



**The City of New York  
BUSINESS INTEGRITY COMMISSION**  
100 Church Street · 20th Floor  
New York · New York 10007  
Tel. (212) 437-0500

Noah D. Genel  
*Commissioner and Chair*

April 5, 2021

***COMMISSION DIRECTIVE:  
LICENSEE CUSTOMER REGISTER***

To all licensees of the Business Integrity Commission:

In accordance with the Commission's rules and any relevant Commission directives, on a quarterly basis, you must submit to the Commission a customer register that includes all customers located in New York City. **Customer register data for the period January 1, 2021 through March 31, 2021 must be submitted to the Commission no later than April 30, 2021.**

**All CSV submissions of a Customer Register, or notifications of a claimed exemption, must be submitted through our Register Submission Module.** This module is part of the [BIC Online Portal](#) on the BIC website, the same location where the Vehicle Management module is found. Instructions to access and utilize the Register Submission Module are included within this directive.

***Paper submissions and submissions via email will no longer be accepted.***

- The customer register CSV template is available at the following link: <http://www1.nyc.gov/site/bic/industries/customer-register.page>.
- You must submit and certify your customer register CSV file electronically at the following link: <https://www1.nyc.gov/site/bic/industries/online-portal.page>.

**Exemptions from the Customer Register Reporting Requirement:**

You must notify the Commission if you believe your business qualifies for an exemption from the Customer Register reporting requirements for this reporting period. Your business may qualify for such an exemption if your company (1) **does not** collect refuse, organic waste, recyclable materials (metal, glass, plastic, paper), medical waste, recycled tires, paper that is collected for the purpose of shredding or destruction, or grease; (2) **does not** have any customers in New York City; (3) only collects construction and demolition debris; or (4) only performs on-call work. To file a notification of a claimed exemption, submit it electronically using the Exemption screen in the [Commission's Online Portal](#).

This exemption applies to this customer register period only. For the next period, you must file a customer register or provide BIC with a notification of a claimed exemption for that period.

***YOU MUST COMPLY WITH THIS DIRECTIVE***

Failure to respond to this directive or to submit a customer register exemption notification is a violation of the Commission's rules, 17 RCNY §§ 1-09 and 5-03(g), and you may be subject to civil penalties of up to \$10,000 for each such violation. In addition, failure to respond could adversely affect your licensing status or future license renewal applications.

Sincerely,

A handwritten signature in black ink, appearing to read 'Noah D. Genel', written in a cursive style.

Noah D. Genel  
Commissioner and Chair