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May 23, 2023

Testimony of Representative Jessica Fay introducing
LD 1923, An Act to Require Broadband Internet Access Service Providers to Prorate Customer Bills

Before the Joint Standing Committee on Energy, Utilities and Technology

Good afternoon, Senator Lawrence, Representative Zeigler and honorable members of the Energy Utilities and Technology Committee. I am Jessica Fay, representing House District 86, which includes Casco, Raymond, Frye Island and part of Poland. Thank you for the opportunity to present **LD 1923, An Act to Require Broadband Internet Access Service Providers to Prorate Customer Bills**.

In 2020, this committee passed **LD 2031, An Act To Require a Cable System Operator To Provide a Pro Rata Credit When Service Is Cancelled by a Subscriber**. When I testified in favor of that bill, I did so because it was an issue of fairness. While providers are now required to pro-rate cable bills, they are not required to pro-rate internet bills.

When a consumer cancels their service early in a billing cycle, they are on the hook for paying for an entire month, even if they are required to return equipment like modems. This bill proposes that consumers be refunded the part of the bill for the month that they don't have service.

Internet service is an expensive necessity for work, for school, for communication and for us to stay connected. Companies charging for services not provided can be a burden on families and older people.

There is a provision in the bill regarding power outages, and I understand that there is some concern that this could impact service provision. I am sure there is a way to address these concerns and move the bill forward.

I understand that you have another bill, **LD 1167, An Act to Require Communications Service Providers to Prorate Customer Bills for Cancellation and Allow a Reduction in Service for a Customer with an Outstanding Balance**, sponsored by Rep. Perry from Bangor. While LD

District 86: Casco, Frye Island, Raymond and Part of Poland

1932 is similar, it is simpler than LD 1167. It aims only to include ISP's. I hope to work with you and ISP's to make sure that Maine consumers are not paying for services that they are not receiving.

Thank you for your time and attention.