

# STATE OF NEW YORK

7954

2025-2026 Regular Sessions

## IN ASSEMBLY

April 16, 2025

Introduced by M. of A. P. CARROLL -- read once and referred to the  
Committee on Energy

AN ACT to amend the public service law, in relation to the power of the  
public service commission to require refunds of or reductions in rates  
for inadequate or interrupted electric or steam service

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

1 Section 1. Subdivision 20 of section 66 of the public service law, as  
2 added by chapter 394 of the laws of 1978, is amended to read as follows:

3 20. (a) Notwithstanding any general or special law, rule or regu-  
4 lation, the commission shall have the power to provide for the refund of  
5 any revenues received by any gas or electric corporation which cause the  
6 corporation to have revenues in the aggregate in excess of its author-  
7 ized rate of return for a period of twelve months. The commission may  
8 initiate a proceeding with respect to such a refund after the conclusion  
9 of any such twelve month period.

10 (b) Notwithstanding any general or special law, rule or regulation,  
11 the commission shall impose prompt, meaningful rate refunds or  
12 reductions in instances where electric corporations fail to meet objec-  
13 tively measured service quality standards. Such refunds or reductions  
14 shall at a minimum equal five percent of the amount billed to a customer  
15 for the provision of electric service for a period of twelve months or  
16 such longer period as the commission may prescribe; provided, however,  
17 that the commission may prescribe a schedule setting forth both minimum  
18 and maximum amounts that a customer may receive in refunds or  
19 reductions.

20 (c) In addition to the provisions of paragraphs (a) and (b) of this  
21 subdivision, in every instance where electric service is interrupted due  
22 to a local distribution system failure lasting for twelve hours or more  
23 within a twenty-four hour period, the commission shall require an elec-  
24 tric corporation that distributes electricity in a city of one million

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

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1 or more to (1) reimburse customers for damages to or losses of property  
2 including, but not limited to perishable food items and medications,  
3 electrical equipment, computer equipment, air conditioning equipment,  
4 and other electronic equipment and instruments used by commercial estab-  
5 lishments or residences; and (2) provide appropriate compensation to  
6 those commercial customers who have lost business as a result of the  
7 service interruption. Such compensation shall be based upon the average  
8 revenues earned by the business in similar time periods, or, for a new  
9 business, the average revenues earned by similar businesses in similar  
10 time periods. The commission may prescribe reasonable limits on the  
11 amount of reimbursement and compensation available to a customer;  
12 provided that such amounts shall not be less than five hundred dollars  
13 for losses of food and medications, one thousand dollars for damages to  
14 electrical equipment and instruments, and ten thousand dollars for lost  
15 business. Additional reimbursement and compensation in accordance with  
16 the preceding requirements shall be provided to each customer who  
17 remains without electricity for each additional forty-eight hour period  
18 that the service interruption continues. For the purposes of this para-  
19 graph, interruption of electric service shall be deemed to include  
20 reductions in voltage that damage electric equipment or render it func-  
21 tionally inoperable. The commission may provide for reasonable limita-  
22 tions on the aggregate amount of reimbursements and compensation,  
23 provided that any such limitations shall take into consideration the  
24 duration of the interruption and its impact on residential and commer-  
25 cial customers.

26 § 2. Section 80 of the public service law is amended by adding a new  
27 subdivision 13 to read as follows:

28 13. Notwithstanding any general or special law, rule or regulation,  
29 have power to impose prompt, meaningful rate refunds or reductions in  
30 instances where steam corporations fail to meet objectively measured  
31 service quality standards. Such refunds or reductions shall at a minimum  
32 equal five percent of the amount billed to a customer for the provision  
33 of service for a period of twelve months or such longer period as the  
34 commission may prescribe; provided, however, that the commission may  
35 prescribe a schedule setting forth both minimum and maximum amounts that  
36 a customer may receive in refunds or reductions. In addition, in every  
37 instance where service is interrupted for a period of forty-eight hours  
38 or such lesser period as the commission may determine, the commission  
39 shall require a steam corporation that provides service in a city of one  
40 million or more to reimburse customers for damages to or losses of prop-  
41 erty and to provide appropriate compensation to those commercial custom-  
42 ers who have lost business as a result of the service interruption. Such  
43 compensation shall be based upon the average revenues earned by the  
44 business in similar time periods, or, for a new business, the average  
45 revenues earned by similar businesses in similar time periods. The  
46 commission may prescribe reasonable limits on the amount of reimburse-  
47 ment and compensation available to a customer; provided that such  
48 amounts shall not be less than five hundred dollars for losses of prop-  
49 erty and ten thousand dollars for lost business. Additional reimburse-  
50 ment and compensation in accordance with the preceding requirements  
51 shall be provided to each customer who remains without service for each  
52 additional forty-eight hour period, or lesser period as determined by  
53 the commission, that the service interruption continues. The commission  
54 may provide for reasonable limitations on the aggregate amount of  
55 reimbursements and compensation, provided that any such limitations

1 shall take into consideration the duration of the interruption and its  
2 impact on residential and commercial customers.

3 § 3. On or before April 1, 2026, the public service commission shall  
4 review its existing policies and shall report to the governor, speaker  
5 of the assembly, the temporary president of the senate, the chair of the  
6 senate finance committee, the chair of the assembly ways and means  
7 committee, the chair of the assembly energy committee and the chair of  
8 the senate energy and telecommunications committee on whether additional  
9 legislation, regulations or other actions are needed to ensure that  
10 electric and steam corporations adequately reimburse and compensate  
11 their customers for losses due to service interruptions and other fail-  
12 ures to provide safe and adequate service as required by the public  
13 service law.

14 § 4. This act shall take effect on the one hundred eightieth day after  
15 it shall have become a law. Provided, that the public service commission  
16 is immediately authorized to take any and all actions, including but not  
17 limited to the promulgation of any necessary rules and the review of  
18 reimbursement and compensation policies, necessary to fully implement  
19 the provisions of this act on its effective date.