AN ACT to amend the public service law, in relation to establishing arrears resolution programs

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 37-a to read as follows:

§ 37-a. Arrears resolution program. 1. For the purposes of this section, the following terms shall have the following meanings:

(a) "covered period" means the period beginning February first, two thousand twenty until ninety days after December thirty-first, two thousand twenty-one;

(b) "COVID-19 state of emergency" means the state disaster emergency declared pursuant to executive order number two hundred two of two thousand twenty;

(c) "small business customer" means a business with twenty-five or fewer employees that is not a (i) publicly held company, or a subsidiary thereof, (ii) seasonal, short-term, or temporary customer, (iii) high energy customer as defined by the commission, or (iv) customer that the utility corporation can demonstrate has the resources to pay its arrears; and

(d) "utility arrears" means unpaid utility payments by a residential customer, small business customer and/or ratepayer to a utility corporation accrued during the covered period.

2. The commission shall require utility corporations to establish an arrears resolution program no later than ninety days after the effective date of this section for residential customers and small business customers to pay any utility arrears owed to such utility corporation during the covered period when such a customer has experienced a change

EXPLANATION--Matter in italics (underscored) is new; matter in brackets [-] is old law to be omitted.
in financial circumstances due to the COVID-19 state of emergency, as defined by the department. The fiscal impact of such program shall not be borne by customers and shall not be added to bills rendered by the utility corporation to customers.

3. A customer's utility arrears shall be paid:
   (a) fifty percent by the utility corporation from such corporation's shareholder funds; and
   (b) fifty percent by the commission from any federal funds made available for such purposes.

4. The commission shall require utility corporations to provide information and application forms for such programs to eligible customers on their websites, at their offices, and by other means, and to provide information regarding the availability and eligibility standards for such program to residential customers and small business customers at the time of service initiation, in bill inserts, in communications with customers in arrears, and by other means required or approved by the commission.

5. The commission shall require utility corporations to file periodic reports regarding the number of eligible customers participating in such programs and other information deemed necessary or appropriate by the commission.

§ 2. The public service law is amended by adding a new section 89-bb to read as follows:

§ 89-bb. Arrears resolution program. 1. For the purposes of this section, the following terms shall have the following meanings:
   (a) "covered period" means the period beginning February first, two thousand twenty until ninety days after December thirty-first, two thousand twenty-one;
   (b) "COVID-19 state of emergency" means the state disaster emergency declared pursuant to executive order number two hundred two of two thousand;
   (c) "small business customer" means a business with twenty-five or fewer employees that is not a (i) publicly held company, or a subsidiary thereof, (ii) seasonal, short-term, or temporary customer, (iii) high energy customer as defined by the commission, or (iv) customer that the water-works corporation can demonstrate has the resources to pay its arrears; and
   (d) "water arrears" means unpaid water utility payments by a residential customer, small business customer and/or ratepayer to a water-works corporation accrued during the covered period.

2. The commission shall require water-works corporations to establish an arrears resolution program no later than ninety days after the effective date of this section for residential customers and small business customers to pay any water arrears owed to such water-works corporation during the covered period when such a customer has experienced a change in financial circumstances due to the COVID-19 state of emergency, as defined by the department. The fiscal impact of such program shall not be borne by customers and shall not be added to bills rendered by the water-works corporation to customers.

3. A customer's water arrears shall be paid:
   (a) fifty percent by the water-works corporation from such corporation's shareholder funds; and
   (b) fifty percent by the commission from any federal funds made available for such purposes.

4. The commission shall require water-works corporations to provide information and application forms for such programs to eligible custom-
ers on their websites, at their offices, and by other means, and to
provide information regarding the availability and eligibility standards
for such program to residential customers and small business customers
at the time of service initiation, in bill inserts, in communications
with customers in arrears, and by other means required or approved by
the commission.

5. The commission shall require water-works corporations to file peri-
odic reports regarding the number of eligible customers participating in
such programs and other information deemed necessary or appropriate by
the commission.

