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# A BILL FOR AN ACT

RELATING TO CONSUMER PROTECTION.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

1           SECTION 1. Chapter 269, Hawaii Revised Statutes, is  
2 amended by adding a new section to be appropriately designated  
3 and to read as follows:

4           "§269-       Credit for service interruptions. (a) In the  
5 event that a subscriber's service provided by any utility  
6 subject to this chapter is interrupted, other than by the  
7 negligence or willful act of the subscriber, and remains out of  
8 order for more than four hours, the utility shall make an  
9 appropriate adjustment to the subscriber's account or issue a  
10 refund as necessary to account for the service interruption.

11           (b) In the event that the subscriber's service is  
12 interrupted by a natural or other disaster beyond the control of  
13 the utility, adjustments or refunds shall be made to the  
14 subscribers if service is not restored within seventy-two hours.

15           (c) The amount of an adjustment or refund shall be  
16 determined on the basis of the known period of interruption,  
17 beginning from the time that the service interruption is  
18 reported to the utility. An adjustment or refund to a



1 subscriber shall be the pro rata part of the month's charge for  
2 the service for the period of hours that service was  
3 interrupted. A refund may be accomplished by a credit on a  
4 subsequent bill for the service provided."

5 SECTION 2. Chapter 440G, Hawaii Revised Statutes, is  
6 amended by adding a new section to be appropriately designated  
7 and to read as follows:

8 "§440G- Credit for service interruptions. (a) In the  
9 event that a subscriber's cable service provided by a cable  
10 operator subject to this chapter is interrupted, other than by  
11 the negligence or willful act of the subscriber, and remains out  
12 of order for more than four hours, the cable operator shall make  
13 an appropriate adjustment to the subscriber's account or issue a  
14 refund as necessary to account for the service interruption.

15 (b) In the event that the subscriber's cable service is  
16 interrupted by a natural or other disaster beyond the control of  
17 the cable operator, adjustments or refunds shall be made to the  
18 subscriber if cable service is not restored within seventy-two  
19 hours.

20 (c) The amount of an adjustment or refund shall be  
21 determined on the basis of the known period of interruption,  
22 beginning from the time that the cable service interruption is



1 reported to the cable operator. An adjustment or refund to a  
2 subscriber shall be the pro rata part of the month's charge for  
3 the cable service for the period of hours that service was  
4 interrupted. A refund may be accomplished by a credit on a  
5 subsequent bill for the cable service provided."

6 SECTION 3. New statutory material is underscored.

7 SECTION 4. This Act shall take effect upon its approval.

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INTRODUCED BY: *Joan Welch*  
*By Request*

JAN 24 2011



**Report Title:**

Cable Television and Public Utilities; Service Interruptions;  
Refund

**Description:**

Requires cable television operators and public utilities to  
issue refunds to subscribers in the event of service  
interruptions.

*The summary description of legislation appearing on this page is for informational purposes only and is  
not legislation or evidence of legislative intent.*

