

DIVISION OF CONSUMER PROTECTION AMENDMENTS

2024 GENERAL SESSION

STATE OF UTAH

Chief Sponsor: A. Cory Maloy

Senate Sponsor: Curtis S. Bramble

LONG TITLE

Committee Note:

The Business and Labor Interim Committee recommended this bill.

Legislative Vote: 13 voting for 0 voting against 8 absent

General Description:

This bill enacts and repeals provisions related to consumer complaints to the Division of Consumer Protection (division).

Highlighted Provisions:

This bill:

- ▶ consolidates the process for submitting and addressing consumer complaints to the division;
- ▶ provides that consumer complaints are protected records under the Government Records Access and Management Act (GRAMA);
- ▶ requires the division to reclassify consumer complaints as public under GRAMA under certain circumstances;
- ▶ grants the division rulemaking authority;
- ▶ repeals certain other provisions related to consumer complaints;
- ▶ defines terms; and
- ▶ makes technical and conforming changes.

Money Appropriated in this Bill:

None



28 **Other Special Clauses:**

29 This bill provides a special effective date.

30 **Utah Code Sections Affected:**

31 AMENDS:

32 **13-2-1 (Superseded 05/02/24)**, as last amended by Laws of Utah 2023, Chapters 31,
33 36, 377, 458, 477, 498, and 509

34 **13-2-1 (Effective 05/02/24)**, as last amended by Laws of Utah 2023, Chapters 31, 36,
35 377, 458, 477, 498, 509, and 536

36 **13-11-7**, as last amended by Laws of Utah 1987, Chapter 92

37 **63G-2-305**, as last amended by Laws of Utah 2023, Chapters 1, 16, 205, and 329

38 ENACTS:

39 **13-2-11**, Utah Code Annotated 1953

40 REPEALS:

41 **13-15-401**, as enacted by Laws of Utah 2022, Chapter 243

42 **13-26-12**, as last amended by Laws of Utah 2022, Chapter 324



44 *Be it enacted by the Legislature of the state of Utah:*

45 Section 1. Section **13-2-1 (Superseded 05/02/24)** is amended to read:

46 **13-2-1 (Superseded 05/02/24). Consumer protection division established --**

47 **Functions.**

48 (1) There is established within the Department of Commerce the Division of Consumer
49 Protection.

50 (2) The division shall administer and enforce the following:

- 51 (a) Chapter 10a, Music Licensing Practices Act;
- 52 (b) Chapter 11, Utah Consumer Sales Practices Act;
- 53 (c) Chapter 15, Business Opportunity Disclosure Act;
- 54 (d) Chapter 20, New Motor Vehicle Warranties Act;
- 55 (e) Chapter 21, Credit Services Organizations Act;
- 56 (f) Chapter 22, Charitable Solicitations Act;
- 57 (g) Chapter 23, Health Spa Services Protection Act;
- 58 (h) Chapter 25a, Telephone and Facsimile Solicitation Act;

- 59 (i) Chapter 26, Telephone Fraud Prevention Act;
- 60 (j) Chapter 28, Prize Notices Regulation Act;
- 61 (k) Chapter 32a, Pawnshop, Secondhand Merchandise, and Catalytic Converter
- 62 Transaction Information Act;
- 63 (l) Chapter 34, Utah Postsecondary School and State Authorization Act;
- 64 (m) Chapter 41, Price Controls During Emergencies Act;
- 65 (n) Chapter 42, Uniform Debt-Management Services Act;
- 66 (o) Chapter 49, Immigration Consultants Registration Act;
- 67 (p) Chapter 51, Transportation Network Company Registration Act;
- 68 (q) Chapter 52, Residential Solar Energy Disclosure Act;
- 69 (r) Chapter 53, Residential, Vocational and Life Skills Program Act;
- 70 (s) Chapter 54, Ticket Website Sales Act;
- 71 (t) Chapter 56, Ticket Transferability Act;
- 72 (u) Chapter 57, Maintenance Funding Practices Act;
- 73 (v) Chapter 61, Utah Consumer Privacy Act;
- 74 (w) Chapter 63, Utah Social Media Regulation Act;
- 75 (x) Chapter 64, Vehicle Value Protection Agreement Act;
- 76 (y) Chapter 65, Utah Commercial Email Act; and
- 77 (z) Chapter 67, Online Dating Safety Act.
- 78 (3) In accordance with Title 63G, Chapter 3, Utah Administrative Rulemaking Act, the
- 79 division may make rules to establish:
- 80 (a) a public list that identifies a person who:
- 81 (i) violates a chapter described in Subsection (2);
- 82 (ii) without proper legal justification, fails to comply with an order, subpoena,
- 83 judgment, or other legal process issued by:
- 84 (A) the division; or
- 85 (B) a court of competent jurisdiction; or
- 86 (iii) breaches a settlement agreement, stipulation, assurance of voluntary compliance,
- 87 or similar instrument signed by the person and the division; and
- 88 (b) a process by which a person may be removed from the list the division establishes
- 89 as described in Subsection (3)(a).

