



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

April 8, 2024

***COMMISSION DIRECTIVE:  
LICENSEE CUSTOMER REGISTERS 1Q2024***

To All BIC Licensees:

On a quarterly basis, you must submit to the Commission a customer register that includes all customers located in New York City.

- Customer data for the period January 1, 2024 through March 31, 2024 is **due by April 30, 2024**.
- Customer register submissions must be **COMPLETE** and **ACCURATE** and must be filed as a CSV file. [A template can be found here.](#)
- All submissions of a Customer Register or a claimed exemption should be filed through the [BIC Online Portal](#).

***CUSTOMER REGISTER 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.
- If BIC approves your claim for a customer register exemption, such exemption will only apply for this customer register period.

***YOU MUST COMPLY WITH THIS DIRECTIVE***

Failure to abide by this Directive to file either a customer register or a claim for customer register exemption is a violation of the Commission's rules. See Title 17 of the Rules of the City of New York ("RCNY") §§ 1-09 and 5-03(g). A violation of these rules may subject you to civil penalties of up to \$10,000. See 17 RCNY §1-04(d)

Sincerely,

A handwritten signature in blue ink that reads "Elizabeth Crotty".

Elizabeth Crotty  
Commissioner and Chair