



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 2, 2024

### ***COMMISSION DIRECTIVE: Licensee Customer Registers 3Q2024***

To All BIC Trade Waste Licensees:

Quarterly customer data for **July 1, 2024 through September 30, 2024** is due to BIC by **October 31, 2024**. All customer registers or claimed exemptions should be filed through the [BIC Online Portal](#).

***Please note that you may be subject to a violation for submission of a register that is deemed incomplete or inaccurate.***

- Registers must include all customers located in **or who have service locations** in New York City.
- Registers must be completed using **BIC'S REQUIRED FORMAT** and must be **SENT AS A CSV** file. [A template can be found here.](#)
- **EVERY column** on the customer register template relevant to your business must be completed.

#### ***EXEMPTIONS:***

- You **MUST** notify the Commission if you believe your business qualifies for an exemption.
- 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.
- Please note that the exemption is only valid for the current reporting quarter.

#### ***FAILURE TO COMPLY WITH THIS DIRECTIVE MAY RESULT IN THE IMPOSITION OF CIVIL PENALTIES.***

Failure to abide by this Directive to file either a complete and accurate customer register in the required format or a request for an exemption is a violation of the Commission's rules. See Title 17 of the Rules of the City of New York § 1-09(d) and 5-03(g). A violation of these rules may subject you to civil penalties of up to \$10,000.

Sincerely,

A handwritten signature in blue ink, appearing to read "Elizabeth Crotty", is written over a light blue horizontal line.

Elizabeth Crotty  
Commissioner and Chair