90 Section 2. Section 13-2-1 (Effective 05/02/24) is amended to read:

91 **13-2-1 (Effective 05/02/24). Consumer protection division established --**

92 **Functions.**

93 (1) There is established within the Department of Commerce the Division of Consumer
94 Protection.

95 (2) The division shall administer and enforce the following:

96 (a) Chapter 10a, Music Licensing Practices Act;

97 (b) Chapter 11, Utah Consumer Sales Practices Act;

98 (c) Chapter 15, Business Opportunity Disclosure Act;

99 (d) Chapter 20, New Motor Vehicle Warranties Act;

100 (e) Chapter 21, Credit Services Organizations Act;

101 (f) Chapter 22, Charitable Solicitations Act;

102 (g) Chapter 23, Health Spa Services Protection Act;

103 (h) Chapter 25a, Telephone and Facsimile Solicitation Act;

104 (i) Chapter 26, Telephone Fraud Prevention Act;

105 (j) Chapter 28, Prize Notices Regulation Act;

106 (k) Chapter 32a, Pawnshop, Secondhand Merchandise, and Catalytic Converter
107 Transaction Information Act;

108 (l) Chapter 34, Utah Postsecondary School and State Authorization Act;

109 (m) Chapter 41, Price Controls During Emergencies Act;

110 (n) Chapter 42, Uniform Debt-Management Services Act;

111 (o) Chapter 49, Immigration Consultants Registration Act;

112 (p) Chapter 51, Transportation Network Company Registration Act;

113 (q) Chapter 52, Residential Solar Energy Disclosure Act;

114 (r) Chapter 53, Residential, Vocational and Life Skills Program Act;

115 (s) Chapter 54, Ticket Website Sales Act;

116 (t) Chapter 56, Ticket Transferability Act;

117 (u) Chapter 57, Maintenance Funding Practices Act;

118 (v) Chapter 61, Utah Consumer Privacy Act;

119 (w) Chapter 63, Utah Social Media Regulation Act;

120 (x) Chapter 64, Vehicle Value Protection Agreement Act;

- 121 (y) Chapter 65, Utah Commercial Email Act;
122 (z) Chapter 67, Online Dating Safety Act; and
123 (aa) Chapter 68, Lawyer Referral Consultants Registration Act.
124 (3) In accordance with Title 63G, Chapter 3, Utah Administrative Rulemaking Act, the
125 division may make rules to establish:
126 (a) a public list that identifies a person who:
127 (i) violates a chapter described in Subsection (2);
128 (ii) without proper legal justification, fails to comply with an order, subpoena,
129 judgment, or other legal process issued by:
130 (A) the division; or
131 (B) a court of competent jurisdiction; or
132 (iii) breaches a settlement agreement, stipulation, assurance of voluntary compliance,
133 or similar instrument signed by the person and the division; and
134 (b) a process by which a person may be removed from the list the division establishes
135 as described in Subsection (3)(a).

136 Section 3. Section 13-2-11 is enacted to read:

137 **13-2-11. Consumer complaints.**

138 (1) As used in this section:

139 (a) "Consumer complaint" means a complaint that:

140 (i) a person files with the division; and

141 (ii) alleges facts relating to conduct that the division regulates under Section [13-2-1](#).

142 (b) "Consumer narrative" means the narrative description required to be included in a
143 consumer complaint under Subsection (2).

144 (c) "Filer" means a person who files a consumer complaint.

145 (d) "Respondent" means a person against whom a filer files a consumer complaint.

146 (2) A filer shall include in a consumer complaint:

147 (a) information that identifies the respondent; and

148 (b) a narrative description of the conduct alleged as described in Subsection (1)(a)(ii).

149 (3) A consumer complaint is a protected record as provided in Subsection
150 [63G-2-305\(88\)](#).

151 (4) Notwithstanding Subsection (3):

152 (a) the division shall reclassify a consumer complaint as public if:
153 (i) the consumer complaint is one of at least 10 complaints filed with the division:
154 (A) against the same person;
155 (B) alleging the same or similar conduct; and
156 (C) during the 12-month period immediately preceding the day on which the filer files
157 the consumer complaint; or
158 (ii) the division takes public enforcement action against a respondent as a result of the
159 consumer complaint; and
160 (b) the division may disclose a consumer complaint to the respondent.
161 (5) For purposes of determining the number of complaints against the same person
162 under Subsection (4)(a)(i)(A), the division may consider consumer complaints that are filed
163 against multiple corporations, limited liability companies, partnerships, or other business
164 entities under common ownership to be consumer complaints against the same person.
165 (6) A respondent's initial, written response to a consumer complaint that is public
166 under Subsection (4) is a public record.
167 (7) Before making a consumer complaint that is reclassified as public under Subsection
168 (4), or a response described in Subsection (6), available to the public, the division:
169 (a) shall redact from the consumer complaint or the response any information that
170 would disclose:
171 (i) the filer's:
172 (A) address;
173 (B) social security number;
174 (C) bank account information;
175 (D) email address; or
176 (E) telephone number; or
177 (ii) information similar in nature to the information described in Subsection (7)(a)(i);
178 and
179 (b) may redact the filer's name and any other information that could, in the division's
180 judgment, disclose the filer's identity.
181 (8) If the division discloses the consumer complaint to the respondent as described in
182 Subsection (4)(b), the division may redact the filer's:

- 183 (a) bank account information;
184 (b) social security number;
185 (c) name and any other information that could, in the division's judgment, disclose the
186 filer's identity, if the filer requests anonymity; and
187 (d) other information the disclosure of which constitutes a clearly unwarranted
188 invasion of personal privacy.

