

SENATE No. 1608

The Commonwealth of Massachusetts

PRESENTED BY:

Marc R. Pacheco

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 adoption of the accompanying bill:

An Act regulating utility customer service.

PETITION OF:

NAME:

Marc R. Pacheco

DISTRICT/ADDRESS:

First Plymouth and Bristol

SENATE No. 1608

By Mr. Pacheco, a petition (accompanied by bill, Senate, No. 1608) of Marc R. Pacheco for legislation relative to regulate utility costumer service. Telecommunications, Utilities and Energy.

The Commonwealth of Massachusetts

In the Year Two Thousand Thirteen

An Act regulating utility customer service.

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 1E of chapter 164 of the General Laws, as appearing in the 2010 Official Edition,
2 is hereby amended by adding the following subsection:-

3 (d) Notwithstanding any general or special law to the contrary, any call center, billing
4 center or complaint-handling function or activity of a distribution company or gas company, as
5 defined in section 1, shall be physically situated within the commonwealth.