

Introduced: 3/4/76
Referred: Commerce and
Judiciary

1 IN THE HOUSE

BY THE JUDICIARY COMMITTEE

2 HOUSE BILL NO. 852

3 IN THE LEGISLATURE OF THE STATE OF ALASKA

4 NINTH LEGISLATURE - SECOND SESSION

5 A BILL

6 For an Act entitled: "An Act relating to the Alaska Transportation Commis-
7 sion."

8 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF ALASKA:

9 * Section 1. AS 42.07 is amended by adding a new section to read:

10 Sec. 42.07.171. CUSTOMER COMPLAINTS. (a) All carriers or other
11 public utilities subject to regulation by the commission under this
12 chapter or AS 02.05 and chs. 10, 15 and 25 of this title shall prepare
13 and make available to shippers, customers, and other users an approved
14 customer complaint form. The commission shall by regulation issue
15 guidelines for the preparation of that form, and the form prepared by
16 the carriers or other public utilities shall be approved by the commis-
17 sion before it is placed in use.

18 (b) When a complaint is filed by a shipper, customer, or other
19 user, a copy of the complaint shall be filed with the commission, and
20 the carrier or other utility shall file a copy of its reply to the
21 complainant with the commission within 30 days from the date the com-
22 plaint is received from the complainant.

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