

ACT No. 292

HOUSE BILL NO. 894 (Substitute for House Bill No. 517 by Representative Schexnayder)

BY REPRESENTATIVES SCHEXNAYDER, BAGNERIS, BERTHELOT, ROBBY CARTER, COX, GLOVER, GUINN, HALL, HUNTER, JACKSON, JEFFERSON, JORDAN, MARCELLE, MCFARLAND, AND SMITH AND SENATORS ALARIO, BARROW, CARTER, CLAITOR, CORTEZ, ERDEY, GATTI, JOHNS, LAFLEUR, LUNEAU, MILKOVICH, MILLS, MIZELL, RISER, JOHN SMITH, THOMPSON, AND WALSWORTH

1 AN ACT

2 To enact R.S. 40:1281.12, relative to community water systems; to require community water
3 systems to establish and maintain records of complaints; to require training in
4 compliance and management in certain instances; to provide for duties of the state
5 health officer with respect to regulation of community water systems; and to provide
6 for related matters.

7 Be it enacted by the Legislature of Louisiana:

8 Section 1. R.S. 40:1281.12 is hereby enacted to read as follows:

9 §1281.12. Community water systems; complaint records; review of records by state
10 health officer

11 A.(1) Each community water system shall maintain a record of each
12 complaint it receives by telephone, letter, or electronic mail from customers or users.

13 The record of each complaint shall include the date the complaint was received, the
14 service connection to which the complaint relates, the name of the customer or user
15 making the complaint and associated contact information, and a brief description of
16 the complaint. The log containing the record shall also include documentation of
17 corrective actions that the community water system has implemented with respect
18 to the matters detailed in the complaint.

19 (2) The community water system shall retain the complaint records required
20 by the provisions of this Subsection for at least five years, and shall make the records
21 available to the Louisiana Department of Health upon request and without charge.

1 B.(1) If the state health officer or his designee reviews a complaint record
 2 provided for in this Section and, based upon the results of the review, recommends
 3 that any board member, owner, officer, or operator of a community water system, or
 4 any combination of these personnel, undertake an appropriate training course
 5 incorporating topics concerning proper customer service, customer relations, public
 6 relations, or related matters, then the personnel identified by the state health officer
 7 or his designee shall be required to undertake such training.

8 (2) The training provided for in this Subsection may be delivered by the
 9 state, a contractor of the state, or a state-recognized trainer.

10 C. If the state health officer deems it necessary, he may require any
 11 community water system to implement a demonstrated flushing program.

12 D. For the purposes of this Section, "community water system" shall have
 13 the meaning ascribed in R.S. 40:5.8.

SPEAKER OF THE HOUSE OF REPRESENTATIVES

PRESIDENT OF THE SENATE

GOVERNOR OF THE STATE OF LOUISIANA

APPROVED: _____