



**The City of New York**  
**BUSINESS INTEGRITY COMMISSION**  
100 Church Street · 20th Floor  
New York · New York 10007  
Tel. (212) 437-0500

Noah D. Genel  
*Commissioner and Chair*

July 1, 2020

### ***COMMISSION DIRECTIVE***

To all licensees of the Business Integrity Commission:

We hope that you are all healthy and safe. We are writing to remind you that you must submit a quarterly customer register to the Commission that includes all customers located in New York City, in accordance with the Commission's rules and any relevant Commission directives. **Customer register data for the period April 1, 2020 through June 30, 2020 is due to the Commission no later than July 31, 2020.**

There are two available methods that you may use to submit your customer register data:

- *The Commission's Online Portal:* You may submit your data through the Commission's Online Portal, which can be accessed through the following link:  
<https://nycbicportal.force.com/BCP>.
- *The .CSV Method:* You may provide the Commission with customer register data in comma-separated-value (.CSV) text file format. The .CSV template is on the Commission's website at: <http://www1.nyc.gov/site/bic/industries/customer-register.page>. If you choose the .CSV Method, you must submit your CSV files and scanned certifications to [customerregister@bic.nyc.gov](mailto:customerregister@bic.nyc.gov).

The certification form is located at the following link:

[https://www1.nyc.gov/assets/bic/downloads/CustRegister/cust\\_reg\\_cert\\_10-17.pdf](https://www1.nyc.gov/assets/bic/downloads/CustRegister/cust_reg_cert_10-17.pdf). As part of Governor Cuomo's [Executive Order 202.7](#), electronic notarization is permitted.

**Note:** The Commission will contact any licensee that submits a customer register that is incomplete or contains errors.

#### ***Requests for an Exemption from the Customer Register Reporting Requirement***

You may apply to the Commission for an exemption from the customer register reporting requirements for this reporting period if you (1) do not collect putrescible and organic waste or recyclable materials from regular customers; (2) do not have any customers in New York City; (3)

only collect construction and demolition debris; or (4) only perform on-call work. To apply for an exemption, you must log into the Commission's Online Portal and request an exemption.

Once your exemption expires or terminates, you must file your customer register data with BIC for the following reporting period, or apply for a new exemption.

***YOU MUST RESPOND TO THIS DIRECTIVE.***

Failure to respond to this directive or to apply for a customer register exemption is a violation of the Commission's rules, 17 RCNY §§ 1-09 and 5-03(g), and you may be subject to civil penalties of up to \$10,000 for each such violation. In addition, failure to respond could adversely affect your licensing status or future license renewal applications.

Sincerely,



Noah D. Genel  
Commissioner and Chair