

### EDDIE BAZA CALVO

Governor

RAY TENORIO Lieutenant Governor

# Office of the Governor of Guam.

OCT 1 6 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

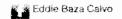
Received By:

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,

EDDLE BAZA CALVO









# 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 3<sup>rd</sup> day of October, 2014, duly and regularly passed.

Date: \_\_\_\_0CT 1 3 2014

Public Law No. 32-193

Judith T. Won Pat, Ed.D.

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

Bill No. 325-32 (COR)

As amended on the Floor.

Introduced by:

1

T. C. Ada
V. Anthony Ada
FRANK B. AGUON, JR.
B. J.F. Cruz
Chris M. Dueñas
Michael T. Limtiaco
Brant T. McCreadie

Vicente (ben) C. Pangelinan

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.

#### 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

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

. . .

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

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

### "§ 79108. Publishing Consumer Complaints.

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

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

1 every calendar quarter to I Maga'lahen 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.