

STATE OF NEW YORK

7457

2021-2022 Regular Sessions

IN SENATE

October 20, 2021

Introduced by Sen. COMRIE -- 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 relation to responsibility for cable bills after a disconnection or downgrade in service

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

1 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:

2 § 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.

17 2. If a customer requests a disconnection from service or a downgrade in service from a cable television company, the customer shall only be liable for services incurred up to such date the disconnection or downgrade is effective. Customers that have paid in advance for the billing period when the disconnection or downgrade occurred shall be entitled to, on a pro rata basis, a refund, or in the event of a downgrade, a billing credit.

24 § 2. This act shall take effect immediately.

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

LBD08459-01-1