

HB26-1326

HOUSE FLOOR AMENDMENT

Second Reading

BY REPRESENTATIVES Duran and Willford

1 Amend printed bill, page 12, line 22, after "40-2-140" insert "and
2 40-2-141".

3 Page 14, after line 22 insert:

4 **"40-2-141. Investor-owned utilities - minimum**
5 **quality-of-service metrics - rules.**

6 (1) ON OR BEFORE DECEMBER 31, 2027, THE COMMISSION SHALL
7 ADOPT RULES ESTABLISHING MINIMUM QUALITY-OF-SERVICE METRICS FOR
8 INVESTOR-OWNED GAS AND ELECTRIC UTILITIES IN THE STATE.

9 (2) THE RULES MUST:

10 (a) INCLUDE REQUIREMENTS FOR CUSTOMER-SPECIFIC INCENTIVES
11 AND PENALTIES ASSOCIATED WITH CUSTOMER-EXPERIENCED SERVICE
12 QUALITY, AND, IN ADOPTING THESE RULES, THE COMMISSION SHALL
13 CONSIDER WHETHER INCENTIVES AND PENALTIES SHOULD BE ESTABLISHED
14 IN A SYMMETRICAL MANNER TO PROMOTE QUALITY OF SERVICE; AND

15 (b) SPECIFICALLY ADDRESS EQUITY FOR DISPROPORTIONATELY
16 IMPACTED COMMUNITIES IN ESTABLISHING THE QUALITY-OF-SERVICE
17 METRICS."

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