



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*

October 3, 2022

***COMMISSION DIRECTIVE: LICENSEE CUSTOMER REGISTERS***

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 July 1, 2022 through September 30, 2022 is due by October 31, 2022.**

***Violations will be issued for noncompliance. Customer register submissions must be COMPLETE and ACCURATE to comply with the requirement.***

All CSV submissions of a Customer Register, or notifications of a claimed exemption, must be submitted through the [BIC Online Portal](#) on the BIC website, the same location where the Vehicle Management module is found.

- 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 requirement **for this reporting period**. 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. To file a notification of a claimed exemption, submit it electronically using the Exemption screen in the Commission's [Online Portal](#). ***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". The signature is written in a cursive style.

Elizabeth Crotty  
Commissioner and Chair