

HOUSE BILL NO. 120
AMENDMENT IN THE NATURE OF A SUBSTITUTE
(Proposed by the House Committee on Labor and Commerce
on _____)
(Patron Prior to Substitute—Delegate Keys-Gamarra)

A BILL to direct the Consumer Services Section within the State Corporation Commission's Division of Public Utility Regulation to serve as a public utility ombudsman.

Be it enacted by the General Assembly of Virginia:

9 1. § 1. *The Consumer Services Section (the Section) within the State Corporation Commission's (the*
10 *Commission) Division of Public Utility Regulation shall serve as a public utility ombudsman. In addition to*
11 *the Section's other duties, the Section's duties shall include, or continue to include, the following: (i) receive,*
12 *review, and attempt to resolve any complaints from residential customers regarding public utilities; (ii)*
13 *assist residential customers in understanding their rights and responsibilities under the terms of any*
14 *agreement with a public utility; (iii) assist residential customers who are facing a cessation of service due to*
15 *the dissolution of a public utility; (iv) maintain data on inquiries received, the types of assistance requested,*
16 *any actions taken, and the disposition of such matters; (v) assist residential customers in using the*
17 *procedures and processes available to them through their public utility or assistance available from the*
18 *Commission; and (vi) provide procedural and technical information to residential customers, or an*
19 *association of such customers, who are facing a potential investigation or enforcement action initiated by*
20 *the Commission or Commission staff. All such assistance and services shall be provided to the extent*
21 *feasible and be consistent with the Commission's legal authority and its rules of practice and procedure. All*
22 *state agencies shall, upon request, assist and cooperate with the Section in the performance of its duties*
23 *under this act.*