

WEST VIRGINIA LEGISLATURE

2025 REGULAR SESSION

ENGROSSED

Committee Substitute

for

House Bill 3168

By Delegates Mallow, Barnhart, Brooks, Marple,

Green, Vance, Hillenbrand, Miller, and Kump

[Originating in the Committee on Energy and Public

Works; Reported on March 17, 2025]

1 A BILL to amend the Code of West Virginia, 1931, as amended, to add a new article designated
2 §46A-6O-1, relating to creating The Rosi Act; requiring that entities providing goods,
3 services, or utilities allow changes to be made to an electronic account by telephone or
4 mail; and providing for enforcement.

Be it enacted by the Legislature of West Virginia:

ARTICLE 6O. THE ROSI ACT.

§46A-6O-1. The Rosi act; mandate; enforcement.

1 (a) This act shall be cited as "The Rosi Act".

2 (b) Notwithstanding any provision of code to the contrary, including any provision of §39A-
3 1-1 et seq. of this code, an entity, business, corporation, company, or organization that provides
4 goods, services, or utilities to an individual in West Virginia shall allow changes to be made to an
5 electronic or online account for said goods, services, or utilities by telephone or by mail with
6 necessary identity verification measures.

7 (c) Failure of an entity, business, corporation, company or organization to comply with
8 subsection (b) constitutes a violation of the West Virginia Consumer Credit and Protection Act of
9 §46A-6-101 et seq. of this code and is subject to enforcement by the Attorney General; provided,
10 however, that the authority to enforce utilities to comply with subsection (b) shall be with the Public
11 Services Commission and not the Attorney General.