



96TH GENERAL ASSEMBLY

State of Illinois

2009 and 2010

HB4159

Introduced 2/27/2009, by Rep. Jehan A. Gordon

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 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. Provides that a violation shall result in a \$100 fine levied on the public utility for the first offense, with an additional \$25 fine for each subsequent offense. Provides that the Illinois Commerce Commission shall promulgate rules to implement the specified requirements. Effective immediately.

LRB096 11808 MJR 22646 b

FISCAL NOTE ACT
MAY APPLY

A BILL FOR

1 AN ACT concerning utilities.

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 calls within 3 minutes of the customer
12 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 a \$100 fine
18 levied on the public utility for the first offense, with an
19 additional \$25 fine for each subsequent offense.

20 (d) The Commission shall promulgate rules to implement the
21 requirements of this Section.

22 Section 99. Effective date. This Act takes effect upon

1 becoming law.