# Summary of DHL Advisory Board One Call Center Law Enforcement Meeting

### **Complaint-Driven**

We agree on the following:

- PSC investigates and screens complaints and repeat offenders
- PSC directs complaints to Panel
- Panel to assess civil penalties and/or training (PSC cannot override decisions)
- PSC levies fines/penalties
- Adjudication process will go to civil courts (TBD; VA uses State Supreme Court; we want it to be one court round only to ensure speedy processing)

### **Funding**

- We don't agree on methodology to fund the model
  - o Grants
  - o Ticket portion
  - o Combination of the above
  - o Remainder Assessments
- We would like to have it fully funded by ticket portion and grants.
- We agree that any remainder assessments must be inclusive of all stakeholders

## **Current State Statute**

We agree on the following:

- Current statute is adequate overall
- Needs change to allow for enforcement (give PSC authority to promulgate rules to create enforcement guidelines and framework)

Proposed
Wisconsin One
Call Center Law
Enforcement
Model

### Peer Review Panel

We agree on the following:

- DHL appoints panel members
- PSC member must be on Panel
- PSC approves all Panel members

We need to discuss:

- Member tenure (staggered terms?)
- Panel composition
- Panel review content (complaints only?)

# **Database**

- We agree on the following:
  - Database of damages must be maintained
  - o DHL will maintain database
- We don't agree how it will be used

# Where Do Levied Fines/Penalties Go?

- School Forest Fund
- Damage Prevention Fund (helps cover cost of Excavator Safety Meetings and other Damage Prevention education initiatives, possibly Damage Prevention Summit)
- It should not be used to help cover any state budget deficits