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BILL ANALYSIS

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House Bill 4392 (Substitute H-2 as passed by the House)  
Sponsor: Representative Sarah Roberts  
House Committee: Energy and Technology  
Senate Committee: Energy Policy and Public Utilities

Date Completed: 4-2-09

### **CONTENT**

**The bill would amend Public Act 3 of 1939, the Public Service Commission (PSC) law, to require an electric or natural gas provider, within three business days after shutting off service to a senior citizen customer (i.e., a customer who is at least 65 years old), to attempt to contact him or her by at least two methods and explain the actions that he or she would have to take to have service restored.**

A provider would have to use the following notification methods to meet these requirements:

- A personal or automated telephone call where direct contact was made with a member of the customer's household or a message was recorded on an answering machine or voice mail.
- First-class mail.
- A personal visit to the customer.
- A written notice left at or on the customer's door.
- Any other method approved by the PSC.

A personal visit or written notice on or at the customer's door made on the day of disconnection would meet the bill's requirements.

A message left on an answering machine or voice mail or a written notice left at or on the door would have to include a toll-free telephone number indicating that it could be used to contact a representative of the provider regarding restoration of service.

A provider could meet the bill's notice requirement with regard to a senior citizen customer by making a documented referral of the customer to a social service or government agency within three business days of shutting off service.

("Provider" would mean an electric utility, municipally owned electric or natural gas utility, cooperative electric utility, or alternative electric supplier, or an investor-owned natural gas utility whose rates are regulated by the PSC.)

Proposed MCL 460.9i

Legislative Analyst: Julie Cassidy

**FISCAL IMPACT**

The bill would have no fiscal impact on State or local government.

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This analysis was prepared by nonpartisan Senate staff for use by the Senate in its deliberations and does not constitute an official statement of legislative intent.