

PLEASE NOTE: Legislative Information **cannot** perform research, provide legal advice, or interpret Maine law. For legal assistance, please contact a qualified attorney.

Amend the bill by striking out the title and substituting the following:

**'An Act To Improve the Record Keeping of
Utilities and the Public Utilities Commission'**

Amend the bill by inserting after the enacting clause and before section 1 the following:

'Sec. 1. 35-A MRSA §716 is enacted to read:

§ 716. Complaints; record retention

A public utility shall keep a record of every customer complaint and retain that record for a period of 10 years from the date of final resolution of the complaint and shall make all records of customer complaints readily available to the commission for examination. The commission may adopt rules to implement this section. Rules adopted pursuant to this section are routine technical rules as defined in Title 5, chapter 375, subchapter 2-A.'

Amend the bill by striking out all of section 2 (page 1, lines 12 to 20 in L.D.).

Amend the bill by relettering or renumbering any nonconsecutive Part letter or section number to read consecutively.

SUMMARY

This amendment makes 2 changes to the bill. First, it adds a provision to the bill to require public utilities to preserve records of customer complaints for a period of 10 years and to make records of customer complaints readily available to the Public Utilities Commission for examination. Second, the amendment removes the provision of the bill that requires the Public Utilities Commission to reconstruct past records of proceedings, investigations, public hearings and complaints.

FISCAL NOTE REQUIRED

(See attached)