



General Assembly

Amendment

January Session, 2023

LCO No. 9995



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) The provisions of this section shall be enforced solely by the
199 Attorney General. Nothing in this section shall be construed to create a
200 private right of action.

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

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

206 (2) "Consumer bill" means a bill or invoice for consumer goods or
207 services delivered or provided to a consumer by, or on behalf of, a
208 person doing business in this state;

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

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

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

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

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

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233 Senate Amendment Schedule "A", is repealed and the following is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

235 (a) No charge may be imposed by any community antenna television

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

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

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

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

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

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

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

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

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

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

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

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

371 except as the United States may properly regulate actual transactions in
372 interstate commerce or as set forth in subsection (j) of this section.

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

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

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

440 subsection (c) of this section, if the holding company effects a change in
441 the composition of the board of directors to include a proportional
442 percentage of Connecticut-based directors equivalent to the percentage
443 that Connecticut service areas represent of the total service areas
444 covered by the holding company.

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

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

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

508 complying with disclosure and reporting obligations under any other
509 provision of the general statutes or under federal law.

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

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

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

541 those persons who exercised authority or control over such company,
542 certificate holder or provider before such action.

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

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

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

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

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

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

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

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

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

599 (e) A movie shall not be deemed to constitute an entertainment event
 600 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