189 Section 4. Section 13-11-7 is amended to read:

190 **13-11-7. Duties of enforcing authority -- Civil penalty for violation of restraining**
191 **or injunctive orders.**

192 (1) The enforcing authority shall:

193 (a) enforce this chapter throughout the state;

194 (b) cooperate with state and local officials, officials of other states, and officials of the
195 federal government in the administration of comparable statutes;

196 (c) inform consumers and suppliers on a continuing basis of the provisions of this
197 chapter and of acts or practices that violate this chapter [~~including mailing information~~
198 ~~concerning final judgments to persons who request it, for which he may charge a reasonable fee~~
199 ~~to cover the expense];~~

200 (d) receive and act on complaints; and

201 (e) maintain a public file of final judgments rendered under this chapter that have been
202 either reported officially or made available for public dissemination under Subsection (1)(c),
203 final consent judgments, and to the extent the enforcing authority considers appropriate,
204 assurances of voluntary compliance.

205 ~~[(2) In carrying out his duties, the enforcing authority may not publicly disclose the~~
206 ~~identity of a person investigated unless his identity has become a matter of public record in an~~
207 ~~enforcement proceeding or he has consented to public disclosure.]~~

208 ~~[(3)]~~ (2) On motion of the enforcing authority, or on its own motion, the court may
209 impose a civil penalty of not more than \$5,000 for each day a temporary restraining order,
210 preliminary injunction, or permanent injunction issued under this chapter is violated, if the
211 supplier received notice of the restraining or injunctive order. Civil penalties imposed under
212 this section shall be paid to the General Fund.

213 Section 5. Section 63G-2-305 is amended to read:

214 **63G-2-305. Protected records.**

215 The following records are protected if properly classified by a governmental entity:

216 (1) trade secrets as defined in Section 13-24-2 if the person submitting the trade secret
217 has provided the governmental entity with the information specified in Section 63G-2-309;

218 (2) commercial information or nonindividual financial information obtained from a
219 person if:

220 (a) disclosure of the information could reasonably be expected to result in unfair
221 competitive injury to the person submitting the information or would impair the ability of the
222 governmental entity to obtain necessary information in the future;

223 (b) the person submitting the information has a greater interest in prohibiting access
224 than the public in obtaining access; and

225 (c) the person submitting the information has provided the governmental entity with
226 the information specified in Section 63G-2-309;

227 (3) commercial or financial information acquired or prepared by a governmental entity
228 to the extent that disclosure would lead to financial speculations in currencies, securities, or
229 commodities that will interfere with a planned transaction by the governmental entity or cause
230 substantial financial injury to the governmental entity or state economy;

231 (4) records, the disclosure of which could cause commercial injury to, or confer a
232 competitive advantage upon a potential or actual competitor of, a commercial project entity as
233 defined in Subsection 11-13-103(4);

234 (5) test questions and answers to be used in future license, certification, registration,
235 employment, or academic examinations;

236 (6) records, the disclosure of which would impair governmental procurement
237 proceedings or give an unfair advantage to any person proposing to enter into a contract or
238 agreement with a governmental entity, except, subject to Subsections (1) and (2), that this
239 Subsection (6) does not restrict the right of a person to have access to, after the contract or
240 grant has been awarded and signed by all parties:

241 (a) a bid, proposal, application, or other information submitted to or by a governmental
242 entity in response to:

243 (i) an invitation for bids;

244 (ii) a request for proposals;

