



Legislation Text

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Int. No. 1129

By Council Members Williams, Ossé, Brooks-Powers, Banks, Stevens, Hanks, Narcisse, Brannan, Nurse, Hudson, Gutiérrez and Ariola

A Local Law to amend the administrative code of the city of New York, in relation to complaints to 311 about overhead wires

Be it enacted by the Council as follows:

Section 1. Chapter 3 of title 23 of the administrative code of the city of New York is amended by adding a new section 23-311 to read as follows:

§ 23-311 Complaints related to overhead wires. a. Definitions. For the purposes of this section, the term “department” means the department of information technology and telecommunications.

b. The department shall make guidance available on the 311 customer service center website to assist the public in determining whether an overhead wire is an electrical wire or a non-electrical wire. Such guidance shall also include information about how to report a problem with an overhead electrical wire directly to a responsible electric utility company.

c. The department shall implement and maintain through its 311 customer service center the capability for the public to file complaints under the category of “non-electric overhead wire issues,” including on its website, mobile device platforms, and any other platform on which the center routinely utilizes categories to sort complaints. Such issues may include damaged or dangling non-electrical overhead wires.

d. Upon receipt of a complaint filed pursuant to subdivision c of this section, the department shall identify the cable provider that is responsible for repair and maintenance of the non-electric wires that are the subject of the complaint. The complaint shall be considered closed once the department has given the name of

the cable provider to the complainant.

§ 2. Subdivision a of section 23-304 of the administrative code of the city of New York, as added by local law number 8 for the year 2020, is amended to read as follows:

a. The department of information technology and telecommunications shall implement and maintain on its 311 [citizen] customer service center website and mobile device platforms the capability for the public to file a complaints under the category of "illegal parking."

§ 3. This local law takes effect 30 days after it becomes law.

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