Credit and Credit Management

27. Creating Assets, Saving and Hope (CA$H) Coalition – Albany County  
   Topic: Identity Theft Prevention and Credit Management

28. Department of Transportation, Rochester – Monroe County  
   Topic: Scam Prevention

29. NYS Senator Michael Venditto District Outreach – Nassau County  
   Topic: Senior Scam Prevention

April

23. Watertown Public Library – Jefferson County  
   Topic: Identity Theft Prevention

24. Guidance Counselors of Central NY – Onondaga County  
   Topic: Child Identity Theft Prevention

25. Child Abuse Prevention Conference – Albany County  
   Topic: Child Identity Theft Prevention

26. SUNY Oneonta – Greene County  
   Topic: College Tour, Credit and Credit Management

27. Creating Assets, Saving and Hope (CA$H) Coalition – Albany County  
   Topic: Identity Theft Prevention and Credit Management

28. Department of Transportation, Rochester – Monroe County  
   Topic: Scam Prevention

29. NYS Senator Michael Venditto District Outreach – Nassau County  
   Topic: Senior Scam Prevention
30. NYS Senator Jack Martins District Outreach – Nassau County
   Topic: Senior Scam Prevention

31. NYS Senator Kemp Hannon District Outreach – Nassau County
   Topic: Senior Scam Prevention

32. Fulton Public Library – Oswego County
   Topic: Scam Prevention

May

33. Clark Sports Center – Otsego County
   Topic: Child Identity Theft

34. Empire State Association of Assisted Living Conference – Saratoga County (Statewide)
   Topic: Senior Scam Prevention

35. Civil Service Employees Association Presidents Meeting – Albany County
   Topic: Scam Prevention

36. Equinox Domestic Violence Shelter – Albany County
   Topic: Identity Theft of a Victim of Domestic Violence

37. Classified Scanning & Shredding – Monroe County
   Topic: Scam Prevention

38. Monument Square Apartments – Rensselaer County
   Topic: Scam Prevention

39. WIOX 91.3 FM – Delaware County
   Topic: Senior Scam Prevention with Alzheimer’s Patients

40. AARP Elmira – Tioga County
   Topic: Senior Scam Prevention

41. Glenmont Abbey Village – Albany County
   Topic: Senior Scam Prevention

42. NYC Safe Kids Healthy Home Conference – New York City County
   Topic: Tip Over Prevention (Anchor It)

43. Monticello Public Library – Sullivan County
   Topic: Scam Prevention

44. Mayors Roundtable, Capital Region – Albany County
   Topic: General, Division of Consumer Protection Outreach

45. Sequoia Financial Group – Saratoga County and Albany County
   Topic: Scam Prevention
46. Low Income Forum on Energy (LIFE) Conference – Albany County (Statewide)
   Topic: General, Division of Consumer Protection Outreach

47. Seneca Falls Library – Ontario County
   Topic: Scam Prevention

48. Low Income Forum on Energy (LIFE) Conference – Albany County (Statewide)
   Topic: Utility Fraud

49. Livingston Apartments – Albany County
   Topic: Scam Prevention

**June**

50. United Way of the Greater Capital Region – Albany County
   Topic: Tax Fraud Prevention

51. NYS Senator Kemp Hannon District Outreach, Farmingdale Library – Nassau County
   Topic: Senior Scam Prevention

52. Aging Concerns Unite Us (ACUU) Conference – Albany County (Statewide)
   Topic: Senior Scam Prevention

53. NYS Cyber Security Conference (ITS) – Albany County
   Topic: Identity Theft Prevention

54. NYS Senator Jack Martins District Outreach, Bryant Library – Nassau County
   Topic: Senior Scam Prevention

55. NYS Senator Jack Martins District Outreach, Manhasset Library – Nassau County
   Topic: Senior Scam Prevention

56. World Elder Abuse Awareness Day – Albany County
   Topic: General, Division of Consumer Protection Outreach

57. United Way of the Greater Capital Region – Albany County
   Topic: Partnership Opportunities

58. The Terrace at The Glen at Hiland Meadows – Warren County
   Topic: Senior Scam Prevention

59. Warren County Head Start, Glenn Falls Center – Warren County
   Topic: Child Identity Theft Prevention and Tip Over Prevention (Anchor It)

60. First Ward Senior Center – Broome County
   Topic: Scam Prevention

61. Albany Public Library – Albany County
   Topic: Credit and Credit Management
62. Ameritrade Financial – Erie County  
   Topic: Credit and Credit Management

63. Plattsburgh Senior Citizens Council – Clinton County  
   Topic: Scam Prevention

64. International Association of Workforce Professionals – Erie County  
   Topic: Identity Theft Prevention

65. St. Joseph’s Home – St. Lawrence County  
   Topic: Scam Prevention

July
66. Lucille Manor Apartments – Onondaga County  
   Topic: Scam Prevention

67. Byrne Manor Apartments – Onondaga County  
   Topic: Scam Prevention

68. St. Mary Apartments – Onondaga County  
   Topic: Scam Prevention

69. NYS Senator Sue Serino District Outreach – Dutchess County  
   Topic: Scam Prevention

70. John F. Kennedy Towers Senior Housing – Rensselaer County  
   Topic: General, Division of Consumer Protection Outreach

