



2005 ASSEMBLY BILL 1123

March 14, 2006 - Introduced by Representatives SHERIDAN and BENEDICT, cosponsored by Senator ROBSON. Referred to Committee on Energy and Utilities.

1 **AN ACT to create** 196.88 of the statutes; **relating to:** energy utility customer
2 caller assistance.

Analysis by the Legislative Reference Bureau

This bill requires an energy utility to provide customer call service with personnel and facilities that are located within the utility's service territory in this state. The bill defines "energy utility" as a public utility engaged in the transmission, delivery, or furnishing of 1) heat, light, or power; or 2) natural gas by means of pipes or mains. "Customer call service" is defined as any service for responding to customers calling about assistance regarding any of the following: 1) financial responsibility, deposit, billing, payment, or credit requirements; 2) requests for utility service, including emergency service; 3) meter or service orders or appointments or access to meters; 4) rates, regulations, policies, procedures, or practices; 5) customer complaints or investigations; or 6) referrals to social service agencies or other assistance programs.

For further information see the *local* fiscal estimate, which will be printed as an appendix to this bill.

The people of the state of Wisconsin, represented in senate and assembly, do enact as follows:

3 **SECTION 1.** 196.88 of the statutes is created to read:

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1 **196.88 Energy utility customer assistance. (1)** In this section:

2 (a) “Customer call service” means any service for responding to customers
3 calling about assistance regarding any of the following:

4 1. Financial responsibility, deposit, billing, payment, or credit requirements.

5 2. Requests for utility service, including emergency service.

6 3. Meter or service orders or appointments or access to meters.

7 4. Energy utility rates, regulations, policies, procedures, or practices.

8 5. Customer complaints or complaint investigations.

9 6. Referrals to social service agencies or other assistance programs.

10 (b) “Energy utility” means a public utility engaged in the transmission,
11 delivery, or furnishing of heat, light, or power, or of natural gas by means of pipes or
12 mains.

13 **(2)** An energy utility that provides any customer call service shall provide the
14 service with personnel and facilities that are located within the energy utility’s
15 service territory in this state.

16 **SECTION 2. Nonstatutory provisions.**

17 (1) If a person is affected by a contract that is in effect on the effective date of
18 this subsection and that contains provisions that are inconsistent with section
19 196.88 of the statutes, as created by this act, but that are not inconsistent with any
20 applicable law in effect immediately before the effective date of this subsection, then,
21 notwithstanding section 196.88 of the statutes, as created by this act, the person may
22 perform its obligations, and exercise its rights, under those provisions of the contract
23 until the contract expires or is extended, modified, or renewed, whichever occurs
24 first.

25 **SECTION 3. Effective date.**

