SENATE DOCKET, NO. 1043 FILED ON: 1/20/2011

SENATE . . . . . No. 1670

The Commonwealth of Massachusetts

PRESENTED BY:

Barry R. Finegold

To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:

The undersigned legislators and/or citizens respectfully petition for the passage of the accompanying:

An Act relative to utility service call centers..

PETITION OF:

NAME:	DISTRICT/ADDRESS:
Barry R. Finegold	☐ *[District]* ☐
Kevin J. Murphy	*18th Middlesex*
Sal N. DiDomenico	*Middlesex, Suffolk, and Essex*
Kenneth J. Donnelly	☐ *[District]* ☐
Colleen M. Garry	*36th Middlesex*
James E. Timilty	☐ *[District]* ☐
Thomas M. McGee	*Third Essex and Middlesex*
John F. Keenan	☐ *[District]* ☐
John Hart, Jr.	☐ *[District]*

	□
Eileen M. Donoghue	□ *[District]* □
David M. Nangle	*17th Middlesex*
Lori A. Ehrlich	*8th Essex*
Thomas A. Golden, Jr.	*16th Middlesex*
Walter F. Timilty	*7th Norfolk*

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By Mr. Finegold, a petition (accompanied by bill, Senate, No. 1670) of Barry R. Finegold, Kevin J. Murphy, Sal N. DiDomenico, Kenneth J. Donnelly and other members of the General Court for legislation relative to utility service call centers. Telecommunications, Utilities and Energy.

[SIMILAR MATTER FILED IN PREVIOUS SESSION
SEE
SENATE
, NO. *1516* OF 2009-2010.]

The Commonwealth of Massachusetts

An Act relative to utility service call centers..

Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:

1 SECTION 1. Chapter 164 of the General Laws, as appearing the in the 2008 Official
2 Edition, is hereby amended by inserting after Section 1J the following new section:-

3 SECTION 1K. Every distribution company, gas company, and municipal lighting plant
4 shall, using services located within the commonwealth and in their service area, provide call
5 center service assistance for the following services:

6 (1) Determining customer financial responsibility;

7 (2) Taking requests for new or additional services, requests for repair and dispatching of
8 troubles, including, but not limited to, emergency service;

9 (3) Determining deposit required, billing rate, or any other billing related matter;

10 (4) Preparing meter and service orders and obtaining access to meters;

11 (5) Explaining company rates, regulations, policies, procedures, equipment, and common
12 practices;

13 (6) Investigating trouble order forms and initiating high bill investigations;

(7) Handling payment and other credit arrangements such as obtaining deposits, financial statements, and payment plans;

(8) Referring customers to social service agencies and other assistance programs;

SECTION 2. Chapter 159 of the General Laws, as so appearing, is hereby amended by inserting after Section 17 the following new section:-

SECTION 17A. Every telecommunications company, and municipal lighting plant providing telecommunications service shall, using services located within the commonwealth and their in service area, provide call center service assistance for the following services:

(1) Determining customer financial responsibility;

(2) Taking requests for new or additional services, requests for repair and dispatching of troubles, including, but not limited to, emergency service;

(3) Determining deposit required, billing rate, or any other billing related matter;

(4) Preparing meter and service orders and obtaining access to meters;

(5) Explaining company rates, regulations, policies, procedures, equipment, and common practices;

(6) Investigating trouble order forms and initiating high bill investigations;

(7) Handling payment and other credit arrangements such as obtaining deposits, financial statements, and payment plans;

(8) Referring customers to social service agencies and other assistance programs.