



# 129th MAINE LEGISLATURE

## SECOND REGULAR SESSION-2020

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Legislative Document

No. 2031

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H.P. 1441

House of Representatives, January 14, 2020

### **An Act To Require a Cable System Operator To Provide a Pro Rata Credit When Service Is Cancelled by a Subscriber**

(AFTER DEADLINE)

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Approved for introduction by a majority of the Legislative Council pursuant to Joint Rule 205.

Reference to the Committee on Energy, Utilities and Technology suggested and ordered printed.

Handwritten signature of Robert B. Hunt in cursive.

ROBERT B. HUNT  
Clerk

Presented by Representative BERRY of Bowdoinham.  
Cosponsored by Senator LAWRENCE of York and  
Representatives: BLUME of York, CAIAZZO of Scarborough, FAY of Raymond,  
GROHOSKI of Ellsworth, TERRY of Gorham.

1 **Be it enacted by the People of the State of Maine as follows:**

2 **Sec. 1. 30-A MRSA §3010, sub-§1-A,** as amended by PL 2007, c. 548, §2, is  
3 further amended to read:

4 **1-A. Service disconnection.** A franchisee must discontinue billing a subscriber for a  
5 service within 10 working days after the subscriber requests that service disconnection  
6 unless the subscriber unreasonably hinders access by the franchisee to equipment of the  
7 franchisee on the premises of the subscriber to which the franchisee must have access to  
8 complete the requested disconnection. A franchisee shall grant a subscriber a pro rata  
9 credit or rebate if that subscriber requests service disconnection during the first 2 weeks  
10 of a monthly billing period.

11 **Sec. 2. 30-A MRSA §3010, sub-§2-A,** as enacted by PL 2007, c. 104, §1, is  
12 amended to read:

13 **2-A. Notice on subscriber bills; credits and refunds.** Every franchisee shall  
14 include on each subscriber bill for service a notice regarding the subscriber's right to a pro  
15 rata credit or rebate for interruption of service upon request in accordance with subsection  
16 1 or cancellation of service in accordance with subsection 1-A. The notice must include a  
17 toll-free telephone number and a telephone number accessible by a teletypewriter device  
18 or TTY for contacting the franchisee to request the pro rata credit or rebate for service  
19 interruption. The notice must be in nontechnical language, understandable by the general  
20 public and printed in a prominent location on the bill in boldface type.

21 **SUMMARY**

22 This bill requires a cable system operator to grant a subscriber a pro rata credit or  
23 rebate if that subscriber requests service disconnection during the first 2 weeks of a  
24 monthly billing period.