71. NYS PTA – Oneida County  
   Topic: Child Identity Theft

72. Plattsburgh Housing Authority at Lakeview Towers – Clinton County  
   Topic: Scam Prevention

73. The Club at Smallwood – Sullivan County  
   Topic: Scam Prevention

74. NYC Department of Design and Construction – New York City County  
   Topic: Scam Prevention

75. NYS Senator Jack Martins District Outreach, Port Washington Library – Nassau County  
   Topic: Senior Scam Prevention

August
76. Plattsburgh Public Housing Authority – Clinton County  
   Topic: Identity Theft Prevention

77. Wells Volunteer Ambulance Corps (Senior Meal Site) – Hamilton  
   Topic: Identity Theft Prevention
78. Pottery Barn Kids – Albany County  
   Topic: Child Identity Theft and Tip Over Safety (Anchor It)

79. New York Public Library, Baychester Branch – Bronx County  
   Topic: Senior Scam Prevention

80. Altamont Fair – Albany County  
   Topic: General, Division of Consumer Protection Outreach

81. NYS Senator Michael Venditto District Outreach, Wantagh Library – Nassau County  
   Topic: Senior Scam Prevention

82. Jamestown Area Senior Center – Chautauqua County  
   Topic: Senior Scam Prevention

83. NYS Office for the Aging – Chautauqua County  
   Topic: Senior Scam Prevention

84. New York State Fair, Senior Days – Onondaga County  
   Topic: General, Division of Consumer Protection Outreach

**September**

85. NYS Senator Michael Venditto District Outreach, North Bellmore Library – Nassau County  
   Topic: Senior Scam Prevention

86. Identity Theft & Senior Scam Forum – Oswego County  
   Topic: Scam Prevention

87. NYS Senator William Larkin District Outreach, Maybrook Senior Center – Orange County  
   Topic: Senior Scam Prevention

88. Lockheed Martin – Onondaga County  
   Topic: Senior Scam Prevention

89. East Syracuse YMCA – Onondaga County  
   Topic: Senior Scam Prevention

90. NYS Senator William Larkin District Outreach, Stony Point Senior Center – Orange County  
   Topic: Senior Scam Prevention

91. Salvation Army – Dutchess County  
   Topic: Senior Scam Prevention

92. Lutheran Church of Holy Spirit – Albany County  
   Topic: Senior Scam Prevention

93. Knights of Columbus Senior Club – Nassau County  
   Topic: Senior Scam Prevention
94. Centro Civico Cultural Dominicano – New York City County
   Topic: Identity Theft Prevention

95. The Hearth on James – Onondaga County
   Topic: Identity Theft Prevention

96. NYS Senator William Larkin District Outreach, Haverstraw Senior Center – Orange County
   Topic: Senior Scam Prevention

97. Brooklyn Public Library, Eastern Parkway Branch – Kings County
   Topic: General, Division of Consumer Protection and Do Not Call Outreach

98. GRIOT Circle – Kings County
   Topic: Senior Scam Prevention

October

99. Capital District Child Care Council – Albany County
   Topic: General, Division of Consumer Protection Outreach

100. NYS Senator George Amedore District Outreach, Marbletown Community Center – Ulster County
    Topic: Senior Scam Prevention

101. NYS Senator Michael Venditto District Outreach, Golden Gathering – Nassau County
    Topic: General, Division of Consumer Protection Outreach

102. The Kings Apartments – Dutchess County
    Topic: Senior Scam Prevention

103. NYS Senator Michael Venditto District Outreach, Seaford Library – Nassau County
    Topic: Senior Scam Prevention

104. New York Public Library, Wakefield Branch – Bronx County
    Topic: Senior Scam Prevention

105. The Fountains At Millbrook – Dutchess County
    Topic: Identity Theft Prevention

November

106. NYS Senator Kemp Hannon District Outreach, Plainview Old Bethpage Library – Nassau County
    Topic: Senior Scam Prevention and Carbon Monoxide Safety

107. Adult Abuse Training Institute (AATI) Conference – Albany County
    Topic: Senior Scam Prevention

108. Elmcor Services – Queens County
    Topic: Senior Scam Prevention
109. Dutchess Office for the Aging Senior Seminar – Dutchess County
   Topic: Senior Scam Prevention

