

**SENATE . . . . . No.**

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**The Commonwealth of Massachusetts**

PRESENTED BY:

**Marc R. Pacheco**

*To the Honorable Senate and House of Representatives of the Commonwealth of Massachusetts in General Court assembled:*

The undersigned legislators and/or citizens respectfully petition for the passage of the accompanying bill:

An Act further regulating utility customer service.

PETITION OF:

NAME:

Marc R. Pacheco

DISTRICT/ADDRESS:

First Plymouth and Bristol

[SIMILAR MATTER FILED IN PREVIOUS SESSION  
SEE SENATE, NO. S01973 OF 2007-2008.]

**The Commonwealth of Massachusetts**

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**In the Year Two Thousand and Nine**

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**AN ACT FURTHER REGULATING UTILITY CUSTOMER SERVICE.**

*Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:*

1           SECTION 1. Section 1E of chapter 164 of the General Laws, as appearing in the 2004 Official  
2 Edition, is hereby amended by adding the following subsection:-

3           (e) A distribution company or gas company as defined in section 1 that intends to transfer to another  
4 state a call center, billing center or complaint handling function or activity located in the  
5 commonwealth, shall provide advance notice to the department not less than 60 days before the  
6 transfer; but, the notice shall not be required if the transfer does not result in a net reduction of the  
7 number of commonwealth-based employees responding to calls, processing bills or handling complaints.

8           A company required to provide notice under this subsection shall include in the notice sufficient  
9 information, data, or results of studies to demonstrate that the proposed transfer provides net benefits  
10 to its customers, considering all costs and savings and any impacts on service quality. The department  
11 shall promptly review the information, data or results of studies and, before the expiration of 60 days  
12 from its receipt of the information, determine whether the proposed transfer is in the best interests of

13 the company's customers. If the department fails to make and issue an affirmative finding within the 60  
14 days, the company shall not proceed with the transfer; but the company may file a new notice under  
15 this subsection at any time.