STATE OF NEW YORK

11711

IN ASSEMBLY

September 16, 2026

Introduced by COMMITTEE ON RULES -- (at request of M. of A. Manktelow) -- read once and referred to the Committee on Energy

AN ACT to amend the public service law, in relation to requiring gas and electric corporations provide in-person customer service representatives and maintain a publicly accessible outage and emergency tracking website

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

Section 1. Paragraph (a) of subdivision 13 of section 65 of the public service law, as amended by chapter 107 of the laws of 2025, is amended to read as follows:

(a) Every gas corporation or electric corporation furnishing utility services shall provide the following call center customer assistance receiving inquiries by phone or in writing on: customer financial responsibility; receiving requests to initiate or terminate service; receiving requests for emergency services; **providing information on outages and emergencies;** shared metering; determining deposit required or billing rate; receiving meter and service orders and access to meter requests; explaining company rates, regulations, policies, procedures, and common practices; initiating trouble order forms and high bill investigations; inbound and/or outbound handling of payment and other credit arrangements such as obtaining deposits, financial statements and payment plans; collection assistance inquiries and referring customers to social service agencies and other assistance programs. **Such call center shall always have available in-person customer service representatives to receive and respond to inquiries by phone.** This paragraph shall not apply to communications between departments to resolve a customer inquiry. For purposes of this section, "collection assistance inquiries" shall not include calls or activities related to the collection of debts that are referred to third-party collection agencies or those involving the direct pursuit of financial recovery on delinquent accounts.

§ 2. Section 66 of the public service law is amended by adding a new subdivision 21-a to read as follows:

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

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21-a. Every gas corporation, electric corporation or municipality furnishing utility services shall maintain a public facing website which shall include real-time information on outages and emergencies, the nature of such outages and emergencies, and estimates on when the outages and emergencies will be resolved.

§ 3. This act shall take effect one year after it shall have become a law. Effective immediately, the addition, amendment and/or repeal of any rule or regulation necessary for the implementation of this act on its effective date are authorized to be made and completed on or before such effective date.