

MAINE STATE LEGISLATURE

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Legislative Document

No. 1063

H.P. 781

House of Representatives, March 6, 2007

An Act Regarding Cable Television Service Outages

Reference to the Committee on Utilities and Energy suggested and ordered printed.

Millicent M. MacFarland
MILLICENT M. MacFARLAND
Clerk

Presented by Representative ADAMS of Portland.

Cosponsored by Representatives: BERRY of Bowdoinham, BRYANT of Windham, CARTER of Bethel, CONNOR of Kennebunk, CONOVER of Oakland, GROSE of Woolwich, HINCK of Portland, WALCOTT of Lewiston.

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

2 **Sec. 1. 30-A MRSA §3010, sub-§1, ¶A,** as amended by PL 1993, c. 676, §1, is
3 further amended to read:

4 A. In the event service to any subscriber is interrupted for ~~6~~ 2 or more consecutive
5 hours, it will, ~~upon request,~~ automatically grant that subscriber a pro rata credit or
6 rebate.

7 **Sec. 2. 30-A MRSA §3010, sub-§2, ¶A,** as enacted by PL 1989, c. 352, is
8 amended to read:

9 A. For each new subscriber, and annually thereafter, every franchisee shall cause to
10 be mailed to each of its subscribers a notice that:

11 (1) Informs subscribers of how to communicate their views and complaints to
12 the cable company, the proper municipal official and the Attorney General;

13 (2) States the responsibility of the Department of the Attorney General to
14 receive consumer complaints concerning matters other than channel selection and
15 rates; and

16 (3) States the policy regarding and method by which subscribers ~~may request~~
17 receive rebates or pro rata credits as described in subsection 1, paragraph A.

18 **SUMMARY**

19 This bill reduces from 6 hours to 2 hours the amount of cable service outage time
20 after which customers can receive a prorated reimbursement for the time lost. This bill
21 also changes existing law requiring reimbursement for lost time upon request with a
22 requirement that the reimbursement be automatic.