

§7223. Provider of last resort service consumer protection

A service provider in accordance with rules adopted by the commission: [PL 2011, c. 623, Pt. A, §18 (NEW).]

1. Information. Shall provide customers adequate and timely information about provider of last resort service including posting in an easily discoverable location on its publicly accessible website its rate for provider of last resort service; [PL 2011, c. 623, Pt. A, §18 (NEW).]

2. Fairness. Shall treat its customers in a nondiscriminatory manner and may not unreasonably deny or disconnect provider of last resort service; and [PL 2011, c. 623, Pt. A, §18 (NEW).]

3. Consumer protection. Shall comply with minimum consumer protection standards for provider of last resort service essential to the preservation of good quality, affordable provider of last resort service throughout the State. [PL 2011, c. 623, Pt. A, §18 (NEW).]

A customer of a service provider may seek redress from the commission in accordance with any applicable provisions of this Title with respect to provider of last resort service, regardless of any other services the customer may take from the service provider. A service provider may not disconnect a provider of last resort service customer from provider of last resort service except in accordance with rules adopted by the commission. This section does not authorize the commission to regulate services other than provider of last resort service, including but not limited to discontinuance by the service provider of any other services to the customer. [PL 2011, c. 623, Pt. A, §18 (NEW).]

SECTION HISTORY

PL 2011, c. 623, Pt. A, §18 (NEW).

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