



General Assembly

Amendment

January Session, 2023

LCO No. 10029



Offered by:

SEN. MARONEY, 14th Dist.

REP. D'AGOSTINO, 91st Dist.

To: Subst. House Bill No. 5314

File No. 152

Cal. No. 538

**"AN ACT CONCERNING CONSUMER AGREEMENTS AND
CONSUMER BILLS."**

1 Strike everything after the enacting clause and substitute the
2 following in lieu thereof:

3 "Section 1. (NEW) (*Effective October 1, 2023*) (a) For the purposes of
4 this section:

5 (1) "Automatic renewal provision" means any provision that is
6 included in a consumer agreement under which a business that is a
7 party to such agreement may renew such agreement without any action
8 on the part of a consumer who is a party to such agreement;

9 (2) "Business" means any individual or sole proprietorship,
10 partnership, firm, corporation, trust, limited liability company, limited
11 liability partnership, joint stock company, joint venture, association or
12 other legal entity through which commerce for profit or not for profit is
13 conducted;

14 (3) "Consumer" means any individual who is a resident of this state
15 and a prospective recipient of consumer goods or consumer services;

16 (4) "Consumer agreement" means any verbal, telephonic, written or
17 electronic agreement, initially entered into or amended on or after
18 October 1, 2023, between a business and a consumer under which a
19 business agrees to provide consumer goods or consumer services to a
20 consumer. "Consumer agreement" does not include any such agreement
21 (A) concerning any service provided by a business or its affiliate where
22 either the business or its affiliate is doing business pursuant to (i) a
23 franchise issued by a political subdivision of the state, or (ii) a license,
24 franchise, certificate or other authorization issued by the Public Utilities
25 Regulatory Authority, (B) concerning any service provided by a
26 business or its affiliate where either the business or its affiliate is
27 regulated by the Public Utilities Regulatory Authority, the Federal
28 Communications Commission or the Federal Energy Regulatory
29 Commission, (C) with any entity regulated by the Insurance
30 Department or an affiliate of such entity, (D) with any bank, out-of-state
31 bank, bank holding company, Connecticut credit union, federal credit
32 union or out-of-state credit union, as said terms are defined in section
33 36a-2 of the general statutes, or any subsidiary thereof, or (E) concerning
34 any global service largely or predominately consisting of audiovisual
35 content;

36 (5) "Consumer good" means any article that is purchased, leased,
37 exchanged or received primarily for personal, family or household
38 purposes;

39 (6) "Consumer service" means any service that is purchased, leased,
40 exchanged or received primarily for personal, family or household
41 purposes; and

42 (7) "Continuous services provision" means any provision that is
43 included in a consumer agreement under which a business that is a
44 party to such agreement may continue to provide consumer services to
45 a consumer who is a party to such agreement until the consumer takes

46 action to prevent or terminate such business's provision of such
47 consumer services under such agreement.

48 (b) (1) No business shall enter into, or offer to enter into, a consumer
49 agreement with a consumer if such agreement includes an automatic
50 renewal provision or a continuous services provision, unless:

51 (A) Such business establishes and maintains a toll-free telephone
52 number, an electronic mail address or postal address, or the online
53 means required under subsection (d) of this section, which the consumer
54 may use to prevent automatic renewal or prevent or terminate
55 continuous consumer services;

56 (B) Where such consumer agreement contains an automatic renewal
57 provision, such business discloses to the consumer, electronically,
58 verbally, telephonically or in writing in the manner specified in
59 subdivision (2) of this subsection and before such automatic renewal, (i)
60 that the business will automatically renew such agreement until such
61 consumer takes action to prevent such automatic renewal, (ii) a
62 description of the actions such consumer is required to take to prevent
63 any automatic renewal of such agreement and, if disclosed
64 electronically, a link or other electronic means such consumer may use
65 to take such actions as described in subsection (d) of this section, (iii) all
66 recurring charges that will be charged to the consumer's credit card,
67 debit card or third-party payment account for any automatic renewal of
68 such agreement and, if the amount of such charges is subject to change,
69 the amount of such change if known by such business, (iv) the length of
70 any automatic renewal term for such agreement unless the consumer
71 selects the length of such term, (v) any additional provisions concerning
72 such renewal term, (vi) any minimum purchase obligation, and (vii)
73 contact information for such business;

