

2026 Regular Session

HOUSE BILL NO. 478

BY REPRESENTATIVES KNOX AND LARVADAIN

UTILITIES: Provides with respect to reimbursement for utility overcharges

1 AN ACT

2 To enact Chapter 70 of Title 51 of the Louisiana Revised Statutes of 1950, to be comprised  
3 of R.S. 51:3301, relative to reimbursement for utility overcharges; to provide for  
4 definitions; to provide for reimbursement of overcharges by utilities; to provide for  
5 labeling; and to provide for related matters.

6 Be it enacted by the Legislature of Louisiana:

7 Section 1. Chapter 70 of Title 51 of the Louisiana Revised Statutes of 1950,  
8 comprised of R.S. 51:3301, is hereby enacted to read as follows:

9 CHAPTER 70. REIMBURSEMENT OF UTILITY OVERCHARGES

10 §3301. Utility overcharge reimbursement

11 A. For the purposes of this Chapter, the following terms have the following  
12 meanings:

13 (1) "Customer" means a person receiving services from a utility provider.

14 (2) "Overcharge" means any amount billed in excess of the lawful rate, tariff,  
15 or authorized charge.

16 (3) "Utility provider" means a provider of water, gas, or electric service that  
17 is regulated by the Public Service Commission or a local governmental subdivision  
18 or owned or operated by a local governmental subdivision.

1           B.(1) A utility provider that has overcharged a customer shall reimburse the  
2           amount overcharged to the customer in full within ninety calendar days after the  
3           overcharge is discovered or reasonably should have been discovered and shall be  
4           labeled as an overcharge reimbursement or similar description.

5           (2) If a customer has ended service with a utility provider, then the utility  
6           provider shall send the reimbursement to the customer's last known address,  
7           provided in the former customer's account, within ninety calendar days after the  
8           overcharge is discovered or reasonably should have been discovered and shall be  
9           labeled as an overcharge reimbursement or similar description.

10           C. A utility provider shall label the reimbursement required by this Section  
11           as an overcharge reimbursement.

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#### DIGEST

The digest printed below was prepared by House Legislative Services. It constitutes no part of the legislative instrument. The keyword, one-liner, abstract, and digest do not constitute part of the law or proof or indicia of legislative intent. [R.S. 1:13(B) and 24:177(E)]

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HB 478 Engrossed

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Knox

**Abstract:** Provides relative to reimbursement for utility overcharges.

Proposed law defines "customer", "overcharge", and "utility provider".

Proposed law provides that a utility provider that has overcharged a customer shall reimburse the amount overcharged to the customer in full within 90 calendar days after the overcharge is discovered or reasonably should have been discovered and shall be labeled as an overcharge reimbursement or similar description.

Proposed law provides for the reimbursement process if a customer has ended service with a utility provider.

Proposed law provides that a utility provider shall label the reimbursement required by this proposed law as an overcharge reimbursement.

(Adds R.S. 51:3301)

#### Summary of Amendments Adopted by House

The Committee Amendments Proposed by House Committee on Commerce to the original bill:

1. Make technical changes.
2. Define "overcharge".

3. Clarify that for both current and past customers, the reimbursement outlined in proposed law shall be given within 90 calendar days after the overcharge is discovered or reasonably should have been discovered and shall be labeled as an overcharge reimbursement or similar description.
4. Provide that the reimbursement for a customer who has ended service with a utility provider shall be to the last known address of the customer.