

SENATE  
STATE OF MINNESOTA  
EIGHTY-NINTH SESSION

S.F. No. 3089

(SENATE AUTHORS: SCHMIT)

DATE	D-PG	OFFICIAL STATUS
03/21/2016	5166	Introduction and first reading Referred to Environment and Energy

1.1

A bill for an act

1.2

relating to energy; establishing an ombudsperson position for the Public Utilities

1.3

Commission; amending Minnesota Statutes 2014, section 216A.04, by adding a

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subdivision.

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BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF MINNESOTA:

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Section 1. Minnesota Statutes 2014, section 216A.04, is amended by adding a

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subdivision to read:

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Subd. 3a. **Ombudsperson; duties.** (a) The commission must appoint an

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ombudsperson. The ombudsperson must be selected without regard to political affiliation

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and must be qualified to perform the duties specified in this subdivision.

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(b) The ombudsperson's duties include, but are not limited to:

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(1) providing independent, impartial, and informal assistance to utility customers on

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technical disputes regarding distributed generation, energy efficiency, and other customer

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services;

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(2) serving as a mediator between a customer and a utility;

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(3) facilitating dispute resolution;

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(4) making dispute resolution recommendations upon request by the customer,

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which are binding on both parties and may be appealed to the commission by either party;

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(5) preparing orders, reports, and other materials as assigned by the commission;

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(6) making recommendations to achieve the objectives of the commission, as

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appropriate; and

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(7) providing an annual report to the commission on the work and services provided

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by the ombudsperson, which must include the action and outcome of each dispute

- 2.1
- considered with citations to the relevant statute, order, tariff, code, or rule used to support
- 2.2
- the ombudsperson's findings.