

GENERAL ASSEMBLY OF NORTH CAROLINA  
SESSION 2023

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HOUSE BILL 32

Short Title: Service Customer Equal Value Time Act. (Public)

Sponsors: Representatives Kidwell, Moss, Adams, and Setzer (Primary Sponsors).  
*For a complete list of sponsors, refer to the North Carolina General Assembly web site.*

Referred to: Commerce, if favorable, Regulatory Reform, if favorable, Rules, Calendar, and  
Operations of the House

January 31, 2023

A BILL TO BE ENTITLED

AN ACT REQUIRING THAT IF A SERVICE COMPANY CHARGES ITS CUSTOMERS  
FOR MISSING SCHEDULED SERVICE APPOINTMENTS, THE SERVICE COMPANY  
SHALL PAY TO CUSTOMERS THE SAME AMOUNT IF IT FAILS TO DELIVER  
SERVICE TO A CUSTOMER AT A SCHEDULED SERVICE APPOINTMENT TIME.

The General Assembly of North Carolina enacts:

**SECTION 1.** Article 43 of Chapter 66 of the General Statutes is amended by adding  
a new section to read:

**"§ 66-375. Reciprocal fees required.**

(a) If a service company charges its customers for missing scheduled service appointments, then the provider must provide customers with confirmation of scheduled appointments and shall pay customers the same amount if it fails to deliver service to a customer at a scheduled service appointment time. For the purposes of this subsection, "confirmation" means notice documented in writing or provided by electronic, telephonic, or other means. A violation of this subsection is an unfair or deceptive act or practice under G.S. 75-1.1.

(b) For the purposes of this section, a "service company" is any company that provides services to its customers, rather than products, regardless of whether or not the services are provided under service agreements."

**SECTION 2.** This act is effective when it becomes law.

