

THE GENERAL ASSEMBLY OF PENNSYLVANIA

HOUSE BILL

No. 2333 Session of 2026

INTRODUCED BY MADSEN, MATZIE, PROBST, PASHINSKI, BURGOS, FLEMING, GUZMAN, MERSKI, HANBIDGE, DELLOSO, MAYES, K. HARRIS, CEPEDA-FREYTIZ, TIBURCIO, SANCHEZ, GREEN AND SALISBURY, MARCH 19, 2026

AS AMENDED ON SECOND CONSIDERATION, HOUSE OF REPRESENTATIVES, APRIL 14, 2026

AN ACT

1 Amending Title 66 (Public Utilities) of the Pennsylvania
2 Consolidated Statutes, providing for responsible utility
3 customer protection.

4 The General Assembly of the Commonwealth of Pennsylvania
5 hereby enacts as follows:

6 Section 1. Title 66 of the Pennsylvania Consolidated
7 Statutes is amended by adding a chapter to read:

8 CHAPTER 14-A

9 RESPONSIBLE UTILITY CUSTOMER PROTECTION

10 Sec.

11 1401-A. Scope of chapter.

12 1402-A. Declaration of policy.

13 1403-A. Definitions.

14 1404-A. Cash deposits and household information requirements.

15 1404.1-A. Security deposits.

16 1405-A. Payment arrangements.

17 1406-A. Termination of utility service.

- 1 1407-A. Reconnection of service.
2 1408-A. Surcharges for uncollectible expenses.
3 1409-A. Late payment charge waiver.
4 1410-A. Complaints filed with commission.
5 1410.1-A. Public utility duties.
6 1411-A. Automatic meter readings.
7 1412-A. Reporting of delinquent customers. (RESERVED).
8 1413-A. Reporting of recipients of public assistance.
9 1414-A. Liens by city natural gas distribution operations.
10 1415-A. Reporting to General Assembly and Governor.
11 1416-A. Notice.
12 1417-A. Nonapplicability.
13 1418-A. Construction.
14 1419-A. Expiration.
15 § 1401-A. Scope of chapter.

16 This chapter relates to protecting responsible customers of
17 public utilities.

18 § 1402-A. Declaration of policy.

19 The General Assembly finds and declares as follows:

20 (1) Formal service rules were first adopted by the
21 Pennsylvania Public Utility Commission in 1978 with the
22 stated goal of enforcing uniform, fair and equitable
23 residential utility service standards governing eligibility
24 criteria, credit and deposit practices, account billing,
25 termination and restoration of service procedures and
26 customer complaint procedures. These rules have not
27 successfully managed the issue of bill payment. Increasing
28 amounts of unpaid bills now threaten paying customers with
29 higher rates due to other customers' delinquencies.

30 (2) It is now time to revisit these rules and provide

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1 protections against rate increases for timely paying
2 customers resulting from other customers' delinquencies.
3 Greater equity can be achieved by eliminating opportunities
4 for customers capable of paying to avoid the timely payment
5 of public utility bills.

6 (3) This chapter provides public utilities with an
7 equitable means to reduce their uncollectible accounts by
8 modifying the procedures for delinquent account collections
9 and by increasing timely collections. At the same time,
10 service should remain available to all customers on
11 reasonable terms and conditions.

12 (4) It is appropriate to provide additional collection
13 tools to city natural gas distribution operations to
14 recognize the financial circumstances of the operations and
15 protect their ability to provide natural gas for the benefit
16 of the residents of the city.

17 (5) It is appropriate to recognize the applicability of
18 this chapter to a water and sewer authority in a city of the
19 second class.

20 § 1403-A. Definitions.

