

Draft Testimony March 2025

My name is Tricia Rubacky and I live in Baltimore City. Today I speak in favor of SB0846 introduced by Sen. Shelly Hettleman.

In June 2024, my husband and I moved from one apt. to another apt. in the same building. I noticed that our Xfinity bill was still in my husband's name, so I tried to make both address and account holder name changes online. I could not make those changes without going into an Xfinity store. When I arrived, waited along with about 20 other people, and then was called for "my turn" with an agent. The agent told me I could not make those changes to my account without my husband present.

My husband has Parkinson's disease, Lewy Body Dementia and two types of cancer. For that reason, I have both power of attorney and health power of attorney for our finances. I asked if the agent would accept those POA documents so I could make the changes on my account. The answer was "no, your husband has to come in and request the changes himself, since he is the account holder". So, I went back with my husband a few hours later and was able to change our address and put the account in my name.

I wholeheartedly agree with Senator Hettleman and am in favor of the bill she introduced. Xfinity's policies seemed unnecessarily complicated, discriminatory and dismissive of my husband's health conditions. I encourage passage of this bill.