



The City of New York
BUSINESS INTEGRITY COMMISSION
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www.nyc.gov/bic

Elizabeth Crotty
Commissioner and Chair

March 5, 2024

NOTICE: IMPORTANT REMINDER
LICENSEE CONDUCT AND CUSTOMER RIGHTS

To all Licensees and Broker Registrants:

On January 20, 2024, The New York City Department of Sanitation announced contracts with carters who will be authorized to operate in a given [Commercial Waste Zone](#), once implemented. You are reminded that, among other things, the Business Integrity Commission's rules ***prohibit you from making a false or misleading statement to a customer or to a prospective customer.*** See Title 17 of the Rules of the City of New York, Section 1-09(g).

Information regarding [customer rights](#) as well as the [current maximum rates](#) that carters can charge for putrescible and recyclable waste removal services is available on BIC's website.

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