21 The following words and phrases when used in this chapter
22 shall have the meanings given to them in this section unless the
23 context clearly indicates otherwise:

24 "Applicant." An individual who is at least 18 years of age
25 or an emancipated minor, who is not currently receiving service
26 and who applies for residential service provided by a public
27 utility or any adult occupant whose name appears on the
28 mortgage, deed or lease as specified under section 202 of the
29 act of April 6, 1951 (P.L.69, No.20), known as The Landlord and
30 Tenant Act of 1951, of the property for which the residential

1 public utility service is requested. The term does not include
2 an individual who, not later than 30 days after service
3 termination or discontinuance of service, seeks to have service
4 reconnected at the same location or transferred to another
5 location within the service territory of the public utility.

6 "Change in income." A decrease in household income of:

7 (1) 10% or more if the customer's household income level
8 exceeds 300% of the Federal poverty level; or

9 (2) 5% or more if the customer's household income level
10 is below 300% of the Federal poverty level.

11 "Creditworthiness." An assessment of an applicant's or
12 customer's ability to meet bill payment obligations for utility
13 service.

14 "Customer." An individual who is at least 18 years of age or
15 an emancipated minor whose name a residential service account is
16 listed and who is primarily responsible for payment of bills
17 rendered for the service or any adult occupant whose name
18 appears on the mortgage, deed or lease as specified under
19 section 202 of The Landlord and Tenant Act of 1951, of the
20 property for which the residential utility service is requested.

21 The term includes an individual who, not later than 30 days
22 after service termination or discontinuance of service, seeks to
23 have service reconnected at the same location or transferred to
24 another location within the service territory of the public
25 utility.

26 "Customer assistance program." A plan or program sponsored
27 by a public utility for the purpose of providing universal
28 service and energy conservation, as defined by section 2202
29 (relating to definitions) or 2803 (relating to definitions), or
30 other assistance programs offered by a public utility, including

1 a water distribution utility or wastewater utility, in which
2 customers make monthly payments based on household income and
3 household size and under which customers must comply with
4 certain responsibilities and restrictions in order to remain
5 eligible for the program.

6 "Electric distribution utility." The term shall have the
7 same meaning as the term "electric distribution company" under
8 section 2803.

9 "Formal complaint." A complaint filed with the commission
10 requesting a legal proceeding before a commission administrative
11 law judge or a mediation under the management of a commission
12 administrative law judge.

13 "Household income." The combined gross income of all adults
14 at least 18 years of age and emancipated minors in a residential
15 household who benefit from the public utility service, excluding
16 earned and unearned income received by household members who are
17 younger than 18 years of age and not emancipated.

18 "Informal complaint." A complaint filed with the commission
19 by a customer that does not involve a legal proceeding before a
20 commission administrative law judge or a mediation under the
21 management of a commission administrative law judge.

22 "LIHEAP" or "Low Income Home Energy Assistance Program." A
23 federally funded program authorized by 42 U.S.C. §§ 862 1
24 (relating to home energy grants), 8622 (relating to
25 definitions), 8623 (relating to state allotments), 8624
26 (relating to applications and requirements), 8625 (relating to
27 nondiscrimination provisions), 8626 (relating to payments to
28 States; fiscal year requirements respecting availability, etc.),
29 8627 (relating to withholding of funds), 8628 (relating to
30 limitation on use of grants for construction), 8629 (relating to

1 studies and reports) and 8630 (relating to renewable fuels) that
2 provides financial assistance in the form of cash and crisis
3 grants to low-income households for home energy bills and is
4 administered by the Department of Human Services.

5 "Medical certificate." A written document, in a form
6 approved by the commission:

7 (1) certifying that a customer or member of the
8 customer's household is seriously ill or has been diagnosed
9 with a medical condition requiring the continuation of
10 service to treat the medical condition; and

11 (2) signed by a licensed physician, nurse practitioner
12 or physician's assistant. For the purposes of this paragraph,
13 a medical certificate may be renewed by a registered nurse if
14 previously signed by a licensed physician, nurse practitioner
15 or physician's assistant and attested to by the registered
16 nurse.

17 "Natural gas distribution service." The term shall mean the
18 same as defined under section 2202.

19 "Natural gas distribution utility." The term shall have the
20 same meaning as the term "natural gas distribution company" as
21 defined under section 2202.

