

February 24, 2009

H 290. PUBLIC UTILITIES/FAULTY EQUIPMENT. Filed 2/24/09. *REQUIRING PUBLIC UTILITIES TO GRANT CUSTOMERS AT LEAST THIRTY-SIX MONTHS TO PAY ANY CHARGES FOR SERVICES THAT RESULTED FROM FAULTY EQUIPMENT.*

Enacts new GS 62-159.1 requiring a public utility that finds that one of its customers has been undercharged because of faulty equipment to notify the customer as soon as practicable of the existence of the faulty equipment and of the amount that would have been charged if the equipment had been working properly. Requires that the customer be given at least 36 months from the date of the notice of the undercharge to pay the difference between the amount that was paid and the amount that should have been paid. Defines *faulty equipment* as equipment that was working or operating improperly through no fault of the customer. Effective for charges incurred on or after October 1, 2009.

Intro. by Allred.

GS 62