

# MAINE STATE LEGISLATURE

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**LAWS**  
**OF THE**  
**STATE OF MAINE**

**AS PASSED BY THE**

**ONE HUNDRED AND TWENTY-EIGHTH LEGISLATURE**

**SECOND SPECIAL SESSION**  
**June 19, 2018 to September 13, 2018**

**THE GENERAL EFFECTIVE DATE FOR**  
**SECOND SPECIAL SESSION**  
**NON-EMERGENCY LAWS IS**  
**DECEMBER 13, 2018**

**ONE HUNDRED AND TWENTY-NINTH LEGISLATURE**

**FIRST REGULAR SESSION**  
**December 5, 2018 to June 20, 2019**

**THE GENERAL EFFECTIVE DATE FOR**  
**FIRST REGULAR SESSION**  
**NON-EMERGENCY LAWS IS**  
**SEPTEMBER 19, 2019**

**PUBLISHED BY THE REVISOR OF STATUTES**  
**IN ACCORDANCE WITH THE MAINE REVISED STATUTES ANNOTATED,**  
**TITLE 3, SECTION 163-A, SUBSECTION 4.**

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**Augusta, Maine**  
**2019**

**Sec. 1. 24-A MRSA §5084** is enacted to read:  
**§5084. Notice to policyholders of rate increase**

**1. Notice.** An insurer shall notify a policyholder of a long-term care insurance policy issued in accordance with this chapter or chapter 68 of a proposed premium rate increase that affects the policyholder no later than 30 days after the filing by the insurer of the premium rate increase. An insurer shall provide written notice by first-class mail to the last known mailing address of all affected individual and group policyholders and others who are directly billed for group coverage. The notice must:

- A. Show the proposed rate;
- B. State that the rate is subject to regulatory approval;
- C. Inform a policyholder of the policyholder's right to request a hearing pursuant to section 229;
- D. Inform a policyholder of the policyholder's right to provide written comments on the proposed rate increase to the bureau; and
- E. Provide to the policyholder contact information for the bureau, including the bureau's toll-free telephone number.

**2. Implementation of rate increase.** An increase in a premium rate may not be implemented until approved by the bureau or until the effective date of the premium rate increase, whichever is later.

**Sec. 2. Appropriations and allocations.** The following appropriations and allocations are made.

**PROFESSIONAL AND FINANCIAL REGULATION, DEPARTMENT OF Insurance - Bureau of 0092**

Initiative: Provides allocations to the Department of Professional and Financial Regulation, Bureau of Insurance for costs associated with additional rate hearings.

OTHER SPECIAL REVENUE FUNDS	2019-20	2020-21
All Other	\$11,100	\$14,800
OTHER SPECIAL REVENUE FUNDS TOTAL	\$11,100	\$14,800

See title page for effective date.

**CHAPTER 26**  
**S.P. 21 - L.D. 68**

**An Act To Improve the Record Keeping of Utilities and the Public Utilities Commission**

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

**Sec. 1. 35-A MRSA §716** is enacted to read:  
**§716. Complaints; record retention**

A public utility shall keep a record of every customer complaint and retain that record for a period of 10 years from the date of final resolution of the complaint and shall make all records of customer complaints readily available to the commission for examination. The commission may adopt rules to implement this section. Rules adopted pursuant to this section are routine technical rules as defined in Title 5, chapter 375, subchapter 2-A.

**Sec. 2. 35-A MRSA §1318, sub-§1**, as enacted by PL 1987, c. 141, Pt. A, §6, is amended to read:

**1. Record.** The commission shall keep a complete and permanent record of:

- A. All proceedings before it;
- B. Investigations; and
- C. Formal public hearings; and
- D. Complaints.

The record must include the results and conclusions of proceedings, investigations, formal public hearings and complaints, including, but not limited to, orders, findings, decisions and settlement agreements.

See title page for effective date.

**CHAPTER 27**  
**H.P. 78 - L.D. 92**

**An Act To Amend Educator Evaluation Requirements**

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

**Sec. 1. 20-A MRSA §13704, sub-§1, ¶A**, as enacted by PL 2011, c. 635, Pt. A, §3, is amended to read:

- A. The department shall provide, by rule, a set of standards of professional practice or a set of criteria for determining acceptable locally determined standards for teachers and a set of standards of professional practice or a set of criteria for deter-