

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 Newburgh, Utica and New York City. For 2006-07 the Consumer Protection Board will have a workforce of 32.

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 \$4.36 million for the Consumer Protection Board for 2006-07, an increase of \$565,000, which 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 2005-06	Appropriations Recommended 2006-07	Change	Reappropriations Recommended 2006-07
State Operations	3,792,000	4,357,000	565,000	0
Aid To Localities	0	0	0	0
Capital Projects	0	0	0	0
Total	3,792,000	4,357,000	565,000	0

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

Program	Full-Time Equivalent Positions (FTE)		
	2005-06 Estimated FTEs 03/31/06	2006-07 Estimated FTEs 03/31/07	FTE Change
Consumer Protection			
Special Revenue Funds - Other	32	32	0
Total	32	32	0

CONSUMER PROTECTION

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

<u>Fund Type</u>	<u>Available 2005-06</u>	<u>Recommended 2006-07</u>	<u>Change</u>
Special Revenue Funds - Other	3,792,000	4,357,000	565,000
Total	<u>3,792,000</u>	<u>4,357,000</u>	<u>565,000</u>

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

<u>Program</u>	<u>Available 2005-06</u>	<u>Recommended 2006-07</u>	<u>Change</u>
Consumer Protection			
Special Revenue Funds - Other	3,792,000	4,357,000	565,000
Total	<u>3,792,000</u>	<u>4,357,000</u>	<u>565,000</u>

**STATE OPERATIONS - OTHER THAN GENERAL FUND
SUMMARY OF APPROPRIATIONS AND CHANGES
2006-07 RECOMMENDED
(dollars)**

<u>Program</u>	<u>Total</u>		<u>Personal Service</u>	
	<u>Amount</u>	<u>Change</u>	<u>Amount</u>	<u>Change</u>
Consumer Protection	4,357,000	565,000	2,138,000	196,000
Total	<u>4,357,000</u>	<u>565,000</u>	<u>2,138,000</u>	<u>196,000</u>

<u>Program</u>	<u>Nonpersonal Service</u>		<u>Maintenance Undistributed</u>	
	<u>Amount</u>	<u>Change</u>	<u>Amount</u>	<u>Change</u>
Consumer Protection	2,208,000	369,000	11,000	0
Total	<u>2,208,000</u>	<u>369,000</u>	<u>11,000</u>	<u>0</u>