



**The City of New York
BUSINESS INTEGRITY COMMISSION**

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New York · New York 10007
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www.nyc.gov/bic

Elizabeth Crotty
Commissioner and Chair

October 9, 2024

***NOTICE: IMPORTANT REMINDER
LICENSEE CONDUCT AND CUSTOMER RIGHTS***

To all Trade Waste Licensees:

You are reminded that, among other things, the New York City Business Integrity Commission's rules state that "[a] licensee **must comply with the service and other terms set forth in the written contract or oral agreement with the customer**, including the agreed-upon frequency and schedule for the collection of waste." *See* Title 17 of the Rules of the City of New York, Section 5-05(a)(2).

Failure to comply with this requirement is a violation of the Commission's Rules and may subject you to civil penalties of up to \$10,000 for each such violation and could adversely affect your license or registration status.

Customers may [submit a complaint to BIC online](#) or call (212) 437-0600. BIC follows up on all complaints received, and you can remain anonymous.