

STATE OF NEW YORK

8077

IN SENATE

January 5, 2024

Introduced by Sen. MANNION -- 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 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 Assembly, 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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