

By: Goodwin

H.B. No. 3030

A BILL TO BE ENTITLED

1 AN ACT

2 relating to notice to customers, governmental entities, and other
3 affected persons after significant interruptions of certain
4 services.

5 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

6 SECTION 1. Section 418.192(a), Government Code, is amended
7 by adding Subdivision (3) to read as follows:

8 (3) "Significant interruption of service" means an
9 interruption of essential products and services provided by a
10 public service provider that lasts one or more hours and affects the
11 provider's entire system, a major division of the provider's
12 system, a community, a critical load, or service to interruptible
13 customers, and a scheduled interruption lasting more than four
14 hours that affects customers who are not notified in advance. The
15 term includes:

16 (A) a loss of service to 20 percent or more of the
17 provider's customers, or 20,000 customers for a provider serving
18 more than 200,000 customers; and

19 (B) interruptions adversely affecting a
20 community such as interruptions of governmental agencies, military
21 bases, universities and schools, major retail centers, and major
22 employers.

23 SECTION 2. Section 418.192, Government Code, is amended by
24 amending Subsection (b) and adding Subsections (b-1) and (b-2) to

1 read as follows:

2 (b) A public service provider shall [~~may~~] enter into a
3 contract for an emergency notification system described by this
4 section for use in informing the provider's customers, governmental
5 entities, and other affected persons regarding:

6 (1) notice of a disaster, [~~or~~] emergency, or
7 significant interruption of service; and

8 (2) any actions a recipient is required to take during
9 a disaster, [~~or~~] emergency, or significant interruption of service.

10 (b-1) The emergency notification system for which a
11 contract is entered into under Subsection (b) must provide notice
12 of a significant interruption of service as soon as reasonably
13 possible after the interruption occurs. The notice must include:

14 (1) the general location of the interruption;

15 (2) the cause of the interruption, if known;

16 (3) the date and time that the interruption began;

17 (4) the estimated date and time that service will be
18 restored; and

19 (5) the name and telephone number of the public
20 service provider.

21 (b-2) If the duration of a significant interruption of
22 service is longer than 24 hours, the emergency notification system
23 for which a contract is entered into under Subsection (b) must
24 provide an update to the information required under Subsection
25 (b-1) to the public service provider's customers, governmental
26 entities, and other affected persons not less than once every 24
27 hours that the interruption continues.

1 SECTION 3. Section [418.192\(h\)](#), Government Code, is
2 repealed.

3 SECTION 4. This Act takes effect September 1, 2021.