

# **CONSUMER PROTECTION BOARD**

## **MISSION**

The Consumer Protection Board was created to protect and advance the rights of New York State's consumers. The Board handles consumer complaints and mediates consumer disputes, promotes consumer education and fraud prevention, and represents consumers in utility rate cases and before various regulatory agencies. The Board 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 main bureaus: Outreach and Program Development, Utility Intervention and New Technologies, and Counsel, Policy Research and Investigations. The agency is located in Albany and New York City.

## **BUDGET HIGHLIGHTS**

The 2009-10 Executive Budget recommends **\$3.5 million All Funds** (\$3.1 million General Fund, which is now the primary source for funding this agency; \$0.4 million Other Funds). This is a decrease of **\$1.8 million** (\$0.4 General Fund; \$1.4 million Other Funds) from the 2008-09 Budget. The decrease primarily reflects the shifting of fringe benefit and indirect costs to General State Charges (\$1.2 million) and nonpersonal service savings. The Consumer Protection Board will have a workforce of **33 FTEs** in 2009-10, unchanged from the prior year.

Major budget actions include:

- **Identity Theft Mitigation:** To respond to the new law creating the Identity Theft Mitigation Program, the Board will provide information, assistance and intervention to victims to remediate the harm from identity theft.
- **Enhancement of Product Recall:** To respond to increased consumer concerns regarding recalls of unsafe consumer products, especially lead-based toys and unsafe juvenile durable products, the Board will ensure that New Yorkers are better informed of potentially dangerous products.
- **Leveraging Partnerships:** The Consumer Protection Board will make efficient use of its available resources by leveraging its partnerships with local, State, federal and private entities to transmit its consumer messages and deliver programs to maximize existing resources and reduce costs.

## **PROGRAM HIGHLIGHTS**

In 2008, the Consumer Protection Board focused on its public and private partnerships to facilitate the delivery of important consumer information, warnings and resources, including those relating to financial prudence, identity theft and product safety. The Bureau of Utility Intervention and New Technologies advocates on behalf of New York consumers on utility related issues and provides utility and energy market information. Within the Outreach and Development Bureau, the Consumer Assistance Unit mediates disputes between consumers and businesses. The Counsel, Policy

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Research and Investigations Bureau is responsible for the Board's legal functions including potential violations of New York State's Motor Fuel Marketing Practices Act and an enforcement of the "Do Not Call" Law.

### ALL FUNDS APPROPRIATIONS (dollars)

Category	Available 2008-09	Appropriations Recommended 2009-10	Change	Reappropriations Recommended 2009-10
State Operations	5,310,000	3,494,000	(1,816,000)	0
Aid To Localities	0	0	0	0
Capital Projects	0	0	0	0
Total	5,310,000	3,494,000	(1,816,000)	0

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

#### Full-Time Equivalent Positions (FTE)

Program	2008-09 Estimated FTEs 03/31/09	2009-10 Estimated FTEs 03/31/10	FTE Change
Consumer Protection			
General Fund	0	32	32
Special Revenue Funds - Other	33	1	(32)
Total	33	33	0

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

Fund Type	Available 2008-09	Recommended 2009-10	Change
General Fund	3,514,000	3,094,000	(420,000)
Special Revenue Funds - Other	1,796,000	400,000	(1,396,000)
Total	5,310,000	3,494,000	(1,816,000)

#### Adjustments:

#### Transfer(s) From

Consumer Protection Board, State

Special Revenue Funds - Other (3,194,000)

Special Pay Bill

Special Revenue Funds - Other (212,000)

#### Transfer(s) To

Consumer Protection Board, State

General Fund 3,194,000

Appropriated 2008-09

5,098,000

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

Program	Available 2008-09	Recommended 2009-10	Change
Consumer Protection			
General Fund	3,514,000	3,094,000	(420,000)
Special Revenue Funds - Other	1,796,000	400,000	(1,396,000)
Total	5,310,000	3,494,000	(1,816,000)

## CONSUMER PROTECTION

### STATE OPERATIONS - GENERAL FUND SUMMARY OF PERSONAL SERVICE APPROPRIATIONS AND CHANGES 2009-10 RECOMMENDED (dollars)

Program	Total		Personal Service Regular (Annual Salaried)	
	Amount	Change	Amount	Change
Consumer Protection	2,503,000	(213,000)	2,503,000	(208,000)
Total	2,503,000	(213,000)	2,503,000	(208,000)

Program	Holiday/Overtime Pay (Annual Salaried)	
	Amount	Change
Consumer Protection	0	(5,000)
Total	0	(5,000)

### STATE OPERATIONS - GENERAL FUND SUMMARY OF NONPERSONAL SERVICE AND MAINTENANCE UNDISTRIBUTED APPROPRIATIONS AND CHANGES 2009-10 RECOMMENDED (dollars)

Program	Total		Supplies and Materials	
	Amount	Change	Amount	Change
Consumer Protection	591,000	(207,000)	103,000	(7,000)
Total	591,000	(207,000)	103,000	(7,000)

Program	Travel		Contractual Services	
	Amount	Change	Amount	Change
Consumer Protection	54,000	(40,000)	358,000	(152,000)
Total	54,000	(40,000)	358,000	(152,000)

Program	Equipment	
	Amount	Change
Consumer Protection	76,000	(8,000)
Total	76,000	(8,000)

### STATE OPERATIONS - OTHER THAN GENERAL FUND SUMMARY OF APPROPRIATIONS AND CHANGES 2009-10 RECOMMENDED (dollars)

Program	Total		Personal Service	
	Amount	Change	Amount	Change
Consumer Protection	400,000	(1,396,000)	107,000	2,000
Total	400,000	(1,396,000)	107,000	2,000

Program	Nonpersonal Service	
	Amount	Change
Consumer Protection	293,000	(1,398,000)
Total	293,000	(1,398,000)