

2025 -- H 6033 SUBSTITUTE A

LC002306/SUB A

STATE OF RHODE ISLAND

IN GENERAL ASSEMBLY

JANUARY SESSION, A.D. 2025

A N A C T

RELATING TO PUBLIC UTILITIES AND CARRIERS -- DUTIES OF UTILITIES AND CARRIERS

Introduced By: Representatives Hull, Fellela, Azzinaro, DeSimone, Shallcross Smith, Sanchez, Bennett, Casey, Messier, and Cotter  
Date Introduced: March 07, 2025

Referred To: House Corporations

It is enacted by the General Assembly as follows:

1           SECTION 1. Chapter 39-2 of the General Laws entitled "Duties of Utilities and Carriers"  
2 is hereby amended by adding thereto the following section:

3           **39-2-29. Duty to maintain customer service operations within the state.**

4           Every public utility operated and licensed to provide services to the residents and  
5 businesses within the state under chapter 1 of title 39 shall maintain a customer service operation  
6 physically located within the state which is reasonably staffed to meet the expectations of the  
7 public. The customer service operation shall be available to answer customer inquiries, meet with  
8 customers, accept payment of bills, and perform any other services that the public utilities  
9 commission may direct from time to time.

10          SECTION 2. This act shall take effect upon passage.

LC002306/SUB A

EXPLANATION  
BY THE LEGISLATIVE COUNCIL  
OF  
A N A C T  
RELATING TO PUBLIC UTILITIES AND CARRIERS -- DUTIES OF UTILITIES AND  
CARRIERS

\*\*\*

- 1           This act would require all public utilities to maintain a customer service facility within the  
2 state to perform services such as addressing customer inquiries and accepting bill payments.  
3           This act would take effect upon passage.

=====  
LC002306/SUB A  
=====