245 (iii) a request for quotes;
246 (iv) a grant; or
247 (v) other similar document; or
248 (b) an unsolicited proposal, as defined in Section [63G-6a-712](#);
249 (7) information submitted to or by a governmental entity in response to a request for
250 information, except, subject to Subsections (1) and (2), that this Subsection (7) does not restrict
251 the right of a person to have access to the information, after:
252 (a) a contract directly relating to the subject of the request for information has been
253 awarded and signed by all parties; or
254 (b) (i) a final determination is made not to enter into a contract that relates to the
255 subject of the request for information; and
256 (ii) at least two years have passed after the day on which the request for information is
257 issued;
258 (8) records that would identify real property or the appraisal or estimated value of real
259 or personal property, including intellectual property, under consideration for public acquisition
260 before any rights to the property are acquired unless:
261 (a) public interest in obtaining access to the information is greater than or equal to the
262 governmental entity's need to acquire the property on the best terms possible;
263 (b) the information has already been disclosed to persons not employed by or under a
264 duty of confidentiality to the entity;
265 (c) in the case of records that would identify property, potential sellers of the described
266 property have already learned of the governmental entity's plans to acquire the property;
267 (d) in the case of records that would identify the appraisal or estimated value of
268 property, the potential sellers have already learned of the governmental entity's estimated value
269 of the property; or
270 (e) the property under consideration for public acquisition is a single family residence
271 and the governmental entity seeking to acquire the property has initiated negotiations to acquire
272 the property as required under Section [78B-6-505](#);
273 (9) records prepared in contemplation of sale, exchange, lease, rental, or other
274 compensated transaction of real or personal property including intellectual property, which, if
275 disclosed prior to completion of the transaction, would reveal the appraisal or estimated value

276 of the subject property, unless:

277 (a) the public interest in access is greater than or equal to the interests in restricting
278 access, including the governmental entity's interest in maximizing the financial benefit of the
279 transaction; or

280 (b) when prepared by or on behalf of a governmental entity, appraisals or estimates of
281 the value of the subject property have already been disclosed to persons not employed by or
282 under a duty of confidentiality to the entity;

283 (10) records created or maintained for civil, criminal, or administrative enforcement
284 purposes or audit purposes, or for discipline, licensing, certification, or registration purposes, if
285 release of the records:

286 (a) reasonably could be expected to interfere with investigations undertaken for
287 enforcement, discipline, licensing, certification, or registration purposes;

288 (b) reasonably could be expected to interfere with audits, disciplinary, or enforcement
289 proceedings;

290 (c) would create a danger of depriving a person of a right to a fair trial or impartial
291 hearing;

292 (d) reasonably could be expected to disclose the identity of a source who is not
293 generally known outside of government and, in the case of a record compiled in the course of
294 an investigation, disclose information furnished by a source not generally known outside of
295 government if disclosure would compromise the source; or

296 (e) reasonably could be expected to disclose investigative or audit techniques,
297 procedures, policies, or orders not generally known outside of government if disclosure would
298 interfere with enforcement or audit efforts;

299 (11) records the disclosure of which would jeopardize the life or safety of an
300 individual;

301 (12) records the disclosure of which would jeopardize the security of governmental
302 property, governmental programs, or governmental recordkeeping systems from damage, theft,
303 or other appropriation or use contrary to law or public policy;

304 (13) records that, if disclosed, would jeopardize the security or safety of a correctional
305 facility, or records relating to incarceration, treatment, probation, or parole, that would interfere
306 with the control and supervision of an offender's incarceration, treatment, probation, or parole;

307 (14) records that, if disclosed, would reveal recommendations made to the Board of
308 Pardons and Parole by an employee of or contractor for the Department of Corrections, the
309 Board of Pardons and Parole, or the Department of Health and Human Services that are based
310 on the employee's or contractor's supervision, diagnosis, or treatment of any person within the
311 board's jurisdiction;

312 (15) records and audit workpapers that identify audit, collection, and operational
313 procedures and methods used by the State Tax Commission, if disclosure would interfere with
314 audits or collections;

315 (16) records of a governmental audit agency relating to an ongoing or planned audit
316 until the final audit is released;

317 (17) records that are subject to the attorney client privilege;

318 (18) records prepared for or by an attorney, consultant, surety, indemnitor, insurer,
319 employee, or agent of a governmental entity for, or in anticipation of, litigation or a judicial,
320 quasi-judicial, or administrative proceeding;

321 (19) (a) (i) personal files of a state legislator, including personal correspondence to or
322 from a member of the Legislature; and

323 (ii) notwithstanding Subsection (19)(a)(i), correspondence that gives notice of
324 legislative action or policy may not be classified as protected under this section; and

325 (b) (i) an internal communication that is part of the deliberative process in connection
326 with the preparation of legislation between:

327 (A) members of a legislative body;

328 (B) a member of a legislative body and a member of the legislative body's staff; or

329 (C) members of a legislative body's staff; and

330 (ii) notwithstanding Subsection (19)(b)(i), a communication that gives notice of
331 legislative action or policy may not be classified as protected under this section;

332 (20) (a) records in the custody or control of the Office of Legislative Research and
333 General Counsel, that, if disclosed, would reveal a particular legislator's contemplated
334 legislation or contemplated course of action before the legislator has elected to support the
335 legislation or course of action, or made the legislation or course of action public; and

336 (b) notwithstanding Subsection (20)(a), the form to request legislation submitted to the
337 Office of Legislative Research and General Counsel is a public document unless a legislator

338 asks that the records requesting the legislation be maintained as protected records until such
339 time as the legislator elects to make the legislation or course of action public;

340 (21) research requests from legislators to the Office of Legislative Research and
341 General Counsel or the Office of the Legislative Fiscal Analyst and research findings prepared
342 in response to these requests;

