

A10764 • New York

Enacts the "utility billing integrity act" to establish utility billing integrity and consumer protections through anomaly detection, advanced data analytics and the usage of artificial intelligence; requires every utility to implement and maintain a billing integrity program utilizing anomaly...

Introduced

Risk: High

Comprehensive

Effective: Apr 01, 2027 | Last Action (Apr 01, 2026): referred to energy

Summary

The Utility Billing Integrity Act mandates utilities to implement and maintain anomaly detection systems to ensure accurate billing for all residential utility bills and protect consumers.

Business Impact

If you operate a utility in New York, you must implement an AI-based billing integrity program by April 1, 2027, or face penalties for non-compliance.

Key Provisions

- Utilities must implement and maintain anomaly detection systems for billing.
- Anomaly detection systems must review all residential utility bills prior to issuance.
- Customers must be notified of billing anomalies.

Compliance Checklist

- Implement an AI-based billing integrity program | Who: All utilities in New York | Penalty: Penalties for non-compliance may be imposed by the commission
- Notify customers of any billing anomalies | Who: Utilities | Penalty: Potential penalties for failing to notify customers

Industries Affected

Energy

Utilities

Technology

Consumer Protection

Topics

Comprehensive AI

AI Privacy

Bill Sponsors

Name	Party	Role
Jacob Blumencranz	R	Sponsor

Official Source

<https://www.nysenate.gov/legislation/bills/2025/A10764>

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