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I N S E N A T E

February 14, 2014

Introduced by Sens. SAVINO, MAZIARZ -- read twice and ordered printed,  
and when printed to be committed to the Committee on Energy and Tele-  
communications

AN ACT to amend the public service law, in relation to public hearing  
requirements before a gas or electric corporation closes a call center

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

1 Section 1. Paragraph (b) of subdivision 13 of section 65 of the public  
2 service law, as added by chapter 330 of the laws of 2010, is amended to  
3 read as follows:

4 (b) No gas or electric corporation shall close a call center or other  
5 facility providing the customer assistance set forth in paragraph (a) of  
6 this subdivision or relocate such customer assistance to another area of  
7 New York state or outside of New York state without notice and hearing  
8 before the commission. UPON RECEIPT OF THE NOTICE REQUIRED PURSUANT TO  
9 THIS PARAGRAPH, THE COMMISSION SHALL PROMPTLY FIX A DATE FOR THE  
10 COMMENCEMENT OF A PUBLIC HEARING THEREON NOT LESS THAN TWENTY NOR MORE  
11 THAN SIXTY DAYS AFTER SUCH RECEIPT. THE TESTIMONY PRESENTED AT SUCH  
12 HEARING MAY BE PRESENTED IN WRITING OR ORALLY, PROVIDED THAT THE COMMIS-  
13 SION MAY MAKE RULES DESIGNED TO EXCLUDE REPETITIVE, REDUNDANT OR IRREL-  
14 EVANT TESTIMONY. THE COMMISSION SHALL MAKE A RECORD OF ALL TESTIMONY IN  
15 ALL CONTESTED HEARINGS. FOR PURPOSES OF THIS SECTION "PUBLIC HEARING"  
16 MEANS A PUBLIC FORUM AT A PHYSICAL LOCATION, ATTENDED BY COMMISSION  
17 MEMBERS OR THEIR DESIGNEES, WHERE ORAL TESTIMONY IS ACCEPTED AND WRITTEN  
18 TESTIMONY MAY BE SUBMITTED FOR INCLUSION IN THE RECORD. SUCH FORUM SHALL  
19 BE OPEN TO PARTIES TO THE PROCEEDING AND THE GENERAL PUBLIC FOR THE  
20 PRESENTATION OF COMMENTS THAT SHALL BE LIMITED TO RELEVANT FACTS DIRECT-  
21 LY RELATED TO THE PROCEEDING IN QUESTION. SUCH HEARING SHALL BE  
22 COMMENCED UPON PROPER NOTICE TO THE PARTIES TO THE PROCEEDING AND THE  
23 PUBLIC AT LEAST FOURTEEN DAYS PRIOR TO THE SCHEDULED DATE.

24 S 2. This act shall take effect immediately.

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

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