

THE SENATE
STATE OF NEW YORK



SENATOR
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Chair
Procurement and Contracts Committee
Cannabis Subcommittee

Committees
Commerce, Economic Development
and Small Business

Cultural Affairs, Tourism,
Parks and Recreation

Ethics and Internal Governance

Finance
Insurance
Transportation

September 6, 2023

Rory Christian
Chair and CEO
NYS Public Service Commission
Empire State Plaza, Agency Building 3
Albany, NY 12223

Dear Chair Christian:

I write with concern regarding the contract dispute between Charter Communications (Spectrum Cable) and the Walt Disney Company. My office has received complaints from constituents regarding service disruption of over twenty channels, including several popular channels such as ESPN, Disney Channel, FX, Freeform, and National Geographic.

Federal and State law empower the Public Service Commission to regulate cable as a mechanism for consumer protection. One form of consumer protection available to the Public Service Commission is the ability to provide cable customers a refund when they pay for packages based on expectations of specific channels being offered that are then removed. Many customers throughout the state have purchased cable primarily for these sports and entertainment channels that are no longer available to them. **I respectfully request the Public Service Commission require Spectrum Cable provide all customers with a refund or credit for the billing period during which this significant programming change occurred.**

I look forward to hearing from you on this matter. Please contact me with any questions at (585) 225-3650.

Sincerely,

A handwritten signature in blue ink that reads "Jeremy A. Cooney".

Jeremy A. Cooney
New York State Senator

cc: NYS Public Service Commission Commissioners