22 "Natural gas supply services." The term shall mean the same
23 as defined under section 2202.

24 "Occupant." (Reserved).

25 "Payment arrangement." An agreement in which a customer or
26 applicant, who admits liability for billed service, is permitted
27 to amortize or pay the unpaid balance of the account in one or
28 more payments.

29 "Public utility." An electric distribution utility, natural
30 gas distribution utility, small natural gas distribution

1 utility, steam heat utility, wastewater utility or water
2 distribution utility in this Commonwealth that is within the
3 jurisdiction of the commission. The term includes a city natural
4 gas distribution operation and a water and sewer authority in a
5 city of the second class.

6 "Significant change in circumstance." Any of the following
7 criteria if verified by a public utility and experienced by a
8 customer with household income less than 300% of the Federal
9 poverty level:

10 (1) Change in income.

11 (2) The onset of a chronic or acute illness.

12 (3) Damage to the customer's residence resulting in a
13 significant net cost to the customer's household.

14 (4) Loss of the customer's residence.

15 (5) Increase in the customer's number of dependents in
16 the household.

17 (6) Any other circumstance to be considered in the
18 commission's discretion, including a change in employment
19 status, death, injury, divorce, separation or other
20 substantial hardship.

21 "Small natural gas distribution utility." A public utility
22 providing natural gas distribution services subject to the
23 jurisdiction of the commission that:

24 (1) has annual gas operating revenues of less than
25 \$6,000,000 per year; or

26 (2) is not connected to an interstate gas pipeline by
27 means of a direct connection or an indirect connection
28 through the distribution system of another natural gas public
29 utility or through a natural gas gathering system.

30 "Steam heat utility." An entity producing, generating,

1 distributing or furnishing steam for the production of heat or
2 to or for the public for compensation.

3 "Wastewater utility." An entity owning or operating
4 equipment or facilities for the collection, treatment or
5 disposal of sewage to or for the public for compensation. The
6 term includes a separate company that individually provides
7 water or wastewater service if the separate company is wholly
8 owned by a common parent company.

9 "Water distribution utility." An entity owning or operating
10 equipment or facilities for diverting, developing, pumping,
11 impounding, distributing or furnishing water to or for the
12 public for compensation.

13 § 1404-A. Cash deposits and household information requirements.

14 (a) Cash deposits.--Except as provided under section 1404.1-
15 A (relating to security deposits), the commission may not
16 prohibit a public utility from requiring a cash deposit, payable
17 during a 90-day period in accordance with commission
18 regulations, in an amount that is equal to one-twelfth of the
19 applicant's estimated annual bill, at the time the public
20 utility determines a deposit is required, from the following:

21 (1) An applicant who previously received utility
22 distribution services and was a customer of the public
23 utility and whose service was terminated for any of the
24 following reasons:

25 (i) Nonpayment of an undisputed delinquent account.

26 (ii) Failure to complete payment of a deposit,
27 provide a guarantee or establish credit.

28 (iii) Failure to permit access to meters, service
29 connections or other property of the public utility for
30 the purpose of replacement, maintenance, repair or meter

1 reading.

2 (iv) Unauthorized use of the utility service
3 delivered on or about the affected dwelling.

4 (v) Failure to comply with the material terms of a
5 settlement or payment arrangement.

6 (vi) Fraud or material misrepresentation of identity
7 for the purpose of obtaining utility service.

8 (vii) Tampering with meters, including bypassing a
9 meter or removal of an automatic meter reading device or
10 other public utility equipment.

11 (viii) Violating tariff provisions on file with the
12 commission so as to endanger the safety of a person or
13 the integrity of the delivery system of the public
14 utility.

15 (2) An applicant or customer who is unable to establish
16 creditworthiness to the satisfaction of the public utility
17 through the use of a generally accepted credit scoring
18 methodology, as provided in a commission-approved tariff,
19 that employs standards for using the methodology that fall
20 within the range of general industry practice.

