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

2780

2013-2014 Regular Sessions

I N A S S E M B L Y

January 18, 2013

Introduced by M. of A. LAVINE, WEISENBERG, THIELE, FITZPATRICK, MONTESANO -- read once and referred to the Committee on Corporations, Authorities and Commissions

AN ACT to amend the public authorities law, in relation to establishing a customer bill of rights for certain utility customers

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

Section 1. Sections 1020-ii, 1020-jj and 1020-kk of the public authorities law, as renumbered by chapter 388 of the laws of 2011, are renumbered sections 1020-jj, 1020-kk and 1020-ll and a new section 1020-ii is added to read as follows:

S 1020-II. CUSTOMER BILL OF RIGHTS. 1. THE AUTHORITY SHALL HAVE SUFFICIENT CUSTOMER SERVICE REPRESENTATIVES AVAILABLE BY PHONE OR EMAIL TO ADDRESS CUSTOMER COMPLAINTS, CONCERNS, OR PROVIDE CUSTOMERS WITH RESTORATION INFORMATION IN THE EVENT WHERE CUSTOMERS DO NOT HAVE SERVICE.

2. IN THE EVENT THAT TEN PERCENT OF CUSTOMERS DO NOT HAVE SERVICE, THE AUTHORITY SHALL ESTABLISH REGIONAL TIMETABLES FOR RESTORATION OF SERVICE. EACH VILLAGE, TOWN, OR SCHOOL DISTRICT SHALL HAVE THEIR OWN RESTORATION TIMETABLE BASED UPON INDEPENDENT RESEARCH FOR EACH REGION. THESE TIMETABLES MUST BE PUBLISHED ON THE AUTHORITY'S WEBSITE.

3. THE AUTHORITY SHALL HAVE AVAILABLE AND DISSEMINATE THE NUMBER OF CREWS WORKING IN EACH REGION AND SHALL FURNISH THAT INFORMATION TO CUSTOMERS ON THEIR WEBSITE AND IF REQUESTED BY EMAIL OR BY PHONE.

4. THE AUTHORITY SHALL DEVELOP A PLAN TO RESTORE POWER AT GASOLINE STATIONS AND OTHER REFUELING STATIONS IN THE EVENT THAT TEN PERCENT OF CUSTOMERS DO NOT HAVE SERVICE.

5. THE AUTHORITY SHALL ESTABLISH AN EMERGENCY MANAGEMENT PLAN. THE PLAN SHALL INCLUDE

A. ARRANGEMENTS FOR BRINGING IN STAFF, EQUIPMENT, AND SUPPLIES; AND

B. ESTABLISHING COMMUNICATION CHANNELS TO PROVIDE CUSTOMERS WITH INFORMATION REGARDING RESTORATION.

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

LBD06485-01-3

6. THE AUTHORITY SHALL INVESTIGATE EACH CUSTOMER COMPLAINT REGARDING TREE INTERFERENCE WITH ELECTRICAL WIRES THAT CARRY POWER SUPPLIED BY THE AUTHORITY.

7. THE AUTHORITY SHALL INVESTIGATE EACH CUSTOMER COMPLAINT REGARDING BROKEN OR ROTTING POLES WHICH HOLD UP ELECTRICAL WIRES THAT CARRY POWER SUPPLIED BY THE AUTHORITY.

8. THE AUTHORITY SHALL CONDUCT AN ANNUAL INSPECTION OF ALL POLES CARRYING ELECTRICAL WIRES THAT SUPPLY POWER SUPPLIED BY THE AUTHORITY.

9. EACH COMPLAINT RECEIVED BY THE AUTHORITY WITH REGARD TO POWER DISRUPTION OR PROBLEMS SHALL BE ASSIGNED A TRACKING NUMBER FOR CUSTOMER REFERENCE. THE AUTHORITY SHALL MAINTAIN AN ONLINE SYSTEM WHICH SHALL ALLOW CUSTOMERS TO TRACK THE STATUS OF COMPLAINTS.

S 2. This act shall take effect immediately.