343 (22) drafts, unless otherwise classified as public;

344 (23) records concerning a governmental entity's strategy about:

345 (a) collective bargaining; or

346 (b) imminent or pending litigation;

347 (24) records of investigations of loss occurrences and analyses of loss occurrences that
348 may be covered by the Risk Management Fund, the Employers' Reinsurance Fund, the
349 Uninsured Employers' Fund, or similar divisions in other governmental entities;

350 (25) records, other than personnel evaluations, that contain a personal recommendation
351 concerning an individual if disclosure would constitute a clearly unwarranted invasion of
352 personal privacy, or disclosure is not in the public interest;

353 (26) records that reveal the location of historic, prehistoric, paleontological, or
354 biological resources that if known would jeopardize the security of those resources or of
355 valuable historic, scientific, educational, or cultural information;

356 (27) records of independent state agencies if the disclosure of the records would
357 conflict with the fiduciary obligations of the agency;

358 (28) records of an institution within the state system of higher education defined in
359 Section [53B-1-102](#) regarding tenure evaluations, appointments, applications for admissions,
360 retention decisions, and promotions, which could be properly discussed in a meeting closed in
361 accordance with Title 52, Chapter 4, Open and Public Meetings Act, provided that records of
362 the final decisions about tenure, appointments, retention, promotions, or those students
363 admitted, may not be classified as protected under this section;

364 (29) records of the governor's office, including budget recommendations, legislative
365 proposals, and policy statements, that if disclosed would reveal the governor's contemplated
366 policies or contemplated courses of action before the governor has implemented or rejected
367 those policies or courses of action or made them public;

368 (30) records of the Office of the Legislative Fiscal Analyst relating to budget analysis,

369 revenue estimates, and fiscal notes of proposed legislation before issuance of the final
370 recommendations in these areas;

371 (31) records provided by the United States or by a government entity outside the state
372 that are given to the governmental entity with a requirement that they be managed as protected
373 records if the providing entity certifies that the record would not be subject to public disclosure
374 if retained by it;

375 (32) transcripts, minutes, recordings, or reports of the closed portion of a meeting of a
376 public body except as provided in Section 52-4-206;

377 (33) records that would reveal the contents of settlement negotiations but not including
378 final settlements or empirical data to the extent that they are not otherwise exempt from
379 disclosure;

380 (34) memoranda prepared by staff and used in the decision-making process by an
381 administrative law judge, a member of the Board of Pardons and Parole, or a member of any
382 other body charged by law with performing a quasi-judicial function;

383 (35) records that would reveal negotiations regarding assistance or incentives offered
384 by or requested from a governmental entity for the purpose of encouraging a person to expand
385 or locate a business in Utah, but only if disclosure would result in actual economic harm to the
386 person or place the governmental entity at a competitive disadvantage, but this section may not
387 be used to restrict access to a record evidencing a final contract;

388 (36) materials to which access must be limited for purposes of securing or maintaining
389 the governmental entity's proprietary protection of intellectual property rights including patents,
390 copyrights, and trade secrets;

391 (37) the name of a donor or a prospective donor to a governmental entity, including an
392 institution within the state system of higher education defined in Section 53B-1-102, and other
393 information concerning the donation that could reasonably be expected to reveal the identity of
394 the donor, provided that:

395 (a) the donor requests anonymity in writing;

396 (b) any terms, conditions, restrictions, or privileges relating to the donation may not be
397 classified protected by the governmental entity under this Subsection (37); and

398 (c) except for an institution within the state system of higher education defined in
399 Section 53B-1-102, the governmental unit to which the donation is made is primarily engaged

400 in educational, charitable, or artistic endeavors, and has no regulatory or legislative authority
401 over the donor, a member of the donor's immediate family, or any entity owned or controlled
402 by the donor or the donor's immediate family;

403 (38) accident reports, except as provided in Sections [41-6a-404](#), [41-12a-202](#), and
404 [73-18-13](#);

405 (39) a notification of workers' compensation insurance coverage described in Section
406 [34A-2-205](#);

407 (40) (a) the following records of an institution within the state system of higher
408 education defined in Section [53B-1-102](#), which have been developed, discovered, disclosed to,
409 or received by or on behalf of faculty, staff, employees, or students of the institution:

410 (i) unpublished lecture notes;

411 (ii) unpublished notes, data, and information:

412 (A) relating to research; and

413 (B) of:

414 (I) the institution within the state system of higher education defined in Section
415 [53B-1-102](#); or

416 (II) a sponsor of sponsored research;

417 (iii) unpublished manuscripts;

418 (iv) creative works in process;

419 (v) scholarly correspondence; and

420 (vi) confidential information contained in research proposals;

421 (b) Subsection (40)(a) may not be construed to prohibit disclosure of public
422 information required pursuant to Subsection [53B-16-302\(2\)\(a\)](#) or (b); and

423 (c) Subsection (40)(a) may not be construed to affect the ownership of a record;

