

SENATE No.

The Commonwealth of Massachusetts

PRESENTED BY:

Jennifer L. Flanagan

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 Regarding Service Quality Penalties.

PETITION OF:

NAME:

Jennifer L. Flanagan

DISTRICT/ADDRESS:

Worcester and Middlesex

The Commonwealth of Massachusetts

In the Year Two Thousand and Nine

AN ACT REGARDING SERVICE QUALITY PENALTIES.

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 2008
2 Official Edition, as amended by Chapter 169 of the Acts of 2008, is hereby amended by striking
3 out the following:-

4 (c) Each distribution, transmission, and gas company shall file a report with the
5 department by March first of each year comparing its performance during the previous calendar
6 year to the department's service quality standards and any applicable national standards as may
7 be adopted by the department. The department shall be authorized to levy a penalty against any
8 distribution, transmission, or gas company which fails to meet the service quality standards in an
9 amount up to and including the equivalent of 2.5 per cent of such company's transmission and
10 distribution service revenues for the previous calendar year.

11 **SECTION 2.** Chapter 164 of the General Laws, as appearing in the 2008 Official Edition, as
12 amended by Chapter 169 of the Acts of 2008, is hereby amended by inserting after section 1H
13 the following new section:-

14 Section 1I. Each distribution, transmission, and gas company shall file a report with the
15 department by March first of each year comparing its performance during the previous calendar
16 year to the department's service quality standards and any applicable national standards as may
17 be adopted by the department. The department shall be authorized to levy a penalty against any
18 distribution, transmission, or gas company which fails to meet the service quality standards in an
19 amount up to and including the equivalent of 4 per cent of such company's transmission and
20 distribution service revenues for the previous calendar year.