

Senate Bill 220

By: Senators Seabaugh of the 28th, Thomas of the 2nd, Bowen of the 13th and Tanksley of the 32nd

A BILL TO BE ENTITLED
AN ACT

1 To amend Title 46 of the Official Code of Georgia Annotated, relating to public utilities and
2 public transportation, so as to authorize the Public Service Commission to adopt by rule and
3 enforce customer service requirements applicable to cable television systems; to define a
4 term; to provide for rules and regulations and their adoption and enforcement; to state
5 legislative intent; to provide for the powers of the commission; to provide for related matters;
6 to provide an effective date; to repeal conflicting laws; and for other purposes.

7 BE IT ENACTED BY THE GENERAL ASSEMBLY OF GEORGIA:

8 **SECTION 1.**

9 Title 46 of the Official Code of Georgia Annotated, relating to public utilities and public
10 transportation, is amended by adding a new Chapter 5A to read as follows:

11 "CHAPTER 5A

12 46-5A-1.

13 As used in this chapter, the term 'cable television system' means a facility consisting of a
14 set of closed transmission paths and associated signal generation, reception, transmission,
15 and control equipment, under common ownership and control, that distributes or is
16 designed to provide cable service which includes video programming to multiple
17 subscribers in a community.

18 46-5A-2.

19 The commission shall have the authority to adopt by rule and enforce customer service
20 requirements applicable to cable television systems, including but not necessarily limited
21 to requirements regulating:

22 (1) Billing practices and the settlement of billing disputes;

- 1 (2) Availability and methods and timeliness of communication with customer service
2 personnel;
- 3 (3) Methods and timeliness of response to customers' service requests;
- 4 (4) Required notice of services, rates, and charges and changes therein to subscribers and
5 potential subscribers; and
- 6 (5) The collection and return of security deposits.

7 46-5A-3.

8 (a) The customer service requirements adopted by the commission shall not lessen the
9 standards set by the Federal Communications Commission under federal law. It is the
10 intent of this chapter to exercise fully but not exceed the authority granted by federal law
11 to the state to establish a state law imposing customer service requirements applicable to
12 cable television systems; and this chapter shall be construed according to such intent.

13 (b) Nothing in this chapter shall be construed to limit the powers granted to any unit of
14 local government under federal law or Chapter 18 of Title 36.

15 46-5A-4.

16 In administering this chapter, the commission shall have those powers granted to the
17 commission in administering this title in general, including specifically the powers granted
18 under Articles 3 and 5 of Chapter 2 of this title. The commission shall not, however, have
19 any jurisdiction to regulate the rates or charges of cable television systems."

20 **SECTION 2.**

21 This Act shall become effective upon its approval by the Governor or upon its becoming law
22 without such approval.

23 **SECTION 3.**

24 All laws and parts of laws in conflict with this Act are repealed.