

SENATE No. 1608

The Commonwealth of Massachusetts

PRESENTED BY:

Marc R. Pacheco

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 regulating utility customer service.

PETITION OF:

NAME:

Marc R. Pacheco

DISTRICT/ADDRESS:

First Plymouth and Bristol

SENATE No. 1608

By Mr. Pacheco, a petition (accompanied by bill, Senate, No. 1608) of Marc R. Pacheco for legislation relative to regulate utility costumer service. Telecommunications, Utilities and Energy.

The Commonwealth of Massachusetts

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In the Year Two Thousand Thirteen
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An Act regulating utility customer service.

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 1E of chapter 164 of the General Laws, as appearing in the 2010 Official Edition,
2 is hereby amended by adding the following subsection:-

3 (d) Notwithstanding any general or special law to the contrary, any call center, billing
4 center or complaint-handling function or activity of a distribution company or gas company, as
5 defined in section 1, shall be physically situated within the commonwealth.