

WEST VIRGINIA LEGISLATURE

2024 REGULAR SESSION

Introduced

House Bill 4010

By Delegates Pushkin, Hansen, Garcia, Williams,

Young, and Linville

[Introduced February 13, 2024; Referred to the

Committee on Technology and Infrastructure]

1 A BILL to amend the Code of West Virginia, 1931, as amended, by adding thereto a new section,
 2 designated §24-2-22, relating to providing notification of utility service disruption to its'
 3 customers; and authoring the Public Service Commission to approve each utility's
 4 notification plan.

Be it enacted by the Legislature of West Virginia:

ARTICLE 2. POWERS AND DUTIES OF PUBLIC SERVICE COMMISSION.

24-2-22. Notification of disruption of service

1 Each utility shall have an outage communication plan in place to notify customers of
 2 planned and unexpected disruption of utility services to all customers. Each utility shall include in
 3 its outage communication plan a methodology for prior notice to all affected customers for planned
 4 service disruptions. The communication plan shall include a method for notifying customers
 5 electronically and provide estimates about the length of time of the disruption. Each utility shall
 6 provide its plan to the Commission for approval.

NOTE: The purpose of this bill is to require utilities to have in place an approved method of notice to customers for utility service disruptions.

Strike-throughs indicate language that would be stricken from a heading or the present law and underscoring indicates new language that would be added.