



95TH GENERAL ASSEMBLY

State of Illinois

2007 and 2008

HB5660

by Rep. Jack D. Franks

SYNOPSIS AS INTRODUCED:

220 ILCS 5/8-515 new

Amends the Public Utilities Act. Provides that a public utility shall maintain a live operator or service representative, rather than a voice recording, to answer customer service and on-site service calls within 3 minutes of the customer placing the call concerning service. Provides that, if on-site service is required, then a public utility shall provide the customer with a 3-hour time period during which the utility's service representatives must arrive at the customer's location. Specifies fines levied against a public utility for the failure of a service representative to arrive at the customer's location on time. Provides that the Illinois Commerce Commission shall promulgate rules to implement the specified requirements. Effective immediately.

LRB095 19900 AMC 46314 b

FISCAL NOTE ACT
MAY APPLY

A BILL FOR

1 AN ACT concerning regulation.

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

4 Section 5. The Public Utilities Act is amended by adding
5 Section 8-515 as follows:

6 (220 ILCS 5/8-515 new)

7 Sec. 8-515. Customer service calls for public utility
8 service; time limit and penalties.

9 (a) A public utility shall maintain a live operator or
10 service representative, rather than a voice recording, to
11 answer customer service and on-site service calls within 3
12 minutes of the customer placing the call concerning service.

13 (b) If on-site service is required, then a public utility
14 shall provide the customer with a 3-hour time period during
15 which the utility's service representatives must arrive at the
16 customer's location.

17 (c) A violation of this Section shall result in the
18 following fines levied on the public utility:

19 (1) \$50 fine if the service representative is between
20 one minute and 14 minutes late;

21 (2) \$75 fine if the service representative is between
22 15 and 29 minutes late;

23 (3) \$100 fine if the service representative is between

1 30 and 59 minutes late; and
2 (4) \$125 fine if the service representative is one hour
3 or more late.
4 (d) The Commission shall promulgate rules to implement the
5 requirements of this Section.

6 Section 99. Effective date. This Act takes effect upon
7 becoming law.