

# CONSUMER PROTECTION BOARD

## MISSION

The Consumer Protection Board protects, educates and represents New York State's consumers in multiple forums. The Board mediates consumer marketplace complaints, promotes financial life skills and fraud prevention, enforces the State's Do Not Call Law, publicizes product recalls, advances information privacy and advocates on behalf of consumers in utility rate cases and before various regulatory agencies. The Board also advises the Governor on consumer issues and recommends legislation.

## 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 Board is located in Albany and New York City.

## BUDGET HIGHLIGHTS

The 2010-11 Executive Budget recommends **\$3.2 million All Funds** (\$2.5 million General Fund, \$670,000 Other Funds). This is a decrease of **\$316,000** from the 2009-10 budget. The Consumer Protection Board will have a projected staffing level of **27** in 2010-11.

## PROGRAM HIGHLIGHTS

In 2009-10, the Consumer Protection Board, leveraging its partnerships, promoted financial literacy and security with the development of various electronic and multi-media resources including its Banking on Our Children program. To inspire fair practices in the marketplace, the Board expanded its "Ask the Expert" project featuring home improvement professionals responding to questions from consumers. To raise identify theft and data security awareness, the Board held free "Shred the Word" events and developed nationally recognized business guidelines and programs. The Board successfully advocated for reductions in rate increases and greater protections for low-income customers of several utilities. The Board also advanced new rules at the New York Independent System Operator in response to the manipulation of the wholesale electricity market by suppliers. Continuing programs and efforts include the enhancement of product recall ensuring that New Yorkers are better informed of potentially dangerous products, and identity theft mitigation to reduce identify theft risk.

### ALL FUNDS APPROPRIATIONS (dollars)

Category	Available 2009-10	Appropriations Recommended 2010-11	Change	Reappropriations Recommended 2010-11
State Operations	3,494,000	3,178,000	(316,000)	0
Aid To Localities	0	0	0	0
Capital Projects	0	0	0	0
Total	3,494,000	3,178,000	(316,000)	0

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

Full-Time Equivalent Positions (FTE)			
Program	2009-10 Estimated FTEs 03/31/10	2010-11 Estimated FTEs 03/31/11	FTE Change
Consumer Protection			
General Fund	26	26	0
Special Revenue Funds - Other	1	1	0
Total	27	27	0

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

Fund Type	Available 2009-10	Recommended 2010-11	Change
General Fund	3,094,000	2,508,000	(586,000)
Special Revenue Funds - Other	400,000	670,000	270,000
Total	3,494,000	3,178,000	(316,000)

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

Program	Available 2009-10	Recommended 2010-11	Change
Consumer Protection			
General Fund	3,094,000	2,508,000	(586,000)
Special Revenue Funds - Other	400,000	670,000	270,000
Total	3,494,000	3,178,000	(316,000)

## STATE OPERATIONS - GENERAL FUND SUMMARY OF PERSONAL SERVICE APPROPRIATIONS AND CHANGES 2010-11 RECOMMENDED (dollars)

Program	Total		Personal Service Regular (Annual Salaried)	
	Amount	Change	Amount	Change
Consumer Protection	2,213,000	(290,000)	2,213,000	(290,000)
Total	2,213,000	(290,000)	2,213,000	(290,000)

## CONSUMER PROTECTION

**STATE OPERATIONS - GENERAL FUND  
SUMMARY OF NONPERSONAL SERVICE AND MAINTENANCE UNDISTRIBUTED  
APPROPRIATIONS AND CHANGES  
2010-11 RECOMMENDED  
(dollars)**

<b>Program</b>	<b>Total</b>		<b>Supplies and Materials</b>	
	<b>Amount</b>	<b>Change</b>	<b>Amount</b>	<b>Change</b>
Consumer Protection	295,000	(296,000)	70,000	(33,000)
Total	295,000	(296,000)	70,000	(33,000)

  

<b>Program</b>	<b>Travel</b>		<b>Contractual Services</b>	
	<b>Amount</b>	<b>Change</b>	<b>Amount</b>	<b>Change</b>
Consumer Protection	20,000	(34,000)	155,000	(203,000)
Total	20,000	(34,000)	155,000	(203,000)

  

<b>Program</b>	<b>Equipment</b>	
	<b>Amount</b>	<b>Change</b>
Consumer Protection	50,000	(26,000)
Total	50,000	(26,000)

**STATE OPERATIONS - OTHER THAN GENERAL FUND  
SUMMARY OF APPROPRIATIONS AND CHANGES  
2010-11 RECOMMENDED  
(dollars)**

<b>Program</b>	<b>Total</b>		<b>Personal Service</b>	
	<b>Amount</b>	<b>Change</b>	<b>Amount</b>	<b>Change</b>
Consumer Protection	670,000	270,000	107,000	0
Total	670,000	270,000	107,000	0

  

<b>Program</b>	<b>Nonpersonal Service</b>	
	<b>Amount</b>	<b>Change</b>
Consumer Protection	563,000	270,000
Total	563,000	270,000