

JOINT COMMITTEE ON TELECOMMUNICATIONS, UTILITIES, AND ENERGY

BILL SUMMARY

BILL NO. H.3461

TITLE: An Act increasing service quality penalty against electric and gas companies

SPONSOR: Representative Tackey Chan

COMMITTEE: Telecommunications, Utilities, and Energy

HEARING DATE: June 4, 2025

PRIOR HISTORY: 2023-2024: H.3153 heard by committee; accompanied a study order, H4778
2021-2022: H.3272 heard by committee; accompanied study order H.5042.
2019-2020: H.2822 heard by committee; accompanied a study order, H.4405.
2017-2018: H.1731 referred to TUE, accompanied study order H.4651.
2015-2016: H.2855 accompanied a study order, H.4324.
2013-2014: Refile H.2920. Heard by committee; accompanied a study order, H.3932.

CURRENT LAW:

Chapter 164 of M.G.L., as appearing in the 2022 Official edition, pertains to the sale of gas and electricity. Section II pertains to service quality standards reports filed by investor-owned electric distribution, transmission, and natural gas distribution companies.

SUMMARY:

The legislation would increase the potential maximum service quality penalty from 2.5% to 5% for a gas or electric company's distribution companies. The service quality penalty is based on a percentage of total distribution and transmission charges collected from customers. If the Department of Public Utilities levies a penalty, then customers would receive an adjustment in their bill reflecting a refund.