21 (3) A customer who fails to comply with a material term
22 or condition of a settlement or payment arrangement.

23 (b) Third-party guarantor.--Nothing in this section shall be
24 construed to preclude an applicant from furnishing a third-party
25 guarantor in lieu of a cash deposit. The guaranty shall be in
26 writing and state the terms of the guaranty. The guarantor shall
27 be responsible for all missed payments owed to the public
28 utility.

29 (c) Deposit hold period.--

30 (1) A public utility may hold a deposit until a timely

1 payment history is established. If, after collection of a
2 deposit, a public utility obtains information indicating that
3 a cash deposit is prohibited under Section 1404.1-A, the
4 public utility shall return the deposit to the customer or
5 applicant by the next billing cycle, including any interest
6 accrued on the deposit subject to the provisions of paragraph
7 (3).

8 (2) A timely payment history is established when a
9 customer has paid in full and on time for at least 12
10 consecutive months.

11 (3) At the end of the deposit holding period as
12 established under paragraph (1), the public utility shall
13 deduct the outstanding balance from the deposit and return
14 or credit any positive difference to the customer. The
15 decision about whether the deposit is returned to the
16 customer or credited on the customer's account belongs to the
17 customer.

18 (4) If service is terminated before the end of the
19 deposit holding period as established under paragraph (1),
20 the public utility shall deduct the outstanding balance from
21 the deposit and return any positive difference to the
22 customer not later than 60 days after the termination.

23 (5) If a customer becomes delinquent before the end of
24 the deposit holding period as established under paragraph
25 (1), the public utility may deduct the outstanding balance
26 from the deposit.

27 (6) The public utility shall accrue interest on the
28 deposit until it is returned or credited as follows:

29 (i) Interest shall be computed at the simple annual
30 interest rate determined by the Secretary of Revenue for

1 interest on the underpayment of tax under section 806 of
2 the act of April 9, 1929 (P.L.343, No.176), known as The
3 Fiscal Code.

4 (ii) The interest rate in effect when deposit is
5 required to be paid shall remain in effect until the
6 later of:

7 (A) the date the deposit is refunded or
8 credited; or

9 (B) December 31.

10 (iii) On January 1 of each year, the new interest
11 rate for that year shall apply to the deposit.

12 (d) Adult occupants.--Prior to providing utility service, a
13 public utility may require the applicant to provide the names of
14 each adult occupant residing at the location and proof of their
15 identity.

16 (e) Failure to pay full amount of cash deposit.--A public
17 utility is not required to provide service to an applicant or
18 customer if the applicant or customer fails to pay the full
19 amount of the cash deposit within the time period under
20 subsection (a).

21 (f) City natural gas distribution operation and additional
22 deposit rules for city natural gas distribution operations.--
23 Except for an applicant who is subject to a deposit under
24 subsection (a), a city natural gas distribution operation may
25 require a deposit from an applicant as follows:

26 (1) if the applicant has household income above 300% of
27 the Federal poverty level, one-sixth of the applicant's
28 estimated annual bill shall be paid in full at the time the
29 city natural gas distribution operation determines a deposit
30 is required; or

1 (2) if the applicant has household income no greater
2 than 300% of the Federal poverty level, one-twelfth of the
3 applicant's estimated annual bill shall be paid in full at
4 the time the city natural gas distribution operation
5 determines a deposit is required. This paragraph does not
6 apply if the applicant enrolls into the customer assistance
7 program made available by the city natural gas distribution
8 operation.

9 (g) Estimated annual bill.--For purposes of this section, an
10 estimated annual bill shall be calculated on the basis of the
11 annual bill to the dwelling at which service is being requested
12 for the prior 12 months or, if unavailable, a similar dwelling
13 in close proximity.

14 (h) Time for paying deposits upon reconnection.--An
15 applicant or customer required to pay a deposit upon
16 reconnection under subsection (a)(1) shall have up to 90 days to
17 pay the deposit in accordance with commission regulations.

