

MAINE STATE LEGISLATURE

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ONE HUNDRED AND SEVENTH LEGISLATURE

Legislative Document

No. 1298

H. P. 1019

House of Representatives, March 20, 1975

Referred to Committee on Public Utilities. Sent up for concurrence and ordered printed.

EDWIN H. PERT, Clerk

Presented by Mr. Goodwin of South Berwick.

Cosponsor: Mr. Hobbins of Saco.

STATE OF MAINE

IN THE YEAR OF OUR LORD NINETEEN HUNDRED
SEVENTY-FIVE

AN ACT Establishing a Consumer Complaint Office
within the Public Utilities Commission.

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

Sec. 1. 35 MRSA § 16 is enacted to read:

§ 16. Office of Consumer Complaints

1. Office established. There is established within the Public Utilities Commission an Office of Consumer Complaints which shall aid consumers of public utility services with complaints and problems, other than rate schedules, that they may have with any public utility furnishing them services.

2. Office responsible to secretary of commission. The Consumer Complaint Office shall be responsible to the secretary of the commission and shall have all the powers of the commission necessary to carry out its duties.

Sec. 2. Appropriation. There is appropriated from the General Fund to the Public Utilities Commission, Office of Consumer Complaints, the sum of \$29,000 to carry out the purposes of this Act. The breakdown shall be as follows:

	1975-76	1976-77
PUBLIC UTILITIES COMMISSION		
Office of Consumer Complaints		
Personal Services	(2) \$10,125	(2) \$16,875
All Other	1,000	1,000
	<hr/> \$11,125	<hr/> \$17,875

STATEMENT OF FACT

The intent of this bill is to establish an office within the Public Utilities Commission to handle consumer complaints relating to services of public utilities.