



House of Representatives

General Assembly

File No. 396

February Session, 2026

Substitute House Bill No. 5496

House of Representatives, April 2, 2026

The Committee on Labor and Public Employees reported through REP. SANCHEZ, E. of the 24th Dist., Chairperson of the Committee on the part of the House, that the substitute bill ought to pass.

AN ACT CONCERNING WORKPLACE VIOLENCE PROTECTIONS FOR UTILITY AND PUBLIC WORKS EMPLOYEES.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. (NEW) (*Effective October 1, 2026*) (a) For purposes of this
2 section and section 2 of this act:

3 (1) "Employer" means a (A) municipal utility furnishing electric, gas
4 or water, (B) regional water authority, (C) regional sewer district, (D)
5 public service company, or (E) municipal public works department;

6 (2) "Public service company" has the same meaning as provided in
7 section 16-1 of the general statutes; and

8 (3) "Workplace violence" means any act or threat of physical violence,
9 harassment, intimidation or other threatening disruptive behavior that
10 occurs at a work site. "Workplace violence" does not include any such
11 act or threat that occurs at the site of an employer.

12 (b) On or before January 1, 2027, each employer shall undertake a risk
13 assessment of the factors that may place employees who provide
14 services directly to customers at risk of being a victim of workplace
15 violence by virtue of their role as an employee of such employer,
16 including, but not limited to, (1) working directly with customers in
17 their domicile, (2) working late nights or early morning hours, (3)
18 exchanging money with customers, (4) working alone or in small
19 numbers, (5) customers with a previous history of violence toward
20 employees, and (6) the crime rate for the municipality in which the
21 employee will provide services, as determined by the most recent
22 annual report concerning crime in the state issued by the Department of
23 Emergency Services and Public Protection pursuant to section 29-1c of
24 the general statutes.

25 (c) On or before July 1, 2027, each employer shall develop and
26 implement a workplace violence prevention and response training
27 program for employees who provide services directly to customers.
28 Such training program shall include, but need not be limited to, training
29 on (1) the risk factors identified pursuant to subsection (b) of this section,
30 (2) methods the employer will use to prevent incidents of workplace
31 violence, including, but not limited to, (A) utilizing methods to
32 minimize the amount of cash on an employee's person during a work
33 shift, and (B) establishing and implementing reporting systems for
34 incidents of violent or aggressive behavior, (3) conflict resolution and
35 nonviolent self-defense responses, and (4) measures employees can take
36 to protect themselves from such risks. Such training program shall be
37 provided to an employee upon hire and annually thereafter.

38 Sec. 2. (NEW) (*Effective October 1, 2026*) Each employer shall maintain
39 records that detail each incidence of workplace violence and include the
40 specific location in which such incident occurred. An employer shall,
41 not later than January first of each year, submit a report to the Labor
42 Department regarding the number of workplace violence incidents that
43 occurred during the preceding calendar year and the specific location
44 where such incidents occurred.

This act shall take effect as follows and shall amend the following sections:		
Section 1	<i>October 1, 2026</i>	New section
Sec. 2	<i>October 1, 2026</i>	New section

LAB *Joint Favorable Subst.*

The following Fiscal Impact Statement and Bill Analysis are prepared for the benefit of the members of the General Assembly, solely for purposes of information, summarization and explanation and do not represent the intent of the General Assembly or either chamber thereof for any purpose. In general, fiscal impacts are based upon a variety of informational sources, including the analyst's professional knowledge. Whenever applicable, agency data is consulted as part of the analysis, however final products do not necessarily reflect an assessment from any specific department.

OFA Fiscal Note

State Impact: None

Municipal Impact:

Municipalities	Effect	FY 27 \$	FY 28 \$
All Municipalities; Municipal Water Companies	STATE MANDATE ¹ - Potential Cost	See Below	See Below

Explanation

The bill requires municipal employers to conduct a risk assessment for utility and public works employees. This results in a potential cost to municipalities beginning in FY 27 that is dependent on what resources are necessary to conduct a risk assessment that meets the requirements of the bill.

The bill also requires that certain employers maintain records of workplace violence incidents and submit the number of occurrences annually to the Department of Labor. This does not result in any fiscal impact to the state.

The Out Years

The annualized ongoing fiscal impact identified above would

¹ State mandate is defined in Sec. 2-32b(2) of the Connecticut General Statutes, "state mandate" means any state initiated constitutional, statutory or executive action that requires a local government to establish, expand or modify its activities in such a way as to necessitate additional expenditures from local revenues.

continue into the future subject to resources necessary to conduct risk assessments.

OLR Bill Analysis**sHB 5496*****AN ACT CONCERNING WORKPLACE VIOLENCE PROTECTIONS FOR UTILITY AND PUBLIC WORKS EMPLOYEES.*****SUMMARY**

This bill requires utility companies to assess the factors that may place their employees at risk of being a workplace violence victim when providing services directly to customers (such as when working directly with customers in their homes or with customers who have a previous history of violence toward employees). It requires the companies to develop and implement workplace violence prevention and response training for these employees that includes, among other things, the company's methods for preventing workplace violence incidents, and conflict resolution and non-violent self-defense responses.

The bill requires the companies to (1) maintain records that detail each incidence of workplace violence and include the specific location where it occurred and (2) give the Department of Labor, by each January 1, a report on the number of workplace violence incidents that occurred during the previous calendar year and the specific location where each incident occurred.

The bill applies to (1) municipal electric, gas, or water companies; (2) regional water authorities and sewer districts; (3) municipal public works departments; and (4) public service companies regulated by the Public Utilities Regulatory Authority (generally, investor-owned utility companies). Under the bill, "workplace violence" is any act or threat of physical violence, harassment, intimidation, or other threatening disruptive behavior that occurs at a work site, but it does not include this behavior at the employer's site.

EFFECTIVE DATE: October 1, 2026

RISK ASSESSMENT AND TRAINING REQUIREMENT

The bill requires the utility companies, by January 1, 2027, to have a risk assessment of the factors that may place employees who provide services directly to customers at risk of being a victim of workplace violence by virtue of their role as the company’s employee. The assessment must at least cover the risks of (1) working directly with customers in their homes, (2) working late nights or early morning hours, (3) exchanging money with customers, (4) working alone or in small numbers, (5) customers with a previous history of violence toward employees, and (6) the crime rate in the municipality where the employee will provide services. The crime rates used must be those determined in the Department of Emergency Services and Public Protection’s most recent annual crime report.

The bill then requires each company, by July 1, 2027, to develop and implement a workplace violence prevention and response training program for employees who provide services directly to customers. The training must be given at hire and then annually, and at least include:

1. the risk factors identified in the risk assessment;
2. methods the company will use to prevent workplace violence incidents, including (a) ways to minimize how much cash an employee carries during a work shift and (b) establishing and implementing reporting systems for incidents of violent or aggressive behavior;
3. conflict resolution and non-violent self-defense responses; and
4. ways the employees can protect themselves from the risks.

COMMITTEE ACTION

Labor and Public Employees Committee

Joint Favorable Substitute
Yea 9 Nay 4 (03/17/2026)