

I MINA'TRENTAI DOS NA LIHESLATURAN GUÅHAN
2014 (Second) Regular Session

Bill No. 325-32 (COR)

Introduced by:

V.C. Pangelinan

AN ACT TO ADD A §79108 TO CHAPTER 79 OF TITLE 12
GUAM CODE ANNOTATED RELATIVE TO PUBLISHING
CONSUMER COMPLAINTS.

2014 APR 29 PM 12:39

1 **BE IT ENACTED BY THE PEOPLE OF GUAM:**

2 **Section 1. Legislative Findings and Intent.** *I Liheslaturan Guåhan* finds that
3 pursuant to § 12001.1 and § 12001.2 Chapter 12 of Title 12 Guam Code Annotated, the
4 ratepayers of Guam have been granted rights under the Ratepayer Bill of Rights. These
5 rights take into consideration the single choice residents have when selecting public
6 utility providers and the inevitable increase of utility rates over time. The Ratepayer
7 Bill of Rights establishes methods of communication to inform the general public
8 about proposed rate increases, the finances of a Public Utility and allows for input and
9 participation regarding any proposed rate increases.

10 *I Liheslaturan Guåhan* also recognizes the importance that the Ratepayer Bill of
11 Rights affords the public and seeks to further empower ratepayer voices to include
12 consumer complaints filed with public utility services. It is the intent of *I Liheslaturan*
13 *Guåhan* to ensure ratepayer concerns are addressed and accurately communicated by
14 establishing additional measures that will be necessary to facilitate the distribution of
15 ratepayer concerns among members of the Consolidated Commission on Utilities, the
16 Public Utilities Commission and the people of Guam.

1 **Section 2. § 79108 is hereby added to Chapter 79 of Title 12 Guam**
2 **Code Annotated to read as follows:**

3 **“§79108 Publishing Consumer Complaints.**

4 Within ninety (90) days of the enactment of this section, the Commission
5 shall adopt a policy via Board Resolution, that establishes the acceptance, review
6 and, distribution of Consumer complaints filed with either the Guam Power
7 Authority or Guam Waterworks Authority. Such policy shall include the creation
8 of a reporting template, herein referred to as the Consumer Complaint Report,
9 which will categorize the type of complaint lodged with each entity, the date the
10 complaint was lodged, and the manner in which said complaint was addressed.

11 The Commission shall publish the Consumer Complaint Report on the
12 twentieth (20th) day following the end of each calendar month on its website and
13 shall transmit the same within fifteen (15) days after the end of every calendar
14 quarter, to *I Maga'låhen Guåhan*, the Speaker of *I Liheslaturan Guåhan* and the
15 Public Utilities Commission.”

16 **Section 2. Effective Date.** This Act *shall* become effective upon enactment.