
THE GENERAL ASSEMBLY OF PENNSYLVANIA

HOUSE BILL

No. 1621 Session of
2023

INTRODUCED BY PICKETT, OWLETT, CAUSER, FRITZ, HAMM, RYNCAVAGE,
MOUL, KAUFFMAN, ZIMMERMAN AND STRUZZI, AUGUST 29, 2023

REFERRED TO COMMITTEE ON CONSUMER PROTECTION, TECHNOLOGY AND
UTILITIES, AUGUST 29, 2023

AN ACT

1 Amending Title 66 (Public Utilities) of the Pennsylvania
2 Consolidated Statutes, in alternative form of regulation of
3 telecommunications services, providing for compensation to
4 customers for failure to appear at scheduled repair or
5 maintenance appointments.

6 The General Assembly of the Commonwealth of Pennsylvania
7 hereby enacts as follows:

8 Section 1. Title 66 of the Pennsylvania Consolidated
9 Statutes is amended by adding a section to read:

10 § 3020. Compensation to customers for failure to appear at
11 scheduled repair or maintenance appointments.

12 A local exchange telecommunications company that fails to
13 appear at a scheduled repair or maintenance appointment at a
14 customer's residence or business shall compensate the customer
15 at a rate of no less than \$25 for each hour the scheduled repair
16 or maintenance appointment is delayed.

17 Section 2. This act shall take effect in 60 days.