

STATE OF MAINE

IN THE YEAR OF OUR LORD

TWO THOUSAND NINETEEN

S.P. 21 - L.D. 68

**An Act To Improve the Record Keeping of Utilities and the Public Utilities
Commission****Be it enacted by the People of the State of Maine as follows:****Sec. 1. 35-A MRSA §716** is enacted to read:**§716. Complaints; record retention**

A public utility shall keep a record of every customer complaint and retain that record for a period of 10 years from the date of final resolution of the complaint and shall make all records of customer complaints readily available to the commission for examination. The commission may adopt rules to implement this section. Rules adopted pursuant to this section are routine technical rules as defined in Title 5, chapter 375, subchapter 2-A.

Sec. 2. 35-A MRSA §1318, sub-§1, as enacted by PL 1987, c. 141, Pt. A, §6, is amended to read:

1. Record. The commission shall keep a complete and permanent record of:

- A. All proceedings before it;
- B. Investigations; ~~and~~
- C. Formal public hearings; and
- D. Complaints.

The record must include the results and conclusions of proceedings, investigations, formal public hearings and complaints, including, but not limited to, orders, findings, decisions and settlement agreements.