WEST virginia legislature

2025 regular session

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]

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

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

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

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

NOTE: The purpose of this bill is to create The Rosi Act; requiring that entities providing goods, services, or utilities allow changes to be made to an electronic account by telephone or mail; and providing for enforcement.

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