74 (C) Where such consumer agreement contains a continuous services
75 provision, such business discloses to the consumer, electronically,
76 verbally, telephonically or in writing in the manner specified in
77 subdivision (2) of this subsection and before such consumer enters into

78 such agreement, (i) that the business will provide continuous consumer
79 services under such agreement until such consumer takes action to
80 prevent or terminate such continuous consumer services, (ii) a
81 description of the actions such consumer is required to take to prevent
82 or terminate such continuous consumer services, (iii) all recurring
83 charges that will be charged to the consumer's credit card, debit card or
84 third-party payment account for such continuous consumer services
85 and, if the amount of such charges is subject to change, the amount of
86 such change if known by such business, (iv) the duration of such
87 continuous consumer services, (v) any additional provisions concerning
88 such continuous consumer services, (vi) any minimum purchase
89 obligation, and (vii) contact information for such business;

90 (D) If such business intends to make any material change in the terms
91 of such automatic renewal provision or continuous services provision,
92 such business discloses to the consumer, electronically, verbally,
93 telephonically or in writing in the manner specified in subdivision (2) of
94 this subsection and before such business makes such material change,
95 the material change and a description of the actions such consumer is
96 required to take to cancel such automatic renewal or terminate such
97 continuous consumer services;

98 (E) If such consumer agreement includes a free gift or trial period,
99 such business discloses to the consumer, electronically, verbally,
100 telephonically or in writing in the manner specified in subdivision (2) of
101 this subsection before such consumer enters into such agreement, (i) the
102 price that such consumer will be charged following expiration of such
103 period, and (ii) any manner in which the pricing for such agreement will
104 change following expiration of such period; and

105 (F) (i) Except as provided in subparagraph (F)(iii) of this subdivision,
106 if such consumer agreement is offered electronically or telephonically
107 and includes a free gift or trial period, or a discounted or promotional
108 price period, such business discloses to the consumer, electronically or
109 telephonically in the manner specified in subdivision (2) of this
110 subsection and not later than the time specified in subparagraph (F)(ii)

111 of this subdivision, (I) that such business will automatically renew, or
112 provide continuous consumer services under, such agreement until
113 such consumer takes action to prevent such automatic renewal or
114 prevent or terminate such continuous consumer services, (II) the
115 duration of such automatic renewal term or continuous consumer
116 services, (III) any additional provisions concerning such renewal term
117 or continuous consumer services, (IV) a description of the actions such
118 consumer is required to take to prevent such automatic renewal or
119 prevent or terminate such continuous consumer services, and (V) if such
120 agreement is offered electronically, a prominently displayed direct link
121 or button, or an electronic mail message, required under subsection (d)
122 of this section.

123 (ii) Except as provided in subparagraph (F)(iii) of this subdivision, if
124 such business is required to make a disclosure pursuant to
125 subparagraph (F)(i) of this subdivision, such business makes such
126 disclosure (I) where the free gift or trial period, or discounted or
127 promotional price period, is at least thirty-two days in duration, at least
128 twenty-one days after such period commences and not earlier than three
129 days before such period expires, or (II) where the free gift or trial period,
130 or discounted or promotional price period, is at least one year in
131 duration, at least fifteen days but not more than forty-five days before
132 such period expires.

133 (iii) Such business shall not be required to make the disclosure
134 required under subparagraph (F)(i) or (F)(ii) of this subdivision if such
135 business has not collected, or does not maintain, the consumer's
136 electronic mail address or telephone number, as applicable, and is
137 unable to make such disclosure to such consumer by other electronic
138 means. For the purposes of subparagraphs (E) and (F) of this
139 subdivision, "free gift" does not include a free promotional item or gift
140 that a business gives to a consumer if such item or gift differs from the
141 consumer goods or consumer services that are the subject of the
142 consumer agreement between the business and the consumer.

