

# STATE OF NEW YORK

4713

2025-2026 Regular Sessions

## IN ASSEMBLY

February 4, 2025

Introduced by M. of A. SAYEGH, SEAWRIGHT, DeSTEFANO, SANTABARBARA, TAGUE, DURSO, SHIMSKY, GLICK, OTIS, REYES -- read once and referred to the Committee on Corporations, Authorities and Commissions

AN ACT to amend the public service law, the public authorities law and the general business law, in relation to requiring utility companies maintain a toll free number for reporting service outages

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

1 Section 1. The public service law is amended by adding a new section  
2 119-e to read as follows:

3 § 119-e. Toll free number for service outages. 1. Any gas corpo-  
4 ration, electric corporation, gas and electric corporation, water corpo-  
5 ration, steam corporation or a municipality rendering equivalent utility  
6 services is required to establish, provide and maintain a toll free  
7 phone number for consumers of such utility to call for reporting service  
8 outages. Such toll free number shall:

9 a. be attended twenty-four hours a day, seven days a week;

10 b. have the capacity to adequately address a surge in phone call  
11 volume during an emergency situation or extreme weather conditions;

12 c. be posted clearly and conspicuously on the homepage of the utility  
13 company's website; and

14 d. be posted clearly and conspicuously on the first page of each  
15 consumer's billing statement.

16 2. The failure to comply with the provisions in this section shall  
17 subject any gas corporation, electric corporation, gas and electric  
18 corporation, water corporation, steam corporation or a municipality  
19 rendering equivalent utility services to the penalties authorized in  
20 section twenty-five of this chapter.

21 3. Any municipality shall have the opportunity to petition the commis-  
22 sion for an exemption from the requirements of this section if such  
23 municipality can show that such requirements are unduly burdensome.

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

LBD01164-02-5

1 § 2. The public authorities law is amended by adding a new section  
2 1020-nn to read as follows:

3 § 1020-nn. Toll free number for service outages. 1. The service  
4 provider shall be required to establish, provide and maintain a toll  
5 free phone number for consumers of service provided by the service  
6 provider to call for reporting service outages. Such toll free number  
7 shall:

8 (a) be attended twenty-four hours a day, seven days a week;

9 (b) have the capacity to adequately address a surge in phone call  
10 volume during an emergency situation or extreme weather conditions;

11 (c) be posted clearly and conspicuously on the homepage of the author-  
12 ity's website; and

13 (d) be posted clearly and conspicuously on the first page of each  
14 consumer's billing statement.

15 2. The failure to comply with the provisions of this section shall  
16 subject the service provider to the penalties authorized in section  
17 twenty-five of the public service law.

18 § 3. The general business law is amended by adding a new section  
19 399-yyyyy to read as follows:

20 § 399-yyyyy. Toll free number for cable television and internet  
21 service outages. 1. Any cable television or internet service provider  
22 rendering equivalent utility services is required to establish, provide  
23 and maintain a toll free phone number for consumers of such utility to  
24 call for reporting service outages. Such toll free number shall:

25 (a) be attended twenty-four hours a day, seven days a week;

26 (b) have the capacity to adequately address a surge in phone call  
27 volume during an emergency situation or extreme weather conditions;

28 (c) be posted clearly and conspicuously on the homepage of the cable  
29 television or internet service provider's website; and

30 (d) be posted clearly and conspicuously on the first page of each  
31 consumer's billing statement.

32 2. The failure to comply with the provisions in this section shall  
33 subject any cable television or internet service provider rendering  
34 equivalent utility services to the penalties authorized in section twen-  
35 ty-five of the public service law.

36 § 4. This act shall take effect on the ninetieth day after it shall  
37 have become a law.