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STATE OF RHODE ISLAND

IN GENERAL ASSEMBLY

JANUARY SESSION, A.D. 2026

A N A C T

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

Introduced By: Senators Ciccone, Felag, Burke, and Dimitri

Date Introduced: February 06, 2026

Referred To: Senate Commerce

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.

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EXPLANATION
BY THE LEGISLATIVE COUNCIL
OF
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- 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.

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