143 (2) Each business that is required to make any disclosure under

144 subdivision (1) of this subsection shall:

145 (A) If the consumer agreement is offered, or entered into,
146 electronically or in writing, make such disclosure (i) in a manner that
147 may be retained by the consumer, and (ii) in text that is (I) larger than
148 the size of any surrounding text, or (II) the same size as the surrounding
149 text but in a typeface, font or color that contrasts with such surrounding
150 text or is set off from such surrounding text by symbols or other marks
151 that draw the consumer's attention to such disclosure; or

152 (B) If the consumer agreement is offered, or entered into, verbally or
153 telephonically, make such disclosure in a volume and cadence that is
154 readily audible to, and understandable by, the consumer.

155 (c) No business that enters into, or offers to enter into, a consumer
156 agreement that includes an automatic renewal provision or a
157 continuous services provision shall charge the consumer's credit card,
158 debit card or third-party payment account for any automatic renewal or
159 continuous consumer services, regardless of whether such renewal or
160 continuous consumer services are offered or provided at a promotional
161 or discounted price, unless such business has obtained such consumer's
162 affirmative consent to such renewal or continuous consumer services.

163 (d) (1) Each business that enters into a consumer agreement online
164 shall, if such agreement includes an automatic renewal provision or
165 continuous services provision, allow the consumer to take any action
166 necessary to prevent such automatic renewal or prevent or terminate
167 such continuous consumer services online and without requiring such
168 consumer to take any offline action to prevent such automatic renewal
169 or prevent or terminate such continuous consumer services. No
170 business that is subject to the provisions of this subdivision shall take
171 any action to obstruct or delay a consumer's efforts to prevent automatic
172 renewal of, or prevent or terminate provision of continuous consumer
173 services under, a consumer agreement pursuant to this subdivision.
174 Each business that is subject to the provisions of this subdivision shall
175 enable a consumer to prevent automatic renewal of, or prevent or

176 terminate provision of continuous consumer services under, a consumer
177 agreement pursuant to this subdivision by way of:

178 (A) A prominently displayed direct link or button, which may be
179 located within the consumer's (i) account or profile, or (ii) device or user
180 settings; or

181 (B) An electronic mail message from the business to the consumer,
182 which is immediately accessible by the consumer and to which the
183 consumer may reply without obtaining any additional information.

184 (2) Notwithstanding subdivision (1) of this subsection, a business
185 may require a consumer who maintains an account with the business to
186 enter the consumer's account information, or otherwise authenticate
187 such consumer's identity, online before such consumer may take any
188 action to prevent automatic renewal of, or prevent or terminate
189 provision of continuous consumer services under, a consumer
190 agreement pursuant to subdivision (1) of this subsection. No consumer
191 who is unwilling or unable to enter the consumer's account information,
192 or otherwise authenticate such consumer's identity, online under this
193 subdivision shall be precluded from authenticating such consumer's
194 identity, or taking action to prevent such automatic renewal or prevent
195 or terminate provision of continuous consumer services, offline by any
196 other method set forth in subparagraph (A) of subdivision (1) of
197 subsection (b) of this section.

198 (e) Nothing in this section shall be construed to create a private right
199 of action.

200 Sec. 2. (NEW) (*Effective October 1, 2023*) (a) For the purposes of this
201 section:

202 (1) "Consumer" means an individual who is a resident of this state
203 and a recipient, or a prospective recipient, of consumer goods or
204 services;

205 (2) "Consumer bill" means a bill or invoice for consumer goods or

206 services delivered or provided to a consumer by, or on behalf of, a
207 person doing business in this state;

208 (3) "Consumer goods or services" means articles or services that are
209 purchased, leased, exchanged or received primarily for personal, family
210 or household purposes; and

211 (4) "Person" means any individual, corporation, partnership, limited
212 liability company, association, joint stock company, business trust,
213 unincorporated organization or other legal entity.

214 (b) (1) Except as provided in subdivision (2) of this subsection, each
215 person doing business in this state that delivers or provides consumer
216 goods or services to consumers and issues, or causes to be issued,
217 consumer bills in an electronic form shall provide to any consumer, on
218 such consumer's request, consumer bills in paper form. No such person
219 shall impose, or cause to be imposed, any charge or fee for providing
220 any such consumer bill in paper form.

221 (2) No person doing business in this state that delivers or provides
222 consumer goods or services to consumers and issues, or causes to be
223 issued, consumer bills in an electronic form shall be required to provide
224 to any consumer, on such consumer's request, consumer bills in paper
225 form if such person does not, in the ordinary course of such person's
226 business, issue, or cause to be issued, consumer bills in paper form.

