STATE OF NEW YORK

927

2021-2022 Regular Sessions

IN SENATE

(Prefiled)

January 6, 2021

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Introduced by Sens. KAPLAN, MAYER -- read twice and ordered printed, and
    when printed to be committed to the Committee on Energy and Telecommu-
    nications

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 Assem-
bly, 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, telegraph corporation, telephone corporation,
6 cable television company, internet service provider or a municipality
7 rendering equivalent utility services is required to establish, provide
8 and maintain a toll free phone number for consumers of such utility to
9 call for reporting service outages. Such toll free number shall:
10   a. be attended twenty-four hours a day, seven days a week;
11   b. have the capacity to adequately address a surge in phone call
12 volume during an emergency situation or extreme weather conditions;
13   c. be posted clearly and conspicuously on the homepage of the utility
14 company's website; and
15   d. be posted clearly and conspicuously on the first page of each
16 consumer's billing statement.
17   2. The failure to comply with the provisions in this section shall
18 subject any gas corporation, electric corporation, gas and electric
19 corporation, water corporation, steam corporation, telegraph corpo-
20 ration, telephone corporation, cable television company, internet
21 service provider or a municipality rendering equivalent utility services
22 to the penalties authorized in section twenty-five of this chapter.
23   § 2. This act shall take effect on the ninetieth day after it shall
24 have become a law.

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