



Legislation Details (With Text)

File #: Int 0372-2022 **Version:** A **Name:** Creation of an office of the utility advocate within the department of consumer and worker protection.

Type: Introduction **Status:** Enacted

In control: Committee on Consumer and Worker Protection

On agenda: 5/19/2022

Enactment date: 8/14/2022 **Enactment #:** 2022/080

Title: A Local Law to amend the New York city charter, in relation to the creation of an office of the utility advocate

Sponsors: Adrienne E. Adams, Kalman Yeger, Farah N. Louis, Sandy Nurse, Shekar Krishnan, Mercedes Narcisse, Shaun Abreu, Lincoln Restler, Chi A. Ossé, Carmen N. De La Rosa, Eric Dinowitz, Nantasha M. Williams, Alexa Avilés, Linda Lee, James F. Gennaro, Selvena N. Brooks-Powers, (by request of the Manhattan Borough President)

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Date	Ver.	Action By	Action	Result
5/19/2022	*	City Council	Introduced by Council	
5/19/2022	*	City Council	Referred to Comm by Council	
6/30/2022	*	Committee on Consumer and Worker Protection	Hearing Held by Committee	
6/30/2022	*	Committee on Consumer and Worker Protection	Laid Over by Committee	
7/13/2022	*	Committee on Consumer and Worker Protection	Hearing Held by Committee	
7/13/2022	*	Committee on Consumer and Worker Protection	Amendment Proposed by Comm	
7/13/2022	*	Committee on Consumer and Worker Protection	Amended by Committee	
7/13/2022	A	Committee on Consumer and Worker Protection	Approved by Committee	Pass
7/14/2022	A	City Council	Approved by Council	Pass
7/14/2022	A	City Council	Sent to Mayor by Council	
8/14/2022	A	Administration	City Charter Rule Adopted	
8/15/2022	A	City Council	Returned Unsigned by Mayor	

Int. No. 372-A

By The Speaker (Council Member Adams) and Council Members Yeger, Louis, Nurse, Krishnan, Narcisse,

Abreu, Restler, Ossé, De La Rosa, Dinowitz, Williams, Avilés, Lee, Gennaro and Brooks-Powers (by request of the Manhattan Borough President)

A Local Law to amend the New York city charter, in relation to the creation of an office of the utility advocate

Be it enacted by the Council as follows:

Section 1. Chapter 1 of the charter of the city of New York is amended by adding a new section 20-n to read as follows:

§ 20-n. Office of the utility advocate. a. For the purposes of this section, the term “utility” means a provider of electric, gas, or steam service in the city.

b. The mayor shall establish an office of the utility advocate. Such office may be established within any office of the mayor or as a separate office of any department the head of which is appointed by the mayor. Such office shall be headed by an individual who shall be appointed by the mayor or, if the office is established within an agency other than the office of the mayor, by the head of such agency. Such office shall:

1. Establish a website, email address and telephone number to receive communications from utility customers on their utility services;

2. Advocate on behalf of utility customers by providing testimony for public hearings. Such public hearings shall include, but need not be limited to, rate cases conducted by the public service commission;

3. Conduct outreach and provide educational materials to the public on choosing, starting and stopping utility services; methods to lower the cost of their utility bills; and utility complaint procedures; and

4. Assist consumers with accessing and navigating financial aid available to cover utility costs.

c. In performing the duties of the office, the director shall regularly consult with 311; the department of social services; the office of financial empowerment at the department of consumer and worker protection; the mayor’s office of long-term planning and sustainability, or its successor office or agency; and any other agency or office the director deems necessary to further the duties of the office.

§ 2. This local law takes effect on September 1, 2023, except that the mayor shall take such measures as

are necessary for the implementation of this local law, before such date.

SJ/DSS

LS #514, 5845, 8356, 8423

7/6/22