227 (c) The Commissioner of Consumer Protection may adopt
228 regulations, in accordance with the provisions of chapter 54 of the
229 general statutes, to carry out the purposes of this section.

230 Sec. 3. Section 16-333m of the general statutes, as amended by section
231 18 of substitute senate bill 1058 of the current session, as amended by
232 Senate Amendment Schedule "A", is repealed and the following is
233 substituted in lieu thereof (*Effective October 1, 2023*):

234 (a) No charge may be imposed by any community antenna television
235 company or certified competitive video service provider in any case

236 where a video service subscriber of such company or provider, as
237 applicable, requests a total disconnection of such service. No charge that
238 exceeds the cost to the company or provider may be imposed by any
239 such company or provider in any case in which the video service
240 subscriber requests a downgrade of such service.

241 (b) No company or provider may charge a subscriber for any video
242 service after the date that such subscriber requests disconnection,
243 downgrade or cancellation of such service, unless, in the case of a total
244 disconnection or any video service option requested to be eliminated,
245 the subscriber prevents the company or provider from disconnecting
246 such service within a reasonable time. If the subscriber makes such
247 request before the last day of the monthly billing period for such service,
248 such company or provider, as applicable, shall grant the subscriber a
249 pro rata rebate for all days of the monthly billing period after such
250 disconnection, downgrade or cancellation.

251 (c) Nothing in this section shall be construed to relieve a video service
252 subscriber of responsibility for charges incurred as of the date of
253 subscription termination or for any charges resulting from unreturned
254 or damaged equipment, or for equipment purchased from the company
255 or provider for which a balance is still owed.

256 Sec. 4. Section 16-47 of the general statutes, as amended by section 19
257 of substitute senate bill 1058 of the current session, as amended by
258 Senate Amendment Schedule "A", is repealed and the following is
259 substituted in lieu thereof (*Effective July 1, 2023*):

260 (a) As used in this section and section 16-47a, (1) "holding company"
261 means any corporation, association, partnership, trust or similar
262 organization, or person, which, either alone or in conjunction and
263 pursuant to an arrangement or understanding with one or more other
264 corporations, associations, partnerships, trusts or similar organizations,
265 or persons, directly or indirectly, controls a gas company, electric
266 distribution company, water company, telephone company, community
267 antenna television company, holder of a certificate of cable franchise

268 authority pursuant to section 16-331p, certified telecommunications
269 provider [] or certified competitive video service provider, [or
270 broadband Internet access service provider, as defined in section 16-
271 330a,] and (2) "control" means the possession of the power to direct or
272 cause the direction of the management and policies of a gas company,
273 electric distribution company, water company, telephone company,
274 community antenna television company, holder of a certificate of cable
275 franchise authority pursuant to section 16-331p, certified
276 telecommunications provider, certified competitive video service
277 provider [or broadband Internet access service provider, as defined in
278 section 16-330a,] or a holding company, whether through the ownership
279 of its voting securities, the ability to effect a change in the composition
280 of its board of directors or otherwise, provided, control shall not be
281 deemed to arise solely from a revocable proxy or consent given to a
282 person in response to a public proxy or consent solicitation made
283 pursuant to and in accordance with the applicable rules and regulations
284 of the Securities Exchange Act of 1934 unless a participant in said
285 solicitation has announced an intention to effect a merger or
286 consolidation with, reorganization, or other business combination or
287 extraordinary transaction involving the gas company, electric
288 distribution company, water company, telephone company, community
289 antenna television company, holder of a certificate of cable franchise
290 authority pursuant to section 16-331p, certified telecommunications
291 provider, certified competitive video service provider [or broadband
292 Internet access service provider, as defined in section 16-330a,] or the
293 holding company. Control shall be presumed to exist if a person directly
294 or indirectly owns ten per cent or more of the voting securities of a gas
295 company, electric distribution company, water company, telephone
296 company, community antenna television company, [holder of a
297 certificate of cable franchise authority pursuant to section 16-331p,
298 certified telecommunications provider, certified competitive video
299 service provider or broadband Internet access service provider, as
300 defined in section 16-330a,] or a holding company, provided the
301 authority may determine, after conducting a hearing, that said
302 presumption of control has been rebutted by a showing that such

303 ownership does not in fact confer control. For a holder of a certificate of
304 cable franchise authority pursuant to section 16-331p, certified
305 telecommunications provider or certified competitive video service
306 provider, or the holding company thereof, control shall be presumed to
307 exist if a person directly or indirectly owns more than forty per cent of
308 the voting securities of such company, provided the authority may
309 determine, after conducting a hearing, that such presumption of control
310 has been rebutted by a showing that such ownership does not in fact
311 confer control.

