

# STATE OF NEW YORK

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3125--A

2023-2024 Regular Sessions

## IN ASSEMBLY

February 2, 2023

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Introduced by M. of A. MAGNARELLI, GUNTHER, GLICK, DINOWITZ, O'DONNELL  
-- read once and referred to the Committee on Corporations, Authorities  
and Commissions -- committee discharged, bill amended, ordered  
reprinted as amended and recommitted to said committee

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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