



EDDIE BAZA CALVO
Governor

RAY TENORIO
Lieutenant Governor

Office of the Governor of Guam.

2014 OCT 17 PM 4:54

OCT 16 2014

Honorable Judith T. Won Pat, Ed.D.
Speaker
I Mina'trentai Dos Na Liheslaturan Guåhan
155 Hesler Street
Hagåtña, Guam 96910

32-14 - 2141
Office of the Speaker
Judith T. Won Pat, Ed.D.

Date: 10-17-14
Time: 4:13pm
Received By: [Signature]

Dear Madame Speaker:

Transmitted herewith is Bill No. 325-32 (COR) "AN ACT TO ADD A NEW § 79108 TO CHAPTER 79 OF TITLE 12, GUAM CODE ANNOTATED, RELATIVE TO PUBLISHING CONSUMER COMPLAINTS AND THE RESOLUTION THEREOF," which I signed into law on October 13, 2014 as Public Law 32-193.

Senseramente,

EDDIE BAZA CALVO

2141

I MINA'TRENTAI DOS NA LIHESLATURAN GUÅHAN
2014 (SECOND) Regular Session


CERTIFICATION OF PASSAGE OF AN ACT TO I MAGA'LAHEN GUÅHAN

This is to certify that **Bill No. 325-32 (COR)**, "AN ACT TO ADD A NEW § 79108 TO CHAPTER 79 OF TITLE 12, GUAM CODE ANNOTATED, RELATIVE TO PUBLISHING CONSUMER COMPLAINTS AND THE RESOLUTION THEREOF," was on the 3rd day of October, 2014, duly and regularly passed.




Judith T. Won Pat, Ed.D.
Speaker

Attested:


Tina Rose Muña Barnes
Legislative Secretary

This Act was received by *I Maga'lahren Guåhan* this 6 day of Oct,
2014, at 6:32 o'clock P.M.


Assistant Staff Officer
Maga'lahi's Office

APPROVED:


EDWARD J.B. CALVO
I Maga'lahren Guåhan

Date: OCT 13 2014

Public Law No. 32-193

I MINA'TRENTAI DOS NA LIHESLATURAN GUÅHAN
2014 (SECOND) Regular Session

Bill No. 325-32 (COR)

As amended on the Floor.

Introduced by:

Vicente (ben) C. Pangelinan

T. C. Ada

V. Anthony Ada

FRANK B. AGUON, JR.

B. J.F. Cruz

Chris M. Dueñas

Michael T. Lintiacó

Brant T. McCreadie

Tommy Morrison

T. R. Muña Barnes

R. J. Respicio

Dennis G. Rodriguez, Jr.

Michael F. Q. San Nicolas

Aline A. Yamashita, Ph.D.

Judith T. Won Pat, Ed.D.

**AN ACT TO ADD A NEW § 79108 TO CHAPTER 79 OF
TITLE 12, GUAM CODE ANNOTATED, RELATIVE TO
PUBLISHING CONSUMER COMPLAINTS AND THE
RESOLUTION THEREOF.**

1 **BE IT ENACTED BY THE PEOPLE OF GUAM:**

2 **Section 1. Legislative Findings and Intent.** *I Liheslaturan Guåhan* finds
3 that pursuant to §§12001.1 and 12001.2 of Chapter 12 of Title 12, Guam Code
4 Annotated, the ratepayers of Guam have been granted rights under the Ratepayer
5 Bill of Rights. These rights take into consideration the single choice residents have
6 when selecting public utility providers and the inevitable increase of utility rates
7 over time. The Ratepayer Bill of Rights establishes methods of communication to

1 inform the general public about proposed rate increases and the finances of a
2 public utility, and allows for input and participation regarding any proposed rate
3 increases.

4 *I Liheslaturan Guåhan* also recognizes the importance that the Ratepayer
5 Bill of Rights affords the public, and seeks to further empower ratepayers' voices
6 to include consumer complaints filed with public utility services. It is the intent of *I*
7 *Liheslaturan Guåhan* to ensure ratepayers' concerns are addressed and accurately
8 communicated by establishing additional measures that will be necessary to
9 facilitate the distribution of ratepayers' concerns among the members of the
10 Consolidated Commission on Utilities, the Public Utilities Commission, and the
11 people of Guam.

12 **Section 2.** A new § 79108 is hereby *added* to Chapter 79 of Title 12,
13 Guam Code Annotated, to read as follows:

14 **“§ 79108. Publishing Consumer Complaints.**

15 Within ninety (90) days of the enactment of this Section, the
16 Commission *shall* adopt a policy, via Board Resolution, that establishes the
17 acceptance, review, distribution, and resolution of consumer complaints filed
18 with either the Guam Power Authority or the Guam Waterworks Authority.
19 Such policy *shall* include the creation of a reporting template, herein
20 referred to as the Consumer Complaint and Resolution Report, which will
21 categorize the type of complaint lodged with each entity, the date the
22 complaint was lodged, and the manner in which said complaint was
23 addressed.

24 The Commission *shall* publish the Consumer Complaint Report on its
25 website on the twentieth (20th) day following the end of each calendar
26 month, and *shall* transmit the same within fifteen (15) days after the end of

1 every calendar quarter to *I Maga'láhen Guåhan*, the Speaker of *I*
2 *Liheslaturan Guåhan*, and the Public Utilities Commission.”

3 **Section 3. Effective Date.** This Act *shall* become effective upon
4 enactment.