312 (b) (1) No gas company, electric distribution company, water
313 company, telephone company, community antenna television
314 company, [holder of a certificate of cable franchise authority pursuant
315 to section 16-331p, certified telecommunications provider, certified
316 competitive video service provider or broadband Internet access service
317 provider, as defined in section 16-330a,] or holding company thereof, or
318 any official, board or commission purporting to act under any
319 governmental authority other than that of this state or of its divisions,
320 municipal corporations or courts, shall interfere or attempt to interfere
321 with or, directly or indirectly, exercise or attempt to exercise authority
322 or control over any gas company, electric distribution company, water
323 company, telephone company [,] or community antenna television
324 company [, holder of a certificate of cable franchise authority pursuant
325 to section 16-331p, certified telecommunications provider, certified
326 competitive video service provider or broadband Internet access service
327 provider, as defined in section 16-330a,] engaged in the business of
328 supplying service within this state, or with or over any holding
329 company doing the principal part of its business within this state,
330 without first making written application to and obtaining the approval
331 of the Public Utilities Regulatory Authority, except as the United States
332 may properly regulate actual transactions in interstate commerce.

333 (2) No holder of a certificate of cable franchise authority pursuant to
334 section 16-331p, certified telecommunications provider or certified
335 competitive video service provider, or any official, board or commission
336 purporting to act under any governmental authority other than that of

337 this state or of its divisions, municipal corporations or courts, shall
338 interfere or attempt to interfere with or, directly or indirectly, exercise
339 or attempt to exercise authority or control over any holder of a certificate
340 of cable franchise authority pursuant to section 16-331p, certified
341 telecommunications provider or certified competitive video service
342 provider engaged in the business of supplying service within this state,
343 without first making written application to and obtaining the approval
344 of the Public Utilities Regulatory Authority, except as the United States
345 may properly regulate actual transactions in interstate commerce or as
346 set forth in subsection (j) of this section.

347 (c) (1) No corporation, association, partnership, trust or similar
348 organization, or person, shall take any action that causes it to become a
349 holding company with control over a gas company, electric distribution
350 company, water company, telephone company [,] or community
351 antenna television company [, holder of a certificate of cable franchise
352 authority pursuant to section 16-331p, certified telecommunications
353 provider, certified competitive video service provider or broadband
354 Internet access service provider, as defined in section 16-330a,] engaged
355 in the business of supplying service within this state, or acquire, directly
356 or indirectly, control over such a holding company, or take any action
357 that would if successful cause it to become or to acquire control over
358 such a holding company, without first making written application to
359 and obtaining the approval of the authority.

360 (2) No corporation, association, partnership, trust or similar
361 organization, or person, shall take any action that causes it to become a
362 holding company with control over a holder of a certificate of cable
363 franchise authority pursuant to section 16-331p, certified
364 telecommunications provider or certified competitive video service
365 provider engaged in the business of supplying service within this state,
366 or acquire, directly or indirectly, control over such a holding company,
367 or take any action that would if successful cause it to become or to
368 acquire control over such a holding company, without first making
369 written application to and obtaining the approval of the authority,
370 except as the United States may properly regulate actual transactions in

371 interstate commerce or as set forth in subsection (j) of this section.

372 (3) Any such corporation, association, partnership, trust or similar
373 organization, or person, applying to the authority for such approval
374 shall pay the reasonable expenses incurred by the authority in carrying
375 out its duties under this subsection, and accordingly, shall deposit with
376 the authority a bond, executed by a surety company authorized to do
377 business in this state, in the amount of fifty thousand dollars,
378 conditioned to indemnify the authority for such expenses.

