STATE OF NEW YORK

8894

IN SENATE

August 11, 2020

Introduced by Sen. KAPLAN -- read twice and ordered printed, and when printed to be committed to the Committee on Rules

AN ACT to amend the public service law, in relating to requiring utility companies maintain a toll free number for reporting service outages

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

Section 1. The public service law is amended by adding a new section 119-d to read as follows:

§ 119-d. Toll free number for service outages. 1. Any gas corporation, electric corporation, gas and electric corporation, water corporation, steam corporation, telegraph corporation, telephone corporation, cable television company, internet service provider or a municipality rendering equivalent utility services is required to establish, provide and maintain a toll free phone number for consumers of such utility to call for reporting service outages. Such toll free number shall:

a. be attended twenty-four hours a day, seven days a week;

b. have the capacity to adequately address a surge in phone call volume during an emergency situation or extreme weather conditions;

c. be posted clearly and conspicuously on the homepage of the utility company's website; and

d. be posted clearly and conspicuously on the first page of each consumer's billing statement.

2. The failure to comply with the provisions in this section shall subject any gas corporation, electric corporation, gas and electric corporation, water corporation, steam corporation, telegraph corporation, telephone corporation, cable television company, internet service provider or a municipality rendering equivalent utility services to the penalties authorized in section twenty-five of this chapter.

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

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

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