



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

Elizabeth Crotty
Commissioner and Chair

January 3, 2024

COMMISSION DIRECTIVE: LICENSEE CUSTOMER REGISTERS 4Q2023

To all BIC licensees:

On a quarterly basis, you must submit to the Commission a customer register that includes all customers located in New York City.

- Customer data for October 1, 2023 through December 31, 2023 is **due by January 31, 2024**.
- Customer register submissions must be **COMPLETE** and **ACCURATE** to comply with the requirement and submitted as a CSV file. [A template can be found here.](#)
- All submissions of a Customer Register, or notifications of a claimed exemption, must be submitted through the [BIC Online Portal](#).

CUSTOMER REGISTER EXEMPTIONS:

- You **MUST** notify the Commission if you believe your business qualifies for an exemption.
- Your business **MAY** qualify for 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 NYC; (3) only collects construction and demolition debris; or (4) only performs on-call work.
- ***If approved, this exemption would apply to this customer register period only.***

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. Failure to respond could adversely affect your licensing status or future license renewal applications.

Sincerely,

A handwritten signature in blue ink that reads 'Elizabeth Crotty'.

Elizabeth Crotty
Commissioner and Chair