

# STATE OF NEW YORK

8530

## IN ASSEMBLY

January 5, 2024

Introduced by M. of A. MAGNARELLI -- read once and referred to the  
Committee on Corporations, Authorities and Commissions

AN ACT to amend the public service law, in relation to requiring certain  
call centers to provide the public service commission information  
regarding closures

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

1 Section 1. Paragraph (d) of subdivision 13 of section 65 of the public  
2 service law, as added by a chapter of the laws of 2023 amending the  
3 public service law relating to certain call centers, as proposed in  
4 legislative bills numbers S. 6694 and A. 3125-A, is amended to read as  
5 follows:

6 (d) Every public utility under this subdivision shall provide the  
7 [~~commissioner~~ commission an affidavit, annually, that no call centers  
8 or other facilities providing customer assistance set forth in paragraph  
9 (a) of this subdivision have been closed without notice and hearing  
10 before the commission and that the utility has not relocated such  
11 customer assistance to another area of New York state or outside of New  
12 York state without notice and hearing before the commission. The affida-  
13 vit shall be submitted in such form and at such times and shall contain  
14 information as the [~~commissioner~~ commission, by rule or regulation, may  
15 prescribe.

16 § 2. This act shall take effect on the same date and in the same  
17 manner as a chapter of the laws of 2023 amending the public service law  
18 relating to certain call centers, as proposed in legislative bills  
19 numbers S. 6694 and A. 3125-A, takes effect.

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

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