

STATE OF CONNECTICUT
HOUSE OF REPRESENTATIVES



JOE ARESIMOWICZ
HOUSE MAJORITY LEADER

Good Afternoon Senator Doyle, Representative Baram and members of the General Law Committee. I am Representative Joe Aresimowicz from the thirtieth district, serving Berlin and Southington. I am here today to testify in full support of **HB 5491- AN ACT CONCERNING CUSTOMER SALES AND SERVICE CALLS MADE FROM OUTSIDE THE UNITED STATES** and **SB 412 - AN ACT CONCERNING THE ENFORCEMENT OF CERTAIN OCCUPATIONAL LICENSING STATUTES**.

HB 5491- AN ACT CONCERNING CUSTOMER SALES AND SERVICE CALLS MADE FROM OUTSIDE THE UNITED STATES

I am here today testifying in support of HB 5491- *An Act Concerning Customer Sales and Services Calls Made from outside the United States*. The idea behind this proposed legislation was prompted by the regrettable decision of a Connecticut-based company to outsource hundreds of jobs to foreign companies purely to cut costs, despite the fact that the company's profits and share prices have been steadily increasing.

While foreign outsourcing obviously results in the loss of good jobs for U.S. citizens, it also raises concerns about transparency, privacy and the security of information, especially when it involves customer service and information technology. This bill seeks to provide more transparency for our residents by informing the customer who has contact with a call center of the location of the worker with whom they are speaking. If a call center employee requests any confidential or sensitive information, the customer will have the ability to request to be transferred to a representative located anywhere in the United States. This protection will give the customer a heightened sense of transparency, privacy and security, because they will know when their personal and confidential information is about to be shared with someone outside the

STATE OF CONNECTICUT
HOUSE OF REPRESENTATIVES



JOE ARESIMOWICZ
HOUSE MAJORITY LEADER

United States and they will have the option of disclosing only to someone inside the U.S. who is subject to the privacy laws of our federal and state governments. If companies doing business in the United States insist on using contractors outside of the country to handle sensitive and confidential customer information, giving customers the right to know and to request a higher level of protection is not much to ask.

For these reasons, I am in full support of this important piece of legislation and urge your support.

**SB 412- AN ACT CONCERNING THE ENFORCEMENT OF CERTAIN
OCCUPATIONAL LICENSING STATUTES.**

I also would like to testify in support of SB 412- *An Act Concerning the Enforcement of Certain Occupational Licensing Statutes*. During the 2013 session, I met with a constituent who was seeing, far too often, unlicensed sub-contractors doing jobs that required a properly licensed professional. From this meeting, I formed a task force during the interim to address this issue and to find solutions that would prevent general contractors from hiring unlicensed professionals in the future.

It happens far too often in this state and across the nation that general contractors hire sub-contractors based on their low bid with little to no regard for proper licensing and apprenticeship requirements. The state currently requires occupational trade licenses for the following trades: auto glass and flat glass, electrical work, elevator installation/repair/maintenance, fire protection/sprinklers, heating/piping/cooling and plumbing and pipe work. Every one of these trades requires an immense amount of training due to potentially hazardous and deadly outcomes

STATE OF CONNECTICUT
HOUSE OF REPRESENTATIVES



JOE ARESIMOWICZ
HOUSE MAJORITY LEADER

that could result from improper installation and maintenance. These individuals go through rigorous testing and apprenticeship programs, and pay annual fees to be classified as a licensed member of their occupational trade in Connecticut. It is unfair that these qualified and properly licensed workers are losing jobs to unlicensed, inexperienced workers who can offer lower prices.

This bill states that if someone willingly or negligently performs without a license or hires a contractor to perform without a license a job that state statute requires a licensed occupational trade professional to perform, they may be issued a stop work order by the Department of Consumer Protection or the appropriate licensing board. Under current law, they may also be subject to a civil penalty for each violation. The bill also increases the involvement of the licensing boards in the enforcement of existing licensing laws. As a result, this proposal will increase and improve the overall enforcement of current laws governing licensed occupational trades, which in turn will deter general contractors from hiring unlicensed sub-contractors and will encourage the hiring of Connecticut licensed trade professionals.

This is an industry-wide issue that affects union and non-union tradespeople, and this bill proposes solutions that the boards and trade associations alike agree are needed. For these reasons, I am in full support of this important piece of legislation and urge your support.