

Independent Oil Marketers Association of New England

Department of Telecommunications and Cable / Department of Public Utilities

Utility Response Time

Far too often, after months of diligent preparation and millions of dollars in major construction, an IOMA member's new or renovated retail site will sit inoperable for an extended period of time because utility poles and related equipment have not been installed, relocated or restored in a timely fashion.

The owners of that infrastructure are monopolistic public utilities and minimally-competitive telecommunication companies, both of which require heightened government regulation to replace the behavioral incentives normally supplied by a robust free market. Our experience suggests that existing rules may not adequately incentivize the relevant regulated entities to provide streamlined processes and prompt services.

This has become an unacceptable norm that depresses local economic activity and state tax revenues alike. As such, the regulatory status quo "unduly and adversely affect[s] Massachusetts citizens and customers...[and] the competitive environment in Massachusetts," per E.O. 562, § 3. Therefore, IOMA suggests that a revision to those regulations is warranted to ensure efficient performance—and to provide recourse when that goal is not achieved.

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