

# **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]

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.

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.