

STATE OF NEW YORK

6694

2023-2024 Regular Sessions

IN SENATE

May 5, 2023

Introduced by Sen. MANNION -- 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 certain call centers

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

1 Section 1. Subdivision 13 of section 65 of the public service law is
2 amended by adding a new subparagraph (d) to read as follows:

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

12 § 2. This act shall take effect on the thirtieth day after it shall
13 have become a law.

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

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