110. Temple Hillel – Nassau County
   Topic: Senior Scam Prevention

111. Care Links of Southern Saratoga – Saratoga County
   Topic: Scam Prevention

112. PSS City Island – Bronx County
   Topic: Senior Scam Prevention

113. SelfHelp Benjamin Rosenthal Senior Center – Queens County
   Topic: Senior Scam Prevention

114. Allen Cathedral Senior Residence – Queens County
   Topic: Senior Scam Prevention

115. New York Public Library, Hudson Park Branch – New York City County
   Topic: Identity Theft Prevention

116. Woodhaven/Richmond Hill Senior Center – Queens County
   Topic: Senior Scam Prevention

117. PSS Parkside – Bronx County
   Topic: Senior Scam Prevention

118. PEP for Seniors – Bronx County
   Topic: Senior Scam Prevention

119. United Jewish Council of the East Side – New York City County
   Topic: Senior Scam Prevention

120. Spring Creek Towers – Kings County
    Topic: Senior Scam Prevention

121. Phillip Howard NORC Program – Kings County
    Topic: Senior Scam Prevention

December
122. PSS Morrisania – Bronx County
    Topic: Senior Scam Prevention

123. PSS Andrew Jackson – Bronx County
    Topic: Senior Scam Prevention

124. Diana H. Jones Innovative Senior Center – Kings County
    Topic: Senior Scam Prevention
125. ArchCare St. Vincent – Bronx County  
   Topic: Senior Scam Prevention

126. HANAC Innovative Senior Center – Queens County  
   Topic: Senior Scam Prevention

127. JASA Bartow Senior Center – Bronx County  
   Topic: Senior Scam Prevention

128. Catholic Charities – Kings County  
   Topic: Senior Scam Prevention

129. Concourse Plaza Wellness Center for Adults – Bronx County  
   Topic: Senior Scam Prevention

130. Weinberg Center for Balanced Living – New York City County  
   Topic: Senior Scam Prevention

131. Union Settlement NORC at Franklin Plaza – New York City County  
   Topic: Senior Scam Prevention

132. Hope Gardens Multiservice Center – Kings County  
   Topic: Senior Scam Prevention
### APPENDIX C

**Utility Intervention Unit**

**List of 2016 Utility Rate Cases & PSC Proceedings**

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<thead>
<tr>
<th>Case #</th>
<th>Company</th>
<th>Case Description</th>
<th>Category</th>
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<tr>
<td>16-01007</td>
<td>Clean Energy Advisory Council</td>
<td>In the Matter of the CEAC’s Low &amp; Moderate Income Clean Energy Initiatives Working Group</td>
<td>Policy Case</td>
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<td>16-G-0369</td>
<td>Corning Natural Gas</td>
<td>Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of Corning Natural Gas Corporation for Gas Service</td>
<td>Rate Case</td>
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<td>16-G-0257</td>
<td>National Fuel Gas</td>
<td>Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of the National Fuel Gas Distribution Corporation for Gas Service</td>
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<td>16-E-0270</td>
<td>Ginna-RG&amp;E</td>
<td>Proceeding to Examine a Proposal for Continued Operation of the R.E. Ginna Nuclear Power Plant, LLC.</td>
<td>Rate Case</td>
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<td>16-E-0060 &amp; 16-G-0061</td>
<td>Con Edison</td>
<td>Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of Consolidated Edison Company of New York, Inc. for Electric and Gas Service</td>
<td>Rate Case</td>
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<tr>
<td>16-G-0058 &amp; 16-G-0059</td>
<td>KeySpan Long Island &amp; KeySpan New York</td>
<td>Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of KeySpan Gas East Corporation and the Brooklyn Union Gas Company d/b/a National Grid for Gas Service</td>
<td>Rate Case</td>
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<td>15-E-0751</td>
<td>DPS</td>
<td>In the Matter of the Value of Distributed Energy Resources</td>
<td>Policy Case</td>
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<td>15-E-0302</td>
<td>DPS</td>
<td>Proceeding on Motion of the Commission to Implement a Large-Scale Renewable Program and a Clean Energy Standard</td>
<td>Policy Case</td>
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<td>15-G-0382</td>
<td>St. Lawrence Gas</td>
<td>Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of St. Lawrence Gas Company, Inc. for Gas Service</td>
<td>Rate Case</td>
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<td>15-E-0283, 15-G-0284, 15-E-0285, 15-G-0286</td>
<td>NYSEG/RGE</td>
<td>Proceedings on Motion of the Commission as to the Rates, Charges, Rules and Regulations of NYSEG and RGE for Electric and Gas Service</td>
<td>Rate Case</td>
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<td>15-M-0127, 12-M-0476, &amp; 98-M-1343</td>
<td>Retail Access Value Added Services Collaborative</td>
<td>Proceeding on Motion of the Commission to Assess Certain Aspects of the Residential and Small Non-residential Retail Energy Markets in New York State</td>
<td>Policy Case</td>
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<td>15-E-0082</td>
<td>Community Net Metering</td>
<td>Proceeding on Motion of the Commission as to the Policies, Requirements and Conditions For Implementing a Community Net Metering Program</td>
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<td>14-M-0565</td>
<td>Low Income Affordability Proceeding</td>
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