S T A T E O F N E W Y O R K

3639

2009-2010 Regular Sessions

I N A S S E M B L Y

January 27, 2009

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

AN ACT to amend the public service law, in relation to requiring utility, telephone and cable companies to provide large-print versions of billing statements and notices upon request by the consumer

THE PEOPLE OF THE STATE OF NEW YORK, REPRESENTED IN SENATE AND ASSEMBLY, DO ENACT AS FOLLOWS:

Section 1. Section 44 of the public service law is amended by adding a new subdivision 5 to read as follows:

5. AT THE TIME SERVICE IS INITIATED TO A RESIDENTIAL CUSTOMER AND AT LEAST ONCE A YEAR THEREAFTER, EVERY UTILITY CORPORATION OR MUNICIPALITY SHALL PROVIDE ITS CUSTOMERS WITH A LARGE PRINT NOTICE THAT BILLING STATEMENTS AND NOTICES ARE AVAILABLE IN LARGE PRINT FORMAT. UPON WRITTEN REQUEST BY A CUSTOMER, A UTILITY CORPORATION OR MUNICIPALITY SHALL PROVIDE THE CUSTOMER'S BILLING STATEMENTS AND NOTICES IN THE LARGE PRINT FORMAT COMMENCING NO LATER THAN SIXTY DAYS AFTER THE DATE UPON WHICH THE REQUEST IS RECEIVED BY THE UTILITY CORPORATION OR MUNICIPALITY. IF A RESIDENTIAL CUSTOMER RECEIVES RESIDENTIAL GAS OR ELECTRIC SERVICE FROM TWO OR MORE UTILITIES, THE RESIDENTIAL CUSTOMER NEED NOT BE NOTIFIED BY EACH SUCH UTILITY; THE UTILITY DISTRIBUTING THE CUSTOMER'S ENERGY SHALL PROVIDE A SINGLE ANNUAL NOTICE TO RESIDENTIAL CUSTOMERS. THE PROVISIONS OF THIS SUBDIVISION SHALL APPLY TO BOTH WRITTEN AND ELECTRONIC BILLING STATEMENTS AND NOTICES. FOR PURPOSES OF THIS SUBDIVISION "LARGE PRINT" MEANS A PRINTED OR ELECTRONIC FONT SIZE OF EIGHTEEN TO ILLUMINATE BILLING INFORMATION.

S 2. The public service law is amended by adding a new section 92-g to read as follows:

S 92-G. TELEPHONE BILLS; INFORMATIONAL NOTICES. AT THE TIME SERVICE IS INITIATED TO A RESIDENTIAL CUSTOMER AND AT LEAST ONCE A YEAR THEREAFTER, EVERY TELEPHONE CORPORATION SHALL PROVIDE ITS CUSTOMERS WITH A LARGE PRINT NOTICE THAT BILLING STATEMENTS AND NOTICES ARE AVAILABLE IN A

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

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LARGE PRINT FORMAT. UPON WRITTEN REQUEST BY A CUSTOMER, A TELEPHONE CORPORATION SHALL PROVIDE THE CUSTOMER'S BILLING STATEMENTS AND NOTICES IN LARGE PRINT FORMAT NO LATER THAN SIXTY DAYS AFTER THE DATE UPON WHICH THE REQUEST IS RECEIVED BY THE TELEPHONE CORPORATION. THE PROVISIONS OF THIS SECTION SHALL APPLY TO BOTH WRITTEN AND ELECTRONIC STATEMENTS AND NOTICES. FOR THE PURPOSES OF THIS SECTION, "LARGE PRINT" MEANS A PRINTED OR ELECTRONIC FONT SIZE OF EIGHTEEN TO ILLUMINATE BILLING INFORMATION.

S 3. The public service law is amended by adding a new section 92-h to read as follows:

S 92-H. CABLE BILLS; INFORMATIONAL NOTICES. AT THE TIME SERVICE IS INITIATED TO A RESIDENTIAL CUSTOMER AND AT LEAST ONCE A YEAR THEREAFTER, EVERY CORPORATION PROVIDING CABLE SERVICES SHALL PROVIDE ITS CUSTOMERS WITH A LARGE PRINT NOTICE THAT BILLING STATEMENTS AND NOTICES ARE AVAILABLE IN A LARGE PRINT FORMAT. UPON WRITTEN REQUEST BY A CUSTOMER, A CORPORATION PROVIDING CABLE SERVICES SHALL PROVIDE THE CUSTOMER'S BILLING STATEMENTS AND NOTICES IN LARGE PRINT FORMAT NO LATER THAN SIXTY DAYS AFTER THE DATE UPON WHICH THE REQUEST IS RECEIVED BY THE CORPORATION. THE PROVISIONS OF THIS SECTION SHALL APPLY TO BOTH WRITTEN AND ELECTRONIC STATEMENTS AND NOTICES. FOR PURPOSES OF THIS SECTION, "LARGE PRINT" MEANS A PRINTED OR ELECTRONIC FONT SIZE OF EIGHTEEN TO ILLUMINATE BILLING INFORMATION.

S 4. This act shall take effect January 1, 2010; provided, however that 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 and directed to be made and completed on or before such effective date.