

DIRECTION: Tone is strong but comforting. Take 1 is with a neutral American accent. Take 2 is with a New York city accent, embodying the resilience of blue-collar New Yorkers.

NYS Department of Public Service – State Fair Video Script for Voiceover

VOICEOVER

WHO'S MAKING SURE YOU'RE GETTING THE SERVICES YOU DEPEND ON EVERY DAY?

SERVICES LIKE –

ELECTRICITY...

NATURAL GAS...

STEAM...

WATER...

CABLE TELEVISION...

OR LANDLINE PHONE...?

WE ARE.

WE'RE THE "NEW YORK STATE DEPARTMENT OF PUBLIC SERVICE" – OR "D-P-S."

OUR MISSION?

ENSURING ACCESS TO **SAFE, RELIABLE SERVICES** AT "JUST AND REASONABLE RATES" – ALL WHILE PROTECTING THE NATURAL ENVIRONMENT.

WE WORK ON BEHALF OF ALL NEW YORKERS –

HELPING YOU UNDERSTAND YOUR CONSUMER RIGHTS...

SHARING WAYS TO MAKE SERVICES MORE AFFORDABLE...

HELPING YOU NAVIGATE SERVICE CHANGES...

AND MAKING SURE **YOUR** VOICE IS HEARD.

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Last edited: Casey O'Donnell, 8/6/25

WE **HOLD UTILITIES ACCOUNTABLE** BY –

ENFORCING STATE LAWS AND REGULATIONS...

MONITORING SERVICE QUALITY...

AND INVESTIGATING AND RESOLVING YOUR UTILITY COMPLAINTS.

WE FOCUS ON **SAFETY AND RELIABILITY** BY –

INSPECTING ELECTRICAL AND PIPELINE SYSTEMS STATEWIDE...

REQUIRING UTILITY INFRASTRUCTURE IMPROVEMENTS...

OVERSEEING UTILITY EMERGENCY PREPAREDNESS AND RESPONSE...

AND ENSURING **YOUR SAFETY** IS A TOP PRIORITY FOR PROVIDERS DURING EMERGENCIES.

WE PUT **CLEAN ENERGY POLICIES** INTO ACTION –

ENGAGING WITH “COMMUNITIES, STATE AND LOCAL GOVERNMENTS, AND UTILITIES”...

AND ADVANCING PROGRAMS TO SUPPORT ACCESS TO CLEAN ENERGY.

THE “NEW YORK STATE DEPARTMENT OF PUBLIC SERVICE” – WE WORK FOR **YOU**.

CALL OUR HELPLINE AT “1-800-342-3377” – OR LEARN MORE AT “**D-P-S DOT N-Y DOT GOV.**”