

OFFICE OF FISCAL ANALYSIS

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sSB-545

AN ACT CONCERNING THE SATISFACTION OF TELECOMMUNICATIONS QUALITY OF SERVICE STANDARDS AND PROHIBITING REMOTE RECONNECTION FEES.

OFA Fiscal Note

State Impact:

Agency Affected	Fund-Effect	FY 26 \$	FY 27 \$
DEEP/PURA ¹	CC&PUCF - Cost	400,263	400,263
DEEP/PURA	CC&PUCF - Potential Revenue Gain	Minimal	Minimal

Note: CC&PUCF=Consumer Counsel and Public Utility Control Fund

Municipal Impact: None

Explanation

The bill results in additional annual costs to the Public Utilities Regulatory Authority (PURA), beginning in FY 26, of approximately \$400,263, associated with broadening telephone and telecommunications quality of service standards and requiring PURA to adopt semiannual quality of service report requirements on compliance.

PURA would require two additional full-time staff to complete the requirements contained within the bill. The new positions would include: one full-time Supervisor of Technical Analysis, with an approximate annual salary of \$139,819 (plus \$116,413 in fringe benefits)

¹The fringe benefit costs for employees funded out of other appropriated funds are budgeted within the fringe benefit account of those funds, as opposed to the fringe benefit accounts within the Office of the State Comptroller. The estimated active employee fringe benefit cost associated with most personnel changes for other appropriated fund employees is 83.26% of payroll in FY 26.

and one full-time Consumer Information Representative, with an approximate annual salary of \$78,594 (\$65,437 in fringe benefits). The new staff would be responsible for quality of service standards and reporting requirements associated with telephone and telecommunication companies.

The bill adds two new fines for telecommunication companies: 1) a fine of up \$2,000 for any company or any incumbent local exchange carriers (ILEC) that fails to comply with semiannual or exception reporting requirements and 2) a \$1,000 per violation, per customer fine for companies who do not comply with the reconnection prohibition. To the extent that these new fines result in additional violations, there could be a revenue gain to the Consumer Counsel and Public Utility Control Fund. It is unknown how many additional violations would occur annually, but the revenue increase is anticipated to be minimal.

Rate Payer Impact

The rate payer impact is indeterminate as the various services described in the bill are not rate regulated utilities. However, there could be a minimal savings to various rate payers associated with the prohibition of reconnection fees.

The Out Years

The annualized ongoing fiscal impact identified above would continue into the future subject to inflation.