



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

July 2, 2019

COMMISSION DIRECTIVE

To all licensees of the Business Integrity Commission:

You must submit a customer register that includes all customers located in New York City to the Commission in accordance with the Commission's rules and any relevant Commission directives. **Customer register data for the period April 1, 2019 through June 30, 2019 is due to the Commission no later than July 31, 2019.**

There are two available methods that you may use to submit your customer register data:

- *The Commission's Online Portal:* You may submit your data through the Commission's Online Portal, which can be accessed through the following link: <https://nycbicportal.force.com/BCP>.
- *The .CSV Method:* You may provide the Commission with customer register data in comma-separated-value (.CSV) text file format. The .CSV template is on the Commission's website at: <http://www1.nyc.gov/site/bic/industries/customer-register.page>. If you choose the .CSV Method, you must submit your CSV files and scanned certifications to customerregister@bic.nyc.gov.

The certification form is located at the following link:

http://www1.nyc.gov/assets/bic/downloads/CustRegister/cust_reg_cert_10-17.pdf.

Note: The Commission will not accept any customer register data that is filed in the wrong format, is incomplete, or contains errors. Any such submission will be rejected and returned to the licensee.

You must choose one of the two above-noted methods for submission of your customer register data. A complete and current customer register shall be filed quarterly: **on July 31, 2019 for the period April 1, 2019 to June 30, 2019**, October 31, 2019 for the period July 1, 2019 to September 30, 2019, January 31, 2020 for the period of October 1, 2019 to December 31, 2019 and on April 30, 2020 for the period from January 1, 2020 to March 31, 2020.

Requests for an Exemption from the Customer Register Reporting Requirement

You may apply to the Commission for an exemption from the customer register reporting requirements for this reporting period if you (1) do not collect putrescible and organic waste or recyclable materials from regular customers; (2) do not have any customers in New York City; (3) only collect construction and demolition debris; or (4) only perform on-call work. To apply for an exemption, you must log into the Commission's Online Portal and request an exemption.

If the Commission previously granted you an exemption from the customer register reporting requirements for the January 1, 2019 to March 31, 2019 reporting period, that exemption is valid until January 31, 2020 unless your business changes so that you no longer meet the exemption requirements. In the event that your business does change so that you no longer meet the exemption requirements, you must inform BIC of that fact within 10 business days of the change.

Once your exemption expires or terminates, you must file your customer register data with BIC for the following reporting period, or apply for a new exemption.

YOU MUST RESPOND TO THIS DIRECTIVE

Failure to respond to this directive or to apply for a customer register exemption 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,



Noah D. Genel
Commissioner and Chair