STATE OF NEW YORK

4194

2021-2022 Regular Sessions

IN SENATE

February 2, 2021

Introduced by Sen. COMRIE -- read twice and ordered printed, and when printed to be committed to the Committee on Energy and Telecommunications

AN ACT to amend the public service law, in relation to prohibiting telephone, cable and utility companies from charging a fee to customers who request copies of previous billing statements or statements verifying that they are a customer

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

Section 1. Section 224-b of the public service law, as added by chapter 359 of the laws of 2009, is amended to read as follows:

§ 224-b. Cable bills. **1.** At the time service is initiated to a residential customer and at least once a year thereafter, every telephone corporation, as defined in subdivision seventeen of section two of this chapter, and every cable television company, as defined in section two hundred twelve of this article that provides cable service to customers in New York shall provide its customers with a notice that billing statements are available in a large print format. Upon written request by a customer, every telephone corporation and cable television company shall provide the customer's billing statements in large print format no later than sixty days after the date upon which the request is received by the telephone corporation and cable television company. The provisions of this section shall apply only to printed statements. For the purposes of this section, "large print" means a font size of sixteen or larger to illuminate billing information.

2. Upon customer request, every telephone corporation and cable television company shall provide copies of previous billing statements and/or statements verifying that such person requesting the document is a customer of such telephone corporation or television company. Telephone corporations and television companies shall not impose any fee, charge or surcharge for such requests.

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

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§ 2. Section 44 of the public service law is amended by adding a new subdivision 6 to read as follows:

6. Upon customer request, every utility corporation, energy services company or municipality shall provide copies of previous billing statements and/or statements verifying that such person requesting the document is a customer of such utility corporation, energy services company or municipality. Utility companies, energy services companies and municipalities shall not impose any fee, charge or surcharge for such requests.

§ 3. This act shall take effect immediately.