379 (d) (1) The Public Utilities Regulatory Authority shall investigate and
380 hold a public hearing on the question of granting its approval with
381 respect to any application made under subdivision (1) of subsection (b)
382 [or (c)] of this section or subdivision (1) of subsection (c) of this section
383 and thereafter may approve or disapprove any such application in
384 whole or in part and upon such terms and conditions as it deems
385 necessary or appropriate. In connection with its investigation, the
386 authority may request the views of the gas company, electric
387 distribution company, water company, telephone company, community
388 antenna television company [, holder of a certificate of cable franchise
389 authority pursuant to section 16-331p, certified telecommunications
390 provider, certified competitive video service provider or broadband
391 Internet access service provider, as defined in section 16-330a,] or
392 holding company which is the subject of the application with respect to
393 the proposed acquisition. After the filing of an application satisfying the
394 requirements of such regulations as the authority may adopt in
395 accordance with the provisions of chapter 54, but not later than thirty
396 business days after the filing of such application, the authority shall give
397 prompt notice of the public hearing to the person required to file the
398 application and to the subject company [, certificate holder, provider,]
399 or holding company. Such hearing shall be commenced as promptly as
400 practicable after the filing of the application, but not later than sixty
401 business days after the filing. The authority shall make its determination
402 as soon as practicable, but not later than two hundred days after the
403 filing of the application, [except for applications filed by community
404 antenna television companies, holders of a certificate of cable franchise

405 authority pursuant to section 16-331p or certified competitive video
406 service providers, which shall be determined not later than one hundred
407 twenty days after filing,] unless the person required to file the
408 application agrees to an extension of time or the authority extends the
409 time as provided in this subsection. The authority may extend the time
410 period for making its determination by not more than thirty days if,
411 before the end of such time period, the authority notifies all parties and
412 intervenors to the proceedings of such extension. The authority may, in
413 its discretion, grant the subject company, certificate holder, provider or
414 holding company the opportunity to participate in the hearing by
415 presenting evidence and oral and written argument. If the authority fails
416 to give notice of its determination to hold a hearing, commence the
417 hearing, or render its determination after the hearing within the time
418 limits specified in this subdivision, the proposed acquisition shall be
419 deemed approved. In each proceeding on a written application
420 submitted under said subdivision (1) of subsection (b) [or (c)] of this
421 section or subdivision (1) of subsection (c) of this section, the authority
422 shall, in a manner which treats all parties to the proceeding on an equal
423 basis, take into consideration (1) the financial, technological and
424 managerial suitability and responsibility of the applicant, (2) the ability
425 of the gas company, electric distribution company, water company,
426 telephone company, community antenna television company [, holder
427 of a certificate of cable franchise authority pursuant to section 16-331p,
428 certified telecommunications provider, certified competitive video
429 service provider or broadband Internet access service provider, as
430 defined in section 16-330a,] or holding company which is the subject of
431 the application to provide safe, adequate and reliable service to the
432 public through the company's [, certificate holder's or provider's] plant,
433 equipment and manner of operation if the application were to be
434 approved, and (3) for an application concerning a telephone company,
435 the effect of approval on the location and accessibility of management
436 and operations and on the proportion and number of state resident
437 employees. The authority shall only grant its approval of an application
438 filed on or after January 1, 2021, made under subdivision (1) of
439 subsection (c) of this section, if the holding company effects a change in

440 the composition of the board of directors to include a proportional
441 percentage of Connecticut-based directors equivalent to the percentage
442 that Connecticut service areas represent of the total service areas
443 covered by the holding company.

