

HOUSE No. 03047

The Commonwealth of Massachusetts

PRESENTED BY:

James M. Cantwell

To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:

The undersigned legislators and/or citizens respectfully petition for the passage of the accompanying bill:

An Act relative to utility service call centers.

PETITION OF:

NAME:

DISTRICT/ADDRESS:

James M. Cantwell

4th Plymouth

John D. Keenan

7th Essex

HOUSE No. 03047

By Mr. Cantwell of Marshfield, a petition (accompanied by bill, House, No. 3047) of Keenan and Cantwell for legislation to require that utility service call centers be located within the Commonwealth Joint Committee on Telecommunications, Utilities and Energy.

The Commonwealth of Massachusetts

In the Year Two Thousand Eleven

An Act relative to utility service call centers.

Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:

- 1 SECTION 1. Chapter 164 of the General Laws, as appearing the in the 2006 Official Edition, is
2 hereby amended by inserting after Section 1H the following new section:-
- 3 SECTION 1I. Every distribution company , gas company, and municipal lighting plant shall,
4 using services located wi thin the commonwealth and in their service area, provide call center
5 service assistance for the following services:
- 6 (1) Determining customer financial responsibility;
 - 7 (2) Taking requests for new or additional services, including, but not limited to, emergency
8 service;
 - 9 (3) Determining deposit required, billing rate, or any other billing related matter;
 - 10 (4) Preparing meter and service orders and obtaining access to meters;

11 (5) Explaining company rates, regulations, policies, procedures, equipment, and common
12 practices;

13 (6) Investigating trouble order forms and initiating high bill investigations;

14 (7) Handling payment and other credit arrangements such as obtaining deposits, financial
15 statements, and payment plans;

16 (8) Referring customers to social service agencies and other assistance programs;

17 SECTION 2. Chapter 159 of the General Laws, as so appearing, is hereby amended by inserting
18 after Section 17 the following new section:-

19 SECTION 17A. Every telecommunications company, and municipal lighting plant providing
20 telecommunications service shall, using services located within the commonwealth and their in
21 service area, provide call center service assistance for the following services:

22 (1) Determining customer financial responsibility;

23 (2) Taking requests for new or additional services, including, but not limited to, emergency
24 service;

25 (3) Determining deposit required, billing rate, or any other billing related matter;

26 (4) Preparing meter and service orders and obtaining access to meters;

27 (5) Explaining company rates, regulations, policies, procedures, equipment, and common
28 practices;

29 (6) Investigating trouble order forms and initiating high bill investigations;

- 30 (7) Handling payment and other credit arrangements such as obtaining deposits, financial
31 statements, and payment plans;
- 32 (8) Referring customers to social service agencies and other assistance programs.