

**HOUSE . . . . . No. 2696**

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**The Commonwealth of Massachusetts**

PRESENTED BY:

*Thomas A. Golden, Jr.*

*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 relative to encourage predictability in utility connections.

PETITION OF:

NAME:	DISTRICT/ADDRESS:	DATE ADDED:
<i>Thomas A. Golden, Jr.</i>	<i>16th Middlesex</i>	<i>1/19/2017</i>

**HOUSE . . . . . No. 2696**

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By Mr. Golden of Lowell, a petition (accompanied by bill, House, No. 2696) of Thomas A. Golden, Jr., relative to service quality standards for public utilities and predictability in utility connections. Telecommunications, Utilities and Energy.

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**The Commonwealth of Massachusetts**

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**In the One Hundred and Ninetieth General Court  
(2017-2018)**  
\_\_\_\_\_

An Act relative to encourage predictability in utility connections.

*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. Subsection (a) of section 1E of chapter 164 of the General Laws, as  
2 appearing in the 2014 Official Edition, is hereby amended by striking the last sentence of said  
3 section in its entirety and inserting in place thereof the following:-

4           In promulgating such performance based rate schemes, the department shall establish  
5 service quality standards for each distribution, transmission and gas company for all customer  
6 classes. Such standards shall include, but not be limited to, standards for customer satisfaction,  
7 service outages, distribution facility upgrades, repairs and maintenance, new connections to  
8 customers, relocations of existing connections, telephone service, billing service, and public  
9 safety, provided, however, that such service quality standards shall include benchmarks for  
10 employee staff levels and employee training programs for each such distribution, transmission,  
11 and gas company.

12           SECTION 2. Subsection (7) of Section 1F of Chapter 164 of the General Laws, as  
13 appearing in the 2014 Official Edition, is hereby amended by inserting after the words “service  
14 outages” in lines 245-246 the following words:-

15           “new connections to customers, relocations of existing customers,”