

HOUSE No. 4410

By Mr. Businger of Brookline, petition of John A. Businger relative to rebates or refunds in the form of credits to consumers of common carriers rendering unsafe, improper or inadequate service. Government Regulations.

The Commonwealth of Massachusetts

In the Year One Thousand Nine Hundred and Seventy-Eight.

AN ACT RELATIVE TO REBATES OR REFUNDS IN THE FORM OF CREDITS TO CUSTOMERS OF COMMON CARRIERS RENDERING UNSAFE, IMPROPER OR INADEQUATE SERVICE.

Be it enacted by the Senate and House of Representatives in General Court assembled, and by the authority of the same, as follows:

1 Section 16 of chapter 159 of the General Laws, as most recently
2 amended by chapter 137 of the acts of 1970, is hereby further
3 amended by adding after the first sentence thereof the following
4 new sentence: — If the department shall find, after further
5 hearing had upon its own motion or upon complaint, that a
6 common carrier has failed to place in force and to observe the
7 regulations and practices and to use the equipment, appliances
8 and service fixed and prescribed by such order, the department
9 may require by order a rebate or refund in the form of a credit, in
10 an amount established by the department, to be applied to the
11 bills of customers of such common carrier, said credit to remain
12 in effect until such service has been restored to safe, proper and
13 adequate levels.

