



CONNECTICUT AFL-CIO

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Testimony before the Energy and Technology Committee Tuesday, March 9th, 2010

Senator Fonfara and, Representative Nardello and members of the Energy and Technology committee, my name is Lori Pelletier and I serve as the Secretary-Treasurer of the Connecticut AFL-CIO, which has over 900 affiliated local unions representing the working men and women from every one of our 169 cities and towns, and am here to testify on the following bill.

SB 417 AN ACT CONCERNING CALL CENTERS AND THE TIMELY REPAIR OF PUBLIC UTILITY POLES.

We strongly support this legislation and thank the committee for raising this bill. The leadership of this legislature has made a clear and concise statement that JOBS are their primary focus, and SB 417 is exactly in line with that priority. Connecticut is ranked near the top when it comes to quality of life issues, and it is because of things like good quality services. Call centers and pole repair is about keeping our state as one of the best places to live and do business. Landlines are lifelines to many in our communities and when their repairs are delayed because the work is being assigned from thousands of miles away it hurts all of us.

These communication industry jobs are good paying jobs that support families help communities and pay taxes. But again this is really an issue of consumer protection and quality of life. When a customer calls in that a pole is down, or a police officer reports a pole has been impacted by a traffic situation, it is imperative that the situation be remedied ASAP. Tax dollars are wasted when that police officers waits for hours by the damaged pole, businesses lose customers if their phones can't ring, and neighbors deal with hazardous situations when poles lay across a roadway.

SB 417 is common sense legislation and we appreciate the committee's work to raise this bill and look forward to working with the members to assure its final passage and signature of the Governor.

Thank you to the Committee for holding this public hearing and if you have any question I'd be happy to address them.

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