444 (2) The Public Utilities Regulatory Authority shall investigate and
445 hold a public hearing on the question of granting its approval with
446 respect to any application made under subdivision (2) of subsection (b)
447 of this section or subdivision (2) of subsection (c) of this section and
448 thereafter may approve or disapprove any such application in whole or
449 in part and upon such terms and conditions as it deems necessary or
450 appropriate. In connection with its investigation, the authority may
451 request the views of the subject certificate holder, provider or holding
452 company which is the subject of the application with respect to the
453 proposed acquisition. After the filing of an application satisfying the
454 requirements of such regulations as the authority may adopt in
455 accordance with the provisions of chapter 54, but not later than thirty
456 business days after the filing of such application, the authority shall give
457 prompt notice of the public hearing to the person required to file the
458 application and to the subject certificate holder, provider or holding
459 company. Such hearing shall be commenced as promptly as practicable
460 after the filing of the application, but not later than sixty business days
461 after the filing, and the authority shall make its determination as soon
462 as practicable, but not later than one-hundred-eighty days after the
463 filing of the application, unless the person required to file the
464 application agrees to an extension of time or the authority extends the
465 time as provided in this subsection. The authority may extend the time
466 period for making its determination by not more than thirty days if,
467 before the end of such period, the authority notifies all parties and
468 intervenors to the proceedings of such extension. Such authority-
469 noticed extension may only occur once. The authority shall, upon
470 request of the certificate holder, provider or holding company, grant the
471 subject company or holding company the opportunity to participate in
472 the hearing by presenting evidence and oral and written argument. If
473 the authority fails to give notice of its determination to hold a hearing,

474 commence the hearing or render its determination after the hearing
475 within the time limits specified in this subdivision, the proposed
476 acquisition shall be deemed approved. In each proceeding on a written
477 application submitted under said subdivision (2) of subsection (b) of this
478 section or subdivision (2) of subsection (c) of this section, the scope of
479 review for the authority shall be limited to (A) the financial,
480 technological and managerial suitability and responsibility of the
481 applicant, and (B) the legal, financial and technical ability of the holder
482 of a certificate of cable franchise authority pursuant to section 16-331p,
483 certified telecommunications provider, certified competitive video
484 service provider or holding company which is the subject of the
485 application to provide safe, adequate and reliable service subject to the
486 authority's regulation.

487 (e) During any proceeding under subdivision (1) of subsection (b) [or
488 (c)] of this section or subdivision (1) of subsection (c) of this section, the
489 authority may order any party to such proceeding and the officers,
490 directors, employees and agents of such party to refrain for a specific
491 time period from communicating, directly or indirectly, with the record
492 and beneficial owners of securities of the gas company, electric
493 distribution company, water company, telephone company, community
494 antenna television company [, holder of a certificate of cable franchise
495 authority pursuant to section 16-331p, certified telecommunications
496 provider, certified competitive video service provider or broadband
497 Internet access service provider, as defined in section 16-330a,] or
498 holding company which is the subject of such proceedings, in regard to
499 the matters submitted to the authority for its approval under said
500 subdivision (1) of subsection (b) of this section or subdivision (1) of
501 subsection (c) of this section. If the authority issues such an order, it shall
502 also order all other parties to the proceeding and the officers, directors,
503 employees and agents of such parties to refrain for the same time period
504 from communicating, directly or indirectly, with such record and
505 beneficial owners of such securities, in regard to such matters. No order
506 issued pursuant to this subsection shall prohibit any party from
507 complying with disclosure and reporting obligations under any other

508 provision of the general statutes or under federal law.

509 (f) Each holding company shall, not later than three months after the
510 close of its fiscal year, annually, file with the authority a copy of its
511 annual report to stockholders for such fiscal year. If the holding
512 company does not print such an annual report, it shall file instead, not
513 later than the same date, a comprehensive audit and report of its
514 accounts and operations prepared by an independent public accounting
515 firm approved by the authority. The provisions of this subsection shall
516 not apply to any holding company in the form of a person.

517 (g) Any action contrary to the provisions of subsection (b) or (c) of
518 this section shall be voidable on order of the authority.

519 (h) Whenever any corporation, association, partnership, trust or
520 similar organization, or person, takes or engages in any action which
521 may or would violate subsection (b) or (c) of this section or any order
522 adopted pursuant to said subsection (b) or (c), the Superior Court, upon
523 application of the authority or any holding company or gas company,
524 electric distribution company, water company, telephone company,
525 community antenna television company, holder of a certificate of cable
526 franchise authority pursuant to section 16-331p, certified
527 telecommunications provider [] or certified competitive video service
528 provider [or broadband Internet access service provider, as defined in
529 section 16-330a,] affected by such action, may enjoin any such
530 corporation, association, partnership, trust or similar organization, or
531 person from continuing or doing any act in violation of said subsection
532 (b) or (c) or may otherwise enforce compliance with said subsection (b)
533 or (c), including, but not limited to, the reinstatement of authority or
534 control over the gas company, electric distribution company, water
535 company, telephone company, community antenna television
536 company, holder of a certificate of cable franchise authority pursuant to
537 section 16-331p, certified telecommunications provider, certified
538 competitive video service provider [or broadband Internet access
539 service provider, as defined in section 16-330a,] or holding company to
540 those persons who exercised authority or control over such company,

541 certificate holder or provider before such action.

