

SENATE No. 1516

The Commonwealth of Massachusetts

In the Year Two Thousand Nine

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 2006 Official
2 Edition, is hereby amended by inserting after Section 1H the following new section:-

3 SECTION 1I. 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, including, but not limited to,
8 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;

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

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

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

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

22 (1) Determining customer financial responsibility;

23 (2) Taking requests for new or additional services, including, but not limited to,
24 emergency service;

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

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

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

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

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

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