

GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2021

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HOUSE BILL 1052

Short Title: Cable Customers Equal Value Time Act. (Public)

Sponsors: Representatives Kidwell and Hanig (Primary Sponsors).  
*For a complete list of sponsors, refer to the North Carolina General Assembly web site.*

Referred to: Energy and Public Utilities, if favorable, Appropriations, if favorable, Rules,  
Calendar, and Operations of the House

May 26, 2022

A BILL TO BE ENTITLED

AN ACT REQUIRING THAT IF A CABLE SERVICE PROVIDER CHARGES ITS  
SUBSCRIBERS FOR MISSING SCHEDULED SERVICE APPOINTMENTS, THE  
PROVIDER SHALL PAY TO SUBSCRIBERS THE SAME AMOUNT IF IT FAILS TO  
DELIVER SERVICE TO A SUBSCRIBER AT A SCHEDULED SERVICE  
APPOINTMENT TIME.

The General Assembly of North Carolina enacts:

**SECTION 1.(a)** G.S. 66-356 is amended by adding a new subsection to read:

"(a1) Reciprocal Fees Required. – If a cable service provider or cable system charges its subscribers for missing scheduled service appointments, then the provider or system must provide customers with confirmation of scheduled appointments and shall pay subscribers the same amount if it fails to deliver service to a subscriber at a scheduled service appointment time. For the purposes of this subsection, "confirmation" means notice documented in writing or provided by electronic, telephonic, or other means. A violation of this subsection is an unfair or deceptive act or practice under G.S. 75-1.1."

**SECTION 1.(b)** There is appropriated from the General Fund to the Utilities Commission the sum of five thousand dollars (\$5,000) for the 2022-2023 fiscal year to be used to inform the public of their rights under this act.

**SECTION 2.** This act becomes effective July 1, 2022, and applies to scheduled cable service appointments occurring on or after that date.



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