

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 detection systems to review all residential utility bills prior to issuance; provides that where a billing anomaly is identified, the utility shall provide prompt notice to the customer that the bill is under review.

Unknown

Risk: Medium

Sector-Specific

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

Summary

The bill mandates New York utilities to implement anomaly detection systems for residential billing, requiring review prior to issuance and prompt customer notification of anomalies. The effective date is not specified, and penalties for non-compliance are not confirmed due to lack of full bill text.

Business Impact

If you operate a utility in New York, you must implement a billing integrity program using anomaly detection by the time this bill takes effect or face penalties.

Key Provisions

- Establishes a utility billing integrity program for New York residential utility bills using advanced data analytics and artificial intelligence.
- Requires the use of anomaly detection systems prior to bill issuance for all residential utility bills.
- Mandates prompt customer notification when billing anomalies are identified.

Compliance Checklist

- Implement a billing integrity program using anomaly detection systems. | Who: All utilities operating in New York. | Penalty: Potential penalties for non-compliance, specifics not detailed.

Industries Affected

Energy

Utilities

Topics

Comprehensive AI

AI Privacy

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