18 § 1404.1-A. Security deposits.

19 Notwithstanding any other provision of law or commission
20 regulation, a public utility may not require a cash deposit as a
21 condition for an applicant or customer to obtain or continue
22 public utility service if the household income of the applicant
23 or customer is at or below 300% of the Federal poverty level.

24 § 1405-A. Payment arrangements.

25 (a) Commission authorized.--The commission may investigate
26 complaints regarding payment disputes between a public utility,
27 applicants and customers. The commission may establish payment
28 arrangements between a public utility, customers and applicants
29 within the limits established by this chapter.

30 (b) Length of payment arrangements.--Except as provided

1 under subsection (b.1), the length of time for a customer to
2 resolve an unpaid balance on an account that is subject to a
3 payment arrangement that is investigated by the commission and
4 is entered into by a public utility and a customer may not
5 extend beyond:

6 (1) Six years, if the customer has a gross monthly
7 household income level not exceeding 150% of the Federal
8 poverty level.

9 (2) Four years, if the customer has a gross monthly
10 household income level exceeding 150% and not more than 250%
11 of the Federal poverty level.

12 (3) Two years, if the customer has a gross monthly
13 household income level exceeding 250% of the Federal poverty
14 level and not more than 300% of the Federal poverty level.

15 (4) One year, if the customer has a gross monthly
16 household income level exceeding 300% of the Federal poverty
17 level.

18 (b.1) Alternative payment arrangement.--If a customer's
19 income level is not more than 300% of the Federal poverty level
20 and the customer's monthly payment would exceed 20% of the
21 customer's average monthly bill based on the length of the
22 payment arrangement for the customer under subsection (b), the
23 commission shall extend the length of the payment arrangement
24 for the customer so that the monthly payment does not exceed 20%
25 of the customer's average monthly bill, not to exceed two times
26 the length of the payment arrangement for the customer under
27 subsection (b).

28 (c) Customer assistance programs.--

29 (1) Customer assistance program rates shall be timely
30 paid and are not subject to commission-issued payment

1 arrangements while the customer is enrolled in a customer
2 assistance program. The commission may issue a payment
3 arrangement if a customer is not enrolled in a customer
4 assistance program even if the customer has arrears incurred
5 while in the customer assistance program.

6 (2) Nothing in this subsection shall be construed to
7 prohibit a public utility from entering a payment arrangement
8 for a customer enrolled in a customer assistance program.

9 (3) This subsection shall not apply to arrearages
10 accrued at full residential tariff rates by a customer
11 enrolled in a customer assistance program.

12 (d) Number of payment arrangements.--

13 (1) Absent a change in income or a significant change in
14 circumstances, the commission may not establish or order a
15 public utility to establish a second or subsequent payment
16 arrangement if a customer has defaulted on a previous payment
17 arrangement established by a commission order or decision.

18 (2) A public utility shall enter into a subsequent
19 payment arrangement with a customer whose gross monthly
20 income is less than 300% of the Federal poverty level.

21 (3) A public utility may, at its discretion, enter into
22 a second or subsequent payment arrangement with a customer.

23 (e) Extension of payment arrangements.--If the customer
24 defaults on a payment arrangement established under subsections
25 (a) and (b) as a result of a significant change in circumstance,
26 the commission may reinstate the payment arrangement and extend
27 the remaining term for an initial period of six months. The
28 initial extension period may be extended for an additional six
29 months for good cause shown.

30 (f) Failure to comply with payment arrangement.--Failure of

1 a customer to comply with the terms of a payment arrangement
2 shall be grounds for a public utility to terminate the
3 customer's service. Pending the outcome of a complaint filed
4 with the commission, the customer shall be obligated to pay that
5 portion of the bill that is not in dispute and subsequent bills
6 that are not in dispute.

7 § 1406-A. Termination of utility service.

8 (a) Authorized termination.--A public utility may notify a
9 customer and terminate service provided to a customer after
10 notice as provided in subsection (b) for any of the following
11 actions by the customer:

12 (1) Nonpayment of an undisputed delinquent account.

