

# STATE OF NEW YORK

8369

2025-2026 Regular Sessions

## IN ASSEMBLY

May 13, 2025

Introduced by M. of A. DILAN -- read once and referred to the Committee on Corporations, Authorities and Commissions

AN ACT to amend the public service law, in relation to requiring cable television companies to issue credits for 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  
2 224-d to read as follows:

3 § 224-d. Credit for service outage. 1. When a service outage affecting  
4 any subscriber exists due to a particular service interruption cause, a  
5 cable television company shall issue a credit allowance to such  
6 subscriber pursuant to the provisions of subdivisions two, three and  
7 four of this section.

8 2. If interruption continues for twenty-four hours or more, one thir-  
9 tieth of the monthly rate for all services and facilities furnished and  
10 billed by the service provider that are rendered useless or substantial-  
11 ly impaired for each twenty-four-hour period or fraction thereof.

12 3. If a service interruption is for less than twenty-four hours, and  
13 if credit is requested by the subscriber on the grounds that service for  
14 the day was substantially impaired by such interruption or inter-  
15 ruptions, then, a credit allowance will be issued for such day at one  
16 thirtieth of the monthly rate.

17 4. If the service provider reasonably determines that the interruption  
18 was in part caused by the loss of commercial power to the service  
19 provider's network, the credit allowance period will begin twenty-four  
20 hours after commercial power is restored.

21 5. The minimum credit for a service outage shall be equal to one thir-  
22 tieth times the applicable monthly charge for each twenty-four-hour  
23 period during which a service outage continues for at least four hours.

24 6. A cable television company shall be responsible for every service  
25 outage except for interruption of programming to provide emergency

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

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1 information to the public using the emergency alert system as defined in  
2 16 NYCRR 896.5.

3 7. This section shall not apply to commercial customers who receive  
4 service pursuant to a negotiated agreement that includes a customer  
5 credit provision for service interruptions.

6 § 2. This act shall take effect on the ninetieth day after it shall  
7 have become a law.