

GENERAL ASSEMBLY OF NORTH CAROLINA
SESSION 2021

H.B. 1052
May 25, 2022
HOUSE PRINCIPAL CLERK

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HOUSE BILL DRH10598-LRa-132B

Short Title: Cable Customers Equal Value Time Act. (Public)

Sponsors: Representative Kidwell.

Referred to:

1 A BILL TO BE ENTITLED
2 AN ACT REQUIRING THAT IF A CABLE SERVICE PROVIDER CHARGES ITS
3 SUBSCRIBERS FOR MISSING SCHEDULED SERVICE APPOINTMENTS, THE
4 PROVIDER SHALL PAY TO SUBSCRIBERS THE SAME AMOUNT IF IT FAILS TO
5 DELIVER SERVICE TO A SUBSCRIBER AT A SCHEDULED SERVICE
6 APPOINTMENT TIME.
7 The General Assembly of North Carolina enacts:
8 **SECTION 1.(a)** G.S. 66-356 is amended by adding a new subsection to read:
9 "(a1) Reciprocal Fees Required. – If a cable service provider or cable system charges its
10 subscribers for missing scheduled service appointments, then the provider or system must
11 provide customers with confirmation of scheduled appointments and shall pay subscribers the
12 same amount if it fails to deliver service to a subscriber at a scheduled service appointment time.
13 For the purposes of this subsection, "confirmation" means notice documented in writing or
14 provided by electronic, telephonic, or other means. A violation of this subsection is an unfair or
15 deceptive act or practice under G.S. 75-1.1."
16 **SECTION 1.(b)** There is appropriated from the General Fund to the Utilities
17 Commission the sum of five thousand dollars (\$5,000) for the 2022-2023 fiscal year to be used
18 to inform the public of their rights under this act.
19 **SECTION 2.** This act becomes effective July 1, 2022, and applies to scheduled cable
20 service appointments occurring on or after that date.



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