424 (41) (a) records in the custody or control of the Office of the Legislative Auditor
425 General that would reveal the name of a particular legislator who requests a legislative audit
426 prior to the date that audit is completed and made public; and

427 (b) notwithstanding Subsection (41)(a), a request for a legislative audit submitted to the
428 Office of the Legislative Auditor General is a public document unless the legislator asks that
429 the records in the custody or control of the Office of the Legislative Auditor General that would
430 reveal the name of a particular legislator who requests a legislative audit be maintained as

431 protected records until the audit is completed and made public;

432 (42) records that provide detail as to the location of an explosive, including a map or
433 other document that indicates the location of:

434 (a) a production facility; or
435 (b) a magazine;

436 (43) information contained in the statewide database of the Division of Aging and
437 Adult Services created by Section [26B-6-210](#);

438 (44) information contained in the Licensing Information System described in Title 80,
439 Chapter 2, Child Welfare Services;

440 (45) information regarding National Guard operations or activities in support of the
441 National Guard's federal mission;

442 (46) records provided by any pawn or secondhand business to a law enforcement
443 agency or to the central database in compliance with Title 13, Chapter 32a, Pawnshop,
444 Secondhand Merchandise, and Catalytic Converter Transaction Information Act;

445 (47) information regarding food security, risk, and vulnerability assessments performed
446 by the Department of Agriculture and Food;

447 (48) except to the extent that the record is exempt from this chapter pursuant to Section
448 [63G-2-106](#), records related to an emergency plan or program, a copy of which is provided to or
449 prepared or maintained by the Division of Emergency Management, and the disclosure of
450 which would jeopardize:

451 (a) the safety of the general public; or
452 (b) the security of:

453 (i) governmental property;
454 (ii) governmental programs; or
455 (iii) the property of a private person who provides the Division of Emergency
456 Management information;

457 (49) records of the Department of Agriculture and Food that provides for the
458 identification, tracing, or control of livestock diseases, including any program established under
459 Title 4, Chapter 24, Utah Livestock Brand and Anti-Theft Act, or Title 4, Chapter 31, Control
460 of Animal Disease;

461 (50) as provided in Section [26B-2-408](#);

462 (a) information or records held by the Department of Health and Human Services
463 related to a complaint regarding a child care program or residential child care which the
464 department is unable to substantiate; and

465 (b) information or records related to a complaint received by the Department of Health
466 and Human Services from an anonymous complainant regarding a child care program or
467 residential child care;

468 (51) unless otherwise classified as public under Section 63G-2-301 and except as
469 provided under Section 41-1a-116, an individual's home address, home telephone number, or
470 personal mobile phone number, if:

471 (a) the individual is required to provide the information in order to comply with a law,
472 ordinance, rule, or order of a government entity; and

473 (b) the subject of the record has a reasonable expectation that this information will be
474 kept confidential due to:

475 (i) the nature of the law, ordinance, rule, or order; and

476 (ii) the individual complying with the law, ordinance, rule, or order;

477 (52) the portion of the following documents that contains a candidate's residential or
478 mailing address, if the candidate provides to the filing officer another address or phone number
479 where the candidate may be contacted:

480 (a) a declaration of candidacy, a nomination petition, or a certificate of nomination,
481 described in Section 20A-9-201, 20A-9-202, 20A-9-203, 20A-9-404, 20A-9-405, 20A-9-408,
482 20A-9-408.5, 20A-9-502, or 20A-9-601;

483 (b) an affidavit of impecuniosity, described in Section 20A-9-201; or

484 (c) a notice of intent to gather signatures for candidacy, described in Section
485 20A-9-408;

486 (53) the name, home address, work addresses, and telephone numbers of an individual
487 that is engaged in, or that provides goods or services for, medical or scientific research that is:

488 (a) conducted within the state system of higher education, as defined in Section
489 53B-1-102; and

490 (b) conducted using animals;

491 (54) in accordance with Section 78A-12-203, any record of the Judicial Performance
492 Evaluation Commission concerning an individual commissioner's vote, in relation to whether a

493 judge meets or exceeds minimum performance standards under Subsection 78A-12-203(4), and
494 information disclosed under Subsection 78A-12-203(5)(e);

495 (55) information collected and a report prepared by the Judicial Performance
496 Evaluation Commission concerning a judge, unless Section 20A-7-702 or Title 78A, Chapter
497 12, Judicial Performance Evaluation Commission Act, requires disclosure of, or makes public,
498 the information or report;

499 (56) records provided or received by the Public Lands Policy Coordinating Office in
500 furtherance of any contract or other agreement made in accordance with Section 63L-11-202;

501 (57) information requested by and provided to the 911 Division under Section
502 63H-7a-302;

503 (58) in accordance with Section 73-10-33:

504 (a) a management plan for a water conveyance facility in the possession of the Division
505 of Water Resources or the Board of Water Resources; or

506 (b) an outline of an emergency response plan in possession of the state or a county or
507 municipality;

