

# **WEST VIRGINIA LEGISLATURE**

## **2024 REGULAR SESSION**

### **Committee Substitute**

**for**

### **House Bill 4010**

By Delegates Pushkin, Hansen, Garcia, Williams,  
Young, and Linville

[Originating in the Committee on Technology and  
Infrastructure; Reported February 23, 2024]



1 A BILL to amend the Code of West Virginia, 1931, as amended, by adding thereto a new section,  
2 designated §24-2-22, relating to providing notification of utility service disruption to its'  
3 customers; requiring utilities to have an outage communication plan; and authorizing the  
4 Public Service Commission to receive each utility's notification plan.

*Be it enacted by the Legislature of West Virginia:*

**ARTICLE 2. POWERS AND DUTIES OF PUBLIC SERVICE COMMISSION.**

**§24-2-22. Notification of disruption of service.**

1 Each utility shall have an outage communication plan in place to notify customers of  
2 planned and unexpected disruption of utility services to all customers. Each utility shall include in  
3 its outage communication plan a methodology for prior notice to all affected customers for planned  
4 service disruptions. The communication plan shall include a method for notifying customers and  
5 provide estimates about the length of time of the disruption. Each utility shall provide its plan to the  
6 Commission.

NOTE: The purpose of this bill is to require utilities to have in place an approved method of notice to customers for utility service disruptions.

Strike-throughs indicate language that would be stricken from a heading or the present law and underscoring indicates new language that would be added.