

2022 Regular Session

SENATE BILL NO. 352

BY SENATOR FIELDS

COMMERCIAL REGULATIONS. Requires utility providers to issue a credit to customers who experience an outage of service for more than 24 hours. (8/1/22)

1 AN ACT

2 To enact Part V-C of Chapter 9 of Title 45 of the Louisiana Revised Statues of 1950, to be  
3 comprised of R.S. 45:1240.1 through 1240.3, relative to public utilities; to provide  
4 relative to consumer credits; to provide rules, regulations, and procedures; and to  
5 provide for related matters.

6 Be it enacted by the Legislature of Louisiana:

7 Section 1. Part V-C of Chapter 9 of Title 45 of the Louisiana Revised Statues of  
8 1950, comprised of R.S. 45:1240.1 through 1240.3, is hereby enacted to read as follows:

9 **PART V-C. UTILITY CREDIT FOR CONSUMERS**

10 **§1240.1. Definitions**

11 **As used in this Part, the following terms and phrases shall have the**  
12 **following meanings:**

13 **(1) "Commission" means the Louisiana Public Service Commission.**

14 **(2) "Utility or utility service provider" means either of the following:**

15 **(a) Any person, public or private, subject to the general jurisdiction of**  
16 **the commission pursuant to Article IV, Section 21 of the Constitution of**  
17 **Louisiana who provides wireline telecommunication, cable, or wireline internet**

1 service to consumers in this state.

2 (b) Any person, public or private, who provides wireline  
3 telecommunicaiton, cable, or wireline internet service within this state.

4 (3) "Eligible customer" means any person that has a written service  
5 agreement with a utility service provider.

6 §1240.2. Rules and regulations; utility credit

7 The commission shall adopt any rule or order to ensure that all eligible  
8 customers of a utility service provider, who experience an outage of utility  
9 service for a period longer than twenty-four consecutive hours during a  
10 gubernatorially declared disaster or emergency, shall receive an automatic  
11 credit to their utility service bill.

12 §1240.3. Violations; penalties

13 The commission shall, by rule or order, adopt penalties, for any violation  
14 of this Part.

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The original instrument and the following digest, which constitutes no part of the legislative instrument, were prepared by Xavier I. Alexander.

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DIGEST

SB 352 Engrossed

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Fields

Proposed law provides for the following definitions:

- (1) "Commission" means the La. Public Service Commission.
- (2) "Utility or utility service provider" means either:
  - (a) Any person, public or private, subject to the general jurisdiction of the commission pursuant to the Constitution of Louisiana who provides wireline telecommunication, cable, or wireline internet services to consumers in this state.
  - (b) Any person, public or private, who provides wireline telecommunication, cable, or wireline internet service within this state.
- (3) "Eligible customer" means any person that has a written service agreement with a utility service provider.

Proposed law provides that all utility service providers, who provides, wireline telecommunication, cable, or wireline internet service in this state shall issue a credit to all customers who experience an outage of utility service for longer than 24 hours, during a gubernatorially declared disaster or emergency.

Effective August 1, 2022.

(Adds R.S. 45:1240.1-1240.3)

Summary of Amendments Adopted by Senate

Committee Amendments Proposed by Senate Committee on Commerce, Consumer Protection, and International Affairs to the original bill

1. Requires an automatic credit to a customer who is without wireline telecommunication, cable, and wireline internet services for more than 24 hours during a gubernatorially declared disaster or emergency.