508 (59) the following records in the custody or control of the Office of Inspector General
509 of Medicaid Services, created in Section 63A-13-201:

510 (a) records that would disclose information relating to allegations of personal
511 misconduct, gross mismanagement, or illegal activity of a person if the information or
512 allegation cannot be corroborated by the Office of Inspector General of Medicaid Services
513 through other documents or evidence, and the records relating to the allegation are not relied
514 upon by the Office of Inspector General of Medicaid Services in preparing a final investigation
515 report or final audit report;

516 (b) records and audit workpapers to the extent they would disclose the identity of a
517 person who, during the course of an investigation or audit, communicated the existence of any
518 Medicaid fraud, waste, or abuse, or a violation or suspected violation of a law, rule, or
519 regulation adopted under the laws of this state, a political subdivision of the state, or any
520 recognized entity of the United States, if the information was disclosed on the condition that
521 the identity of the person be protected;

522 (c) before the time that an investigation or audit is completed and the final
523 investigation or final audit report is released, records or drafts circulated to a person who is not

524 an employee or head of a governmental entity for the person's response or information;

525 (d) records that would disclose an outline or part of any investigation, audit survey
526 plan, or audit program; or

527 (e) requests for an investigation or audit, if disclosure would risk circumvention of an
528 investigation or audit;

529 (60) records that reveal methods used by the Office of Inspector General of Medicaid
530 Services, the fraud unit, or the Department of Health and Human Services, to discover
531 Medicaid fraud, waste, or abuse;

532 (61) information provided to the Department of Health and Human Services or the
533 Division of Professional Licensing under Subsections 58-67-304(3) and (4) and Subsections
534 58-68-304(3) and (4);

535 (62) a record described in Section 63G-12-210;

536 (63) captured plate data that is obtained through an automatic license plate reader
537 system used by a governmental entity as authorized in Section 41-6a-2003;

538 (64) any record in the custody of the Utah Office for Victims of Crime relating to a
539 victim, including:

540 (a) a victim's application or request for benefits;

541 (b) a victim's receipt or denial of benefits; and

542 (c) any administrative notes or records made or created for the purpose of, or used to,
543 evaluate or communicate a victim's eligibility for or denial of benefits from the Crime Victim
544 Reparations Fund;

545 (65) an audio or video recording created by a body-worn camera, as that term is
546 defined in Section 77-7a-103, that records sound or images inside a hospital or health care
547 facility as those terms are defined in Section 78B-3-403, inside a clinic of a health care
548 provider, as that term is defined in Section 78B-3-403, or inside a human service program as
549 that term is defined in Section 26B-2-101, except for recordings that:

550 (a) depict the commission of an alleged crime;

551 (b) record any encounter between a law enforcement officer and a person that results in
552 death or bodily injury, or includes an instance when an officer fires a weapon;

553 (c) record any encounter that is the subject of a complaint or a legal proceeding against
554 a law enforcement officer or law enforcement agency;

555 (d) contain an officer involved critical incident as defined in Subsection
556 76-2-408(1)(f); or

557 (e) have been requested for reclassification as a public record by a subject or
558 authorized agent of a subject featured in the recording;

559 (66) a record pertaining to the search process for a president of an institution of higher
560 education described in Section 53B-2-102, except for application materials for a publicly
561 announced finalist;

562 (67) an audio recording that is:

563 (a) produced by an audio recording device that is used in conjunction with a device or
564 piece of equipment designed or intended for resuscitating an individual or for treating an
565 individual with a life-threatening condition;

566 (b) produced during an emergency event when an individual employed to provide law
567 enforcement, fire protection, paramedic, emergency medical, or other first responder service:

568 (i) is responding to an individual needing resuscitation or with a life-threatening
569 condition; and

570 (ii) uses a device or piece of equipment designed or intended for resuscitating an
571 individual or for treating an individual with a life-threatening condition; and

572 (c) intended and used for purposes of training emergency responders how to improve
573 their response to an emergency situation;

574 (68) records submitted by or prepared in relation to an applicant seeking a
575 recommendation by the Research and General Counsel Subcommittee, the Budget
576 Subcommittee, or the Audit Subcommittee, established under Section 36-12-8, for an
577 employment position with the Legislature;

578 (69) work papers as defined in Section 31A-2-204;

579 (70) a record made available to Adult Protective Services or a law enforcement agency
580 under Section 61-1-206;

581 (71) a record submitted to the Insurance Department in accordance with Section
582 31A-37-201;

583 (72) a record described in Section 31A-37-503;

584 (73) any record created by the Division of Professional Licensing as a result of
585 Subsection 58-37f-304(5) or 58-37f-702(2)(a)(ii);

586 (74) a record described in Section 72-16-306 that relates to the reporting of an injury
587 involving an amusement ride;

588 (75) except as provided in Subsection 63G-2-305.5(1), the signature of an individual
589 on a political petition, or on a request to withdraw a signature from a political petition,
590 including a petition or request described in the following titles:

591 (a) Title 10, Utah Municipal Code;

