

# STATE OF NEW YORK

3247--A

2021-2022 Regular Sessions

## IN ASSEMBLY

January 22, 2021

Introduced by M. of A. SAYEGH, DICKENS, GRIFFIN, MONTESANO, SEAWRIGHT, DeSTEFANO, GOTTFRIED, OTIS, SIMON, GALEF, THIELE, SANTABARBARA, TAGUE, DURSO, LAWLER -- Multi-Sponsored by -- M. of A. B. MILLER -- read once and referred to the Committee on Consumer Affairs and Protection -- reported and referred to the Committee on Codes -- reported and referred to the Committee on Ways and Means -- committee discharged, bill amended, ordered reprinted as amended and recommitted to said committee

AN ACT to amend the public service law, the public authorities law and the general business law, in relation 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:

1 Section 1. The public service law is amended by adding a new section  
2 119-d to read as follows:

3 § 119-d. Toll free number for service outages. 1. Any gas corpo-  
4 ration, electric corporation, gas and electric corporation, water corpo-  
5 ration, steam corporation or a municipality rendering equivalent utility  
6 services is required to establish, provide and maintain a toll free  
7 phone number for consumers of such utility to call for reporting service  
8 outages. Such toll free number shall:

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

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

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

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

16 2. The failure to comply with the provisions in this section shall  
17 subject any gas corporation, electric corporation, gas and electric  
18 corporation, water corporation, steam corporation or a municipality

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

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1 rendering equivalent utility services to the penalties authorized in  
2 section twenty-five of this chapter.

3 3. Any municipality shall have the opportunity to petition the commis-  
4 sion for an exemption from the requirements of this section if such  
5 municipality can show that such requirements are unduly burdensome.

6 § 2. The public authorities law is amended by adding a new section  
7 1020-mm to read as follows:

8 § 1020-mm. Toll free number for service outages. 1. The service  
9 provider shall be required to establish, provide and maintain a toll  
10 free phone number for consumers of service provided by the service  
11 provider to call for reporting service outages. Such toll free number  
12 shall:

13 (a) be attended twenty-four hours a day, seven days a week;

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

16 (c) be posted clearly and conspicuously on the homepage of the author-  
17 ity's website; and

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

20 2. The failure to comply with the provisions of this section shall  
21 subject the service provider to the penalties authorized in section  
22 twenty-five of the public service law.

23 § 3. The general business law is amended by adding a new section  
24 399-yyyy to read as follows:

25 § 399-yyyy. Toll free number for cable television and internet service  
26 outages. 1. Any cable television or internet service provider rendering  
27 equivalent utility services is required to establish, provide and main-  
28 tain a toll free phone number for consumers of such utility to call for  
29 reporting service outages. Such toll free number shall:

30 (a) be attended twenty-four hours a day, seven days a week;

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

33 (c) be posted clearly and conspicuously on the homepage of the cable  
34 television or internet service provider's website; and

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

37 2. The failure to comply with the provisions in this section shall  
38 subject any cable television or internet service provider rendering  
39 equivalent utility services to the penalties authorized in section twen-  
40 ty-five of the public service law.

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