

SENATE NO. 1973

AN ACT FURTHER 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 1. Section 1E of chapter 164 of the General Laws, as appearing in the 2004 Official
2 Edition, is hereby amended by adding the following subsection:-

3 (e) A distribution company or gas company as defined in section 1 that intends to transfer to
4 another state a call center, billing center or complaint handling function or activity located in the
5 commonwealth, shall provide advance notice to the department not less than 60 days before the
6 transfer; but, the notice shall not be required if the transfer does not result in a net reduction of
7 the number of commonwealth-based employees responding to calls, processing bills or handling
8 complaints. A company required to provide notice under this subsection shall include in the
9 notice sufficient information, data, or results of studies to demonstrate that the proposed transfer
10 provides net benefits to its customers, considering all costs and savings and any impacts on
11 service quality. The department shall promptly review the information, data or results of studies
12 and, before the expiration of 60 days from its receipt of the information, determine whether the
13 proposed transfer is in the best interests of the company's customers. If the department fails to
14 make and issue an affirmative finding within the 60 days, the company shall not proceed with
15 the transfer; but the company may file a new notice under this subsection at any time.