

S.F. No. 2947 – Process for resolution of disputes between public utilities and residential customers establishment (As amended by SCS2947A-1)

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S.F. 2947 establishes a process for a utility residential customer to file a complaint with the Public Utilities Commission (PUC) and appeal an adverse decision in district court.

Section 1. **Complaint investigation and hearing.** Subdivision 1. **Investigation.** Authorizes the PUC to investigate a consumer complaint made under the process established in section 216B.172 as proposed in section 2 of the bill.

Section 2. **Consumer disputes.** Subdivision 1. **Definitions.** Defines “complaint,” “complainant,” and other terms used in the new section.

Subdivision 2. **Complaint resolution procedure.** Requires a complainant to first attempt to resolve a dispute by filing a complaint with the PUC’s consumer affairs office.

Subdivision 3. **Appeal; final commission decision.** Authorizes a complainant to appeal a resolution of a complaint from the consumer affairs office to the commission. Allows the commission to dismiss the complaint, resolve it through an informal process, or refer it to the Office of Administrative Hearings for a contested case proceeding.

Subdivision 4. **Judicial review.** Allows for judicial review of a commission decision regarding a complaint.

Subdivision 5. **Right to service during pendency of dispute.** Requires a utility to continue or restore service while a complaint progresses through the administrative or judicial process, provided that the complainant agrees to enter a payment agreement with the utility, places the full disputed payment in escrow, or provides evidence of low-income status.

Subdivision 6. **Rulemaking authority.** Allows the commission to adopt rules to implement the new section.