

STATE OF NEW YORK

47--B

2023-2024 Regular Sessions

IN ASSEMBLY

(Prefiled)

January 4, 2023

Introduced by M. of A. SAYEGH, DICKENS, SEAWRIGHT, DeSTEFANO, THIELE, SANTABARBARA, TAGUE, DURSO, SHIMSKY, GLICK, OTIS -- Multi-Sponsored by -- M. of A. MILLER -- read once and referred to the Committee on Corporations, Authorities and Commissions -- committee discharged, bill amended, ordered reprinted as amended and recommitted to said committee -- reported and referred to the Committee on Ways and Means -- committee discharged, bill amended, ordered reprinted as amended and recommitted to said committee

AN ACT to amend the public service law, the public authorities law and the general business law, in relation to requiring utility companies maintain a toll free number for reporting service outages

The People of the State of New York, represented in Senate and Assembly, do enact as follows:

1 Section 1. The public service law is amended by adding a new section
2 119-d to read as follows:

3 § 119-d. Toll free number for service outages. 1. Any gas corpo-
4 ration, electric corporation, gas and electric corporation, water corpo-
5 ration, steam corporation or a municipality rendering equivalent utility
6 services is required to establish, provide and maintain a toll free
7 phone number for consumers of such utility to call for reporting service
8 outages. Such toll free number shall:

9 a. be attended twenty-four hours a day, seven days a week;

10 b. have the capacity to adequately address a surge in phone call
11 volume during an emergency situation or extreme weather conditions;

12 c. be posted clearly and conspicuously on the homepage of the utility
13 company's website; and

14 d. be posted clearly and conspicuously on the first page of each
15 consumer's billing statement.

EXPLANATION--Matter in italics (underscored) is new; matter in brackets
[-] is old law to be omitted.

LBD01694-03-3

1 2. Any municipality shall have the opportunity to petition the commis-
2 sion for an exemption from the requirements of this section if such
3 municipality can show that such requirements are unduly burdensome.

4 § 2. Title 1-A of article 5 of the public authorities law, as added by
5 chapter 517 of the laws of 1986, is amended by adding a new section
6 1020-nn to read as follows:

7 § 1020-nn. Toll free number for service outages. The service provider
8 shall be required to establish, provide and maintain a toll free phone
9 number for consumers of service provided by the service provider to call
10 for reporting service outages. Such toll free number shall:

11 (a) be attended twenty-four hours a day, seven days a week;

12 (b) have the capacity to adequately address a surge in phone call
13 volume during an emergency situation or extreme weather conditions;

14 (c) be posted clearly and conspicuously on the homepage of the author-
15 ity's website; and

16 (d) be posted clearly and conspicuously on the first page of each
17 consumer's billing statement.

18 § 3. The general business law is amended by adding a new section
19 399-yyyy to read as follows:

20 § 399-yyyy. Toll free number for cable television and internet service
21 outages. Any cable television or internet service provider rendering
22 equivalent utility services is required to establish, provide and main-
23 tain a toll free phone number for consumers of such utility to call for
24 reporting service outages. Such toll free number shall:

25 (a) be attended twenty-four hours a day, seven days a week;

26 (b) have the capacity to adequately address a surge in phone call
27 volume during an emergency situation or extreme weather conditions;

28 (c) be posted clearly and conspicuously on the homepage of the cable
29 television or internet service provider's website; and

30 (d) be posted clearly and conspicuously on the first page of each
31 consumer's billing statement.

32 § 4. This act shall take effect on the ninetieth day after it shall
33 have become a law.