592 (b) Title 17, Counties;

593 (c) Title 17B, Limited Purpose Local Government Entities - Special Districts;

594 (d) Title 17D, Limited Purpose Local Government Entities - Other Entities; and

595 (e) Title 20A, Election Code;

596 (76) except as provided in Subsection 63G-2-305.5(2), the signature of an individual in
597 a voter registration record;

598 (77) except as provided in Subsection 63G-2-305.5(3), any signature, other than a
599 signature described in Subsection (75) or (76), in the custody of the lieutenant governor or a
600 local political subdivision collected or held under, or in relation to, Title 20A, Election Code;

601 (78) a Form I-918 Supplement B certification as described in Title 77, Chapter 38, Part
602 5, Victims Guidelines for Prosecutors Act;

603 (79) a record submitted to the Insurance Department under Section 31A-48-103;

604 (80) personal information, as defined in Section 63G-26-102, to the extent disclosure is
605 prohibited under Section 63G-26-103;

606 (81) an image taken of an individual during the process of booking the individual into
607 jail, unless:

608 (a) the individual is convicted of a criminal offense based upon the conduct for which
609 the individual was incarcerated at the time the image was taken;

610 (b) a law enforcement agency releases or disseminates the image:

611 (i) after determining that the individual is a fugitive or an imminent threat to an
612 individual or to public safety and releasing or disseminating the image will assist in
613 apprehending the individual or reducing or eliminating the threat; or

614 (ii) to a potential witness or other individual with direct knowledge of events relevant
615 to a criminal investigation or criminal proceeding for the purpose of identifying or locating an
616 individual in connection with the criminal investigation or criminal proceeding; or

617 (c) a judge orders the release or dissemination of the image based on a finding that the
618 release or dissemination is in furtherance of a legitimate law enforcement interest;

619 (82) a record:

620 (a) concerning an interstate claim to the use of waters in the Colorado River system;

621 (b) relating to a judicial proceeding, administrative proceeding, or negotiation with a
622 representative from another state or the federal government as provided in Section

623 [63M-14-205](#); and

624 (c) the disclosure of which would:

625 (i) reveal a legal strategy relating to the state's claim to the use of the water in the
626 Colorado River system;

627 (ii) harm the ability of the Colorado River Authority of Utah or river commissioner to
628 negotiate the best terms and conditions regarding the use of water in the Colorado River
629 system; or

630 (iii) give an advantage to another state or to the federal government in negotiations
631 regarding the use of water in the Colorado River system;

632 (83) any part of an application described in Section [63N-16-201](#) that the Governor's
633 Office of Economic Opportunity determines is nonpublic, confidential information that if
634 disclosed would result in actual economic harm to the applicant, but this Subsection (83) may
635 not be used to restrict access to a record evidencing a final contract or approval decision;

636 (84) the following records of a drinking water or wastewater facility:

637 (a) an engineering or architectural drawing of the drinking water or wastewater facility;
638 and

639 (b) except as provided in Section [63G-2-106](#), a record detailing tools or processes the
640 drinking water or wastewater facility uses to secure, or prohibit access to, the records described
641 in Subsection (84)(a);

642 (85) a statement that an employee of a governmental entity provides to the
643 governmental entity as part of the governmental entity's personnel or administrative
644 investigation into potential misconduct involving the employee if the governmental entity:

645 (a) requires the statement under threat of employment disciplinary action, including
646 possible termination of employment, for the employee's refusal to provide the statement; and

647 (b) provides the employee assurance that the statement cannot be used against the

648 employee in any criminal proceeding;

649 (86) any part of an application for a Utah Fits All Scholarship account described in
650 Section [53F-6-402](#) or other information identifying a scholarship student as defined in Section
651 [53F-6-401](#); ~~and~~

652 (87) a record:

653 (a) concerning a claim to the use of waters in the Great Salt Lake;

654 (b) relating to a judicial proceeding, administrative proceeding, or negotiation with a
655 person concerning the claim, including a representative from another state or the federal
656 government; and

657 (c) the disclosure of which would:

658 (i) reveal a legal strategy relating to the state's claim to the use of the water in the Great
659 Salt Lake;

660 (ii) harm the ability of the Great Salt Lake commissioner to negotiate the best terms
661 and conditions regarding the use of water in the Great Salt Lake; or

662 (iii) give an advantage to another person including another state or to the federal
663 government in negotiations regarding the use of water in the Great Salt Lake[-]; and

664 (88) a consumer complaint described in Section [13-2-11](#), unless the consumer
665 complaint is reclassified as public as described in Subsection [13-2-11\(3\)](#).

666 Section 6. **Repealer.**

667 This bill repeals:

668 Section [13-15-401](#), **Consumer complaints.**

669 Section [13-26-12](#), **Consumer complaints are public.**

670 Section 7. **Effective date.**

671 This bill takes effect on May 1, 2024, with the exception of Section [13-2-1](#) (Effective
672 05/02/24) which takes effect on May 2, 2024.