

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, Law and Investigations Unit and Office of Strategic Programs. The Agency is located in Albany, with satellite offices in Rochester, Long Island, Newburgh, Utica and New York City. The Consumer Protection Board will have a workforce of 32 in 2007-08.

FISCAL BACKGROUND AND BUDGET HIGHLIGHTS

The Consumer Protection Board is financed entirely from non-taxpayer sources, primarily assessments on utilities operating within the State. The Executive Budget recommendation provides approximately \$4.4 million for the Consumer Protection Board for 2007-08, an increase of \$81,000, that will permit the Board to provide greater assistance in resolving consumer complaints and enhance consumer education programs.

PROGRAM HIGHLIGHTS

The Office of Strategic Programs consists of the utility intervention and outreach information units. These units represent consumers in utility rate cases and develop and deliver 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.

ALL FUNDS APPROPRIATIONS (dollars)

Category	Available	Appropriations	Change	Reappropriations
	2006-07	Recommended 2007-08		Recommended 2007-08
State Operations	4,357,000	4,438,000	81,000	0
Aid To Localities	0	0	0	0
Capital Projects	0	0	0	0
Total	4,357,000	4,438,000	81,000	0

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

Full-Time Equivalent Positions (FTE)

Program	2006-07 Estimated FTEs 03/31/07	2007-08 Estimated FTEs 03/31/08	FTE Change
Consumer Protection			
Special Revenue Funds - Other	32	32	0
Total	<u>32</u>	<u>32</u>	<u>0</u>

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

Fund Type	Available 2006-07	Recommended 2007-08	Change
Special Revenue Funds - Other	4,357,000	4,438,000	81,000
Total	<u>4,357,000</u>	<u>4,438,000</u>	<u>81,000</u>

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

Program	Available 2006-07	Recommended 2007-08	Change
Consumer Protection			
Special Revenue Funds - Other	4,357,000	4,438,000	81,000
Total	<u>4,357,000</u>	<u>4,438,000</u>	<u>81,000</u>

**STATE OPERATIONS - OTHER THAN GENERAL FUND
SUMMARY OF APPROPRIATIONS AND CHANGES
2007-08 RECOMMENDED
(dollars)**

Program	Total		Personal Service	
	Amount	Change	Amount	Change
Consumer Protection	4,438,000	81,000	2,184,000	46,000
Total	<u>4,438,000</u>	<u>81,000</u>	<u>2,184,000</u>	<u>46,000</u>
Program	Nonpersonal Service		Maintenance Undistributed	
	Amount	Change	Amount	Change
Consumer Protection	2,243,000	35,000	11,000	0
Total	<u>2,243,000</u>	<u>35,000</u>	<u>11,000</u>	<u>0</u>