



General Assembly

**Proposed Substitute  
Bill No. 5328**

February Session, 2008

LCO No. 3308

**AN ACT CONCERNING UTILITY CUSTOMER SERVICE COMPLAINTS.**

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective from passage*) (a) For the purposes of this  
2 section, "public service companies" means public service companies  
3 with customers numbering more than fifty thousand or annual gross  
4 revenues in excess of fifty million dollars, as defined in subsection (f)  
5 of section 16-2a of the general statutes.

6 (b) The Department of Public Utility Control shall track complaints  
7 related to services provided by public service companies. The  
8 department shall note the number of complaints for each public service  
9 company in the following categories and subcategories: (1) High bill  
10 complaints, including, but not limited to, rates, estimated bill true-ups  
11 and high usage compared to a previous bill or the same period last  
12 year; (2) no bill or low bill; (3) credit and collections, including, but not  
13 limited to, payment arrangements, termination, arrearage forgiveness  
14 program problems and deposits; (4) other billing issues, including, but

15 not limited to, estimated versus actual billing and meter issues; and (5)  
16 quality of service issues, including, but not limited to, installation,  
17 repairs, outages, voltage, safety issues and customer service response  
18 time. The department may expand the preceding list of categories and  
19 subcategories as it deems necessary, upon the request of the Office of  
20 Consumer Counsel, the Attorney General or the public service  
21 companies as defined herein.

22 (c) The Department of Public Utility Control shall prepare, at the  
23 end of each calendar quarter, a status report detailing the number of  
24 complaints received concerning each public service company in each  
25 of the categories listed in subsection (b) of this section, the percentage  
26 of such complaints that were resolved at the time of reporting and a  
27 description of the details of any unresolved complaints, including the  
28 issue that led to the complaint and the steps taken to resolve said  
29 complaint. The department shall submit such status report to the  
30 Office of Consumer Counsel and the Attorney General within ten  
31 business days after the end of the quarter for which the report is  
32 prepared.

33 (d) Public service companies shall track consumer complaints using  
34 those categories and subcategories listed in subsection (b) of this  
35 section and provide summaries to the Office of Consumer Counsel, the  
36 Attorney General and the Department of Public Utility Control within  
37 ten days of the end of the calendar quarter for which the report is  
38 generated.

39 (e) The Department of Public Utility Control and public service  
40 companies shall provide to the Office of Consumer Counsel and the  
41 Attorney General, upon request, all further data and records in their  
42 possession related to public service company consumer complaints or  
43 bill analysis summaries and the Office of Consumer Counsel and  
44 Attorney General may request an investigation into said complaints or  
45 bill analysis summaries. Upon such investigation request, the  
46 Department of Public Utility Control shall promptly open and conduct

47 a contested docket pursuant to chapter 54 of the general statutes.

48 (f) Twice per year, the Department of Public Utility Control shall  
49 initiate uncontested hearings with the Office of Consumer Counsel and  
50 Attorney General as named participants to review the status reports  
51 and consumer complaint summaries described in subsections (c) and  
52 (d) of this section.

53 (g) The Office of Consumer Counsel shall have access to adequate  
54 staffing, including consumer data analysts, and such other resources as  
55 necessary to implement this act.

This act shall take effect as follows and shall amend the following sections:

Section 1	<i>from passage</i>	New section
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