

GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2023

H.B. 32  
Jan 30, 2023  
HOUSE PRINCIPAL CLERK

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HOUSE BILL DRH40004-LR-7B

Short Title: Service Customer Equal Value Time Act. (Public)

Sponsors: Representative Kidwell.

Referred to:

1 A BILL TO BE ENTITLED  
2 AN ACT REQUIRING THAT IF A SERVICE COMPANY CHARGES ITS CUSTOMERS  
3 FOR MISSING SCHEDULED SERVICE APPOINTMENTS, THE SERVICE COMPANY  
4 SHALL PAY TO CUSTOMERS THE SAME AMOUNT IF IT FAILS TO DELIVER  
5 SERVICE TO A CUSTOMER AT A SCHEDULED SERVICE APPOINTMENT TIME.  
6 The General Assembly of North Carolina enacts:  
7 **SECTION 1.** Article 43 of Chapter 66 of the General Statutes is amended by adding  
8 a new section to read:  
9 **"§ 66-375. Reciprocal fees required.**  
10 (a) If a service company charges its customers for missing scheduled service  
11 appointments, then the provider must provide customers with confirmation of scheduled  
12 appointments and shall pay customers the same amount if it fails to deliver service to a customer  
13 at a scheduled service appointment time. For the purposes of this subsection, "confirmation"  
14 means notice documented in writing or provided by electronic, telephonic, or other means. A  
15 violation of this subsection is an unfair or deceptive act or practice under G.S. 75-1.1.  
16 (b) For the purposes of this section, a "service company" is any company that provides  
17 services to its customers, rather than products, regardless of whether or not the services are  
18 provided under service agreements."  
19 **SECTION 2.** This act is effective when it becomes law.

