

# SB3066



## 104TH GENERAL ASSEMBLY

State of Illinois

2025 and 2026

SB3066

Introduced 1/28/2026, by Sen. Christopher Belt

### SYNOPSIS AS INTRODUCED:

815 ILCS 505/2MMMM new

Amends the Consumer Fraud and Deceptive Business Practices Act. Provides that, if a person provides a service to a consumer and the provision of the service requires entry to the consumer's dwelling or requires the consumer to be present at the consumer's property for the service to be provided, the service provider shall: (1) schedule an appointment with the consumer; and (2) provide the consumer with reasonable notice of an estimated time or range of times during which the service provider will arrive to provide the service. Provides that, if the service provider fails satisfy those requirements or arrive within 30 minutes of the stated time, the service provider shall not charge the consumer any fee or additional charge if the consumer is not present when the service provider arrives. Provides that a violation of the provision constitutes an unlawful practice within the meaning of the Act.

LRB104 20460 SPS 33927 b

A BILL FOR

1 AN ACT concerning business.

2 **Be it enacted by the People of the State of Illinois,**  
3 **represented in the General Assembly:**

4 Section 5. The Consumer Fraud and Deceptive Business  
5 Practices Act is amended by adding Section 2MMMM as follows:

6 (815 ILCS 505/2MMMM new)

7 Sec. 2MMMM. Service appointment times.

8 (a) If a person provides a service to a consumer,  
9 including a repair or installation service, and the provision  
10 of the service requires entry to the consumer's dwelling or  
11 requires the consumer to be present at the consumer's property  
12 for the service to be provided, the service provider shall:

13 (1) schedule an appointment with the consumer; and

14 (2) provide the consumer with reasonable notice of an  
15 estimated time or range of times during which the service  
16 provider will arrive to provide the service.

17 (b) If the estimated range of time provided under  
18 paragraph (2) of subsection (a) exceeds 2 hours, the service  
19 provider shall notify the consumer by telephone no later than  
20 one hour before the service provider's anticipated arrival  
21 time. The notice shall state the specific time at which the  
22 service provider expects to arrive. If the consumer does not  
23 answer the telephone, the service provider may leave a

1 voicemail message to satisfy the requirements of this  
2 subsection.

3 (c) If the provider fails to satisfy the requirements of  
4 paragraph (2) of subsection (a) or fails to arrive within 30  
5 minutes of the time stated in the telephone call or voicemail  
6 message as provided in subsection (b), the provider shall not  
7 charge the consumer any fee or additional charge if the  
8 consumer is not present when the service provider arrives.

9 (d) A violation of this Section constitutes an unlawful  
10 practice within the meaning of this Act. The provisions of  
11 Section 7 do not apply to a violation of this Section.