542 (i) The provisions of this section shall not be construed to require any
543 person to make written application to or obtain the approval of the
544 authority with respect to any telephone company or holding company
545 of a telephone company over which such person exercises authority or
546 control or operates as a holding company on June 30, 1987.

547 (j) Notwithstanding subsections (a) to (i), inclusive, of this section or
548 any other provision of the general statutes, a holder of a certificate of
549 cable franchise authority pursuant to section 16-331p, a certified
550 telecommunications provider, a certified competitive video service
551 provider or a holding company thereof shall not be required to make a
552 written application to, or obtain the approval of, the Public Utilities
553 Regulatory Authority with respect to any internal reorganization or
554 restructuring of such certificate holder, provider or company that does
555 not involve a change in the operational control or management of such
556 certificate holder, provider or company.

557 Sec. 5. Section 53-289a of the general statutes, as amended by section
558 7 of substitute senate bill 1058 of the current session, as amended by
559 Senate Amendment Schedule "A", is repealed and the following is
560 substituted in lieu thereof (*Effective October 1, 2023*):

561 (a) As used in this section, "service charge" means any additional fee
562 or charge that is designated as an "administrative fee", "service fee" or
563 "surcharge" or by using another substantially similar term.

564 (b) No person shall advertise the prices of tickets to any
565 entertainment event, including, but not limited to, any place of
566 amusement, arena, stadium, theater, performance, sport, exhibition or
567 athletic contest given in this state for which a service charge is imposed
568 for the sale of a ticket at the site of the event, without conspicuously
569 disclosing in such advertisement, whether displayed at the site of the
570 event or elsewhere, the total price for each ticket and what portion of
571 each ticket price, stated in a dollar amount, represents a service charge.

572 (c) If a price is charged for admission to a place of entertainment, the
 573 operator of the place of entertainment shall print, endorse or otherwise
 574 disclose on the face of each ticket to an entertainment event at such place
 575 of entertainment (1) the price established for such ticket, or (2) if such
 576 operator, or such operator's agent, sells or resells such ticket, including
 577 at auction, the final price of such ticket.

578 (d) (1) Any person that facilitates the sale or resale of a ticket to an
 579 entertainment event shall (A) disclose the total price of such ticket,
 580 which total price shall include all service charges required to purchase
 581 such ticket, and (B) disclose, in a clear and conspicuous manner, to the
 582 purchaser of such ticket the portion of the total ticket price, expressed
 583 as a dollar amount, that is attributable to service charges charged to such
 584 purchaser for such ticket.

585 (2) The disclosures required under subdivision (1) of this subsection
 586 shall be displayed in the ticket listing before the ticket is selected for
 587 purchase. The total ticket price shall not increase during the period
 588 beginning when a ticket is selected for purchase and ending when a
 589 ticket is purchased, except a reasonable service charge may be charged
 590 for delivery of a nonelectronic ticket if (A) such service charge is based
 591 on the delivery method selected by the ticket purchaser, and (B) such
 592 service charge is disclosed to such purchaser before such purchaser
 593 purchases such ticket.

594 (3) No disclosure required under this subsection shall be (A) false or
 595 misleading, (B) presented more prominently than the total ticket price,
 596 or (C) displayed in a font size that is as large or larger than the font size
 597 in which the total ticket price is displayed.

598 (e) A movie shall not be deemed to constitute an entertainment event
 599 for the purposes of this section."

This act shall take effect as follows and shall amend the following sections:		
Section 1	October 1, 2023	New section

Sec. 2	<i>October 1, 2023</i>	New section
Sec. 3	<i>October 1, 2023</i>	16-333m
Sec. 4	<i>July 1, 2023</i>	16-47
Sec. 5	<i>October 1, 2023</i>	53-289a