

CONSUMER PROTECTION BOARD

MISSION

The Consumer Protection Board was created to protect and advance the rights of New York State's consumers. The Agency handles consumer complaints and mediates consumer disputes; promotes consumer education and fraud prevention; and represents consumers in utility rate cases. The Agency also advises the Governor on consumer issues and recommends legislative initiatives on consumer related matters.

ORGANIZATION AND STAFFING

The Consumer Protection Board consists of three units: Consumer Assistance Unit, Office of Strategic Programs and the Law and Investigations Unit. The Agency is located in Albany, with satellite offices in Rochester, Long Island and New York City. For 2004-05 the Consumer Protection Board will have a workforce of 29.

FISCAL BACKGROUND AND BUDGET HIGHLIGHTS

The Consumer Protection Board is financed primarily from non-taxpayer sources, including utilities operating within the State. The Executive Budget recommendation provides approximately \$3.4 million for the Consumer Protection Board for 2004-05 including \$368,000 in General Fund support.

PROGRAM HIGHLIGHTS

The Office of Strategic Programs represents consumers in utility cases and develops and delivers informational programs on consumer related issues. The Consumer Assistance Unit mediates disputes between consumers and businesses. The Office of Law and Investigations researches and investigates consumer issues including potential violations of New York State's Motor Fuel Marketing Practices Act and enforces the No Telemarketing Sales Call Law. In August 2003, the State's Do Not Call Registry was transferred to, and is maintained by, the Federal Trade Commission.

ALL FUNDS APPROPRIATIONS (dollars)

Category	Available 2003-04	Appropriations Recommended 2004-05	Change	Reappropriations Recommended 2004-05
State Operations	4,998,000	3,408,000	(1,590,000)	0
Aid To Localities	0	0	0	0
Capital Projects	0	0	0	0
Total	4,998,000	3,408,000	(1,590,000)	0

ALL FUND TYPES PROJECTED LEVELS OF EMPLOYMENT BY PROGRAM FILLED ANNUAL SALARIED POSITIONS

Program	Full-Time Equivalent Positions (FTE)		
	2003-04 Estimated FTEs 03/31/04	2004-05 Estimated FTEs 03/31/05	FTE Change
Consumer Protection			
General Fund	5	5	0
Special Revenue Funds - Other	24	24	0
Total	29	29	0

CONSUMER PROTECTION

**STATE OPERATIONS
ALL FUNDS FINANCIAL REQUIREMENTS BY FUND TYPE
APPROPRIATIONS
(dollars)**

Fund Type	Available 2003-04	Recommended 2004-05	Change
General Fund	403,000	368,000	(35,000)
Special Revenue Funds - Other	4,595,000	3,040,000	(1,555,000)
Total	<u>4,998,000</u>	<u>3,408,000</u>	<u>(1,590,000)</u>

**STATE OPERATIONS
ALL FUNDS FINANCIAL REQUIREMENTS BY PROGRAM
APPROPRIATIONS
(dollars)**

Program	Available 2003-04	Recommended 2004-05	Change
Consumer Protection			
General Fund	403,000	368,000	(35,000)
Special Revenue Funds - Other	4,595,000	3,040,000	(1,555,000)
Total	<u>4,998,000</u>	<u>3,408,000</u>	<u>(1,590,000)</u>

**STATE OPERATIONS - GENERAL FUND
SUMMARY OF PERSONAL SERVICE APPROPRIATIONS AND CHANGES
2004-05 RECOMMENDED
(dollars)**

Program	Total		Personal Service Regular (Annual Salaried)	
	Amount	Change	Amount	Change
Consumer Protection	269,000	13,000	269,000	13,000
Total	<u>269,000</u>	<u>13,000</u>	<u>269,000</u>	<u>13,000</u>

**STATE OPERATIONS - GENERAL FUND
SUMMARY OF NONPERSONAL SERVICE AND MAINTENANCE UNDISTRIBUTED
APPROPRIATIONS AND CHANGES
2004-05 RECOMMENDED
(dollars)**

Program	Total		Supplies and Materials	
	Amount	Change	Amount	Change
Consumer Protection	99,000	(48,000)	9,000	(4,000)
Total	<u>99,000</u>	<u>(48,000)</u>	<u>9,000</u>	<u>(4,000)</u>

Program	Travel		Contractual Services	
	Amount	Change	Amount	Change
Consumer Protection	16,000	(8,000)	69,000	(33,000)
Total	<u>16,000</u>	<u>(8,000)</u>	<u>69,000</u>	<u>(33,000)</u>

Program	Equipment	
	Amount	Change
Consumer Protection	5,000	(3,000)
Total	<u>5,000</u>	<u>(3,000)</u>

CONSUMER PROTECTION

STATE OPERATIONS - OTHER THAN GENERAL FUND
SUMMARY OF APPROPRIATIONS AND CHANGES
2004-05 RECOMMENDED
(dollars)

Program	Total		Personal Service	
	Amount	Change	Amount	Change
Consumer Protection	3,040,000	(1,555,000)	1,489,000	(167,000)
Total	3,040,000	(1,555,000)	1,489,000	(167,000)

Program	Nonpersonal Service		Maintenance	Undistributed
	Amount	Change	Amount	Change
Consumer Protection	1,540,000	(1,388,000)	11,000	0
Total	1,540,000	(1,388,000)	11,000	0