§ 3. The public service law is amended by adding a new section 91-b to
read as follows:

§ 91-b. Arrears resolution program. 1. For the purposes of this
section, the following terms shall have the following meanings:
(a) "covered period" means the period beginning February first, two
thousand twenty until ninety days after December thirty-first, two thou-
sand twenty-one;
(b) "COVID-19 state of emergency" means the state disaster emergency
declared pursuant to executive order number two hundred two of two thou-
sand twenty;
(c) "small business customer" means a business with twenty-five or
fewer employees that is not a (i) publicly held company, or a subsidiary
thereof, (ii) seasonal, short-term, or temporary customer, (iii) high
usage customer as defined by the commission, or (iv) customer that the
telephone corporation can demonstrate has the resources to pay its
arrears; and
(d) "telephone arrears" means unpaid telephone payments by a residen-
tial and/or small business customer to a telephone corporation accrued
during the covered period.

2. The commission shall require telephone corporations to establish an
arrears resolution program no later than ninety days after the effective
date of this section for residential customers and small business
customers to pay any telephone arrears owed to such telephone corpo-
rations during the covered period when such a customer has experienced a
change in financial circumstances due to the COVID-19 state of emergen-
cy, as defined by the department. The fiscal impact of such program
shall not be borne by customers and shall not be added to bills rendered
by the telephone corporation to customers.

3. A customer's telephone arrears shall be paid:
(a) fifty percent by the telephone corporation from such corporation's
shareholder funds; and
(b) fifty percent by the commission from any federal funds made avail-
able for such purposes.

4. The commission shall require telephone corporations to provide
information and application forms for such programs to eligible custom-
ers on their websites, at their offices, and by other means, and to
provide information regarding the availability and eligibility standards
for such program to residential customers and small business customers
at the time of service initiation, in bill inserts, in communications
with customers in arrears, and by other means required or approved by
the commission.

5. The commission shall require telephone corporations to file period-
ic reports regarding the number of eligible customers participating in
such programs and other information deemed necessary or appropriate by
the commission.
§ 4. The public service law is amended by adding a new section 224-c to read as follows:

§ 224-c. Broadband services arrears resolution program. 1. For the purposes of this section, the following terms shall have the following meanings:

(a) "broadband service" means a mass-market retail service that provides the capability to transmit data to and receive data from all or substantially all internet endpoints, including any capabilities that are incidental to and enable the operation of the communications service, but shall not include dial-up service;

(b) "broadband service arrears" means unpaid broadband payments by a residential and/or small business customer to an internet service provider accrued during the covered period;

(c) "covered period" means the period beginning February first, two thousand twenty until ninety days after December thirty-first, two thousand twenty-one;

(d) "COVID-19 state of emergency" means the state disaster emergency declared pursuant to executive order number two hundred two of two thousand;

(e) "internet service provider" means any person, business or organization qualified to do business in this state that provides individuals, corporations, or other entities with the ability to connect to the internet; and

(f) "small business customer" means a business with twenty-five or fewer employees that is not a (i) publicly held company, or a subsidiary thereof, (ii) seasonal, short-term, or temporary customer, (iii) high usage customer as defined by the commission, or (iv) customer that the internet service provider can demonstrate has the resources to pay its arrears.

2. (a) The commission shall study broadband service arrears accrued during the COVID-19 state of emergency including by area of the state where customers owe such arrears, the types of services customers receive and the average amount of such arrears, and any current programs internet service providers offer their customers to assist with the payment of such arrears.

(b) Within ninety days of the effective date of this section, the commission shall submit a report of its findings and recommendations from the study and for the creation of broadband services arrears resolution programs, to the governor, the temporary president of the senate and the speaker of the assembly.

3. The commission shall require internet service providers to establish an arrears resolution program no later than ninety days after the submission of the commission's report on broadband service arrears for residential customers and small business customers to pay any broadband services arrears owed to such internet service provider during the covered period when such a customer has experienced a change in financial circumstances due to the COVID-19 state of emergency, as defined by the department. The fiscal impact of such program shall not be borne by customers and shall not be added to bills rendered by the internet service provider to customers.

4. A customer's broadband service arrears shall be paid:

(a) fifty percent by the internet service provider from such provider's shareholder funds; and

(b) fifty percent by the commission from any federal funds made available for such purposes.
5. The commission shall require internet service providers to provide information and application forms for such programs to eligible customers on their websites, at their offices, and by other means, and to provide information regarding the availability and eligibility standards for such program to residential customers and small business customers at the time of service initiation, in bill inserts, in communications with customers in arrears, and by other means required or approved by the commission.

6. The commission shall require internet service providers to file periodic reports regarding the number of eligible customers participating in such programs and other information deemed necessary or appropriate by the commission.

§ 5. This act shall take effect immediately.