

# TWIN LAKES WATER CO., INC.

## COMMENTS, QUESTIONS & CONCERNS

Dear TLWCI Customers,

If at any time, you have any comments, questions, concerns, or complaints you would like addressed, please feel free to contact us! There are quite a few ways to get in touch with us, and we are always willing to talk with you. In person, through our website, email, over the phone or through a P.O. Box note, we look forward to hearing from you.

WEBSITE: [WWW.TLWCI.COM](http://WWW.TLWCI.COM)

EMAIL: [TLWWSS@AOL.COM](mailto:TLWWSS@AOL.COM)

PHONE: 914-447-7431 / 203-943-8908

MAIL: TLWCI  
P.O. BOX 250  
SOUTH SALEM, NY 10590

For consumer complaints that cannot be resolved with the company, you may contact the New York State Department of Public Service (DPS).

DPS complaints may be directed as follows:

WEBSITE: [www.dps.ny.gov/complaints](http://www.dps.ny.gov/complaints)

PHONE: DPS HOTLINE at 1-800-342-3377  
(M-T 7:30a - 7:30p, F 7:30a – 7:00p)

MAIL: Office of Consumer Services  
NYS Department of Public Service  
3 Empire State Plaza, Albany, NY 12223