13 (2) Failure to comply with the material terms of a
14 payment arrangement.

15 (3) Failure to complete payment of a deposit, provide a
16 guarantee of payment or establish credit.

17 (4) Failure to permit access to meters, service
18 connections or other property of the public utility for the
19 purpose of replacement, maintenance, repair or meter reading.

20 (b) Notice of termination of service.--

21 (1) Prior to terminating service under subsection (a), a
22 public utility shall:

23 (i) Provide written notice of the termination to the
24 customer at least 20 days prior to the date of the
25 proposed termination. The termination notice shall remain
26 effective for 70 days. The public utility shall mail the
27 written termination notice via first class mail to the
28 customer and provide the termination notice by electronic
29 means if the customer affirmatively and appropriately
30 consents to receive the termination notice by electronic

1 means and the public utility has the capability to
2 provide the termination notice by electronic means. The
3 public utility may provide the termination notice by
4 electronic means by either email or text message or both
5 email and text message if the customer affirmatively and
6 appropriately consents.

7 (ii) Attempt to contact the customer or occupant to
8 provide notice of the proposed termination at least three
9 days prior to the scheduled termination, using one or
10 more of the following methods:

11 (A) In person.

12 (B) By telephone. Phone contact shall be deemed
13 complete upon attempted calls on two separate days to
14 the residence between the hours of 8 a.m. and 9 p.m.
15 if the calls are made at various times each day. The
16 public utility shall biannually update customer
17 contact information and preferences for telephone
18 notification under this clause.

19 (C) By email, text message or other electronic
20 messaging format consistent with the commission's
21 privacy guidelines and approved by commission order.
22 The public utility shall biannually update customer
23 contact information and preferences for electronic
24 notification under this clause. In the case of
25 electronic notification only, the customer must
26 affirmatively consent to be contacted using a
27 specific electronic messaging format for purpose of
28 termination.

29 (iii) During the months of December through March,
30 unless personal contact has been made with the customer

1 or responsible adult who is at least 18 years of age or
2 an emancipated minor by personally visiting the
3 customer's residence, within 48 hours of the scheduled
4 date of termination, post a notice of the proposed
5 termination at the service location in a conspicuous
6 location.

7 (iv) After complying with subparagraphs (ii) and
8 (iii), at the time service is terminated, post the
9 termination notice at the service location in a
10 conspicuous location. Termination of service may not be
11 delayed for failure to make personal contact.

12 (2) The commission may not require the public utility to
13 take any additional actions prior to termination.

14 (c) Grounds for immediate termination.--

15 (1) A public utility may immediately terminate service
16 for any of the following actions by the customer:

17 (i) Unauthorized use of the service delivered on or
18 about the affected dwelling.

19 (ii) Fraud or material misrepresentation of the
20 customer's identity for the purpose of obtaining service.

21 (iii) Tampering with meters or other public utility
22 equipment.

23 (iv) Violating tariff provisions on file with the
24 commission so as to endanger the safety of a person or
25 the integrity of the public utility's delivery system.

26 (v) Tendering payment for reconnection of service
27 that is subsequently dishonored, revoked, canceled or
28 otherwise not authorized under subsection (h) and that
29 has not been cured or otherwise made full payment within
30 three business days of the public utility's notice to the

1 customer, made in accordance with the notice provisions
2 of subsection (b) (1) (ii), of the dishonored payment.

3 (2) Upon termination, the public utility shall make a
4 good faith attempt to provide a post-termination notice to
5 the customer or a responsible person at the affected
6 premises, and, in the case of a single meter, multiunit
7 dwelling, the public utility shall conspicuously post the
8 notice at the dwelling, including in common areas if
9 possible.

10 (d) Timing of termination.--Notwithstanding the provisions
11 of section 1503 (relating to discontinuance of service), a
12 public utility may terminate service for the reasons under
13 subsection (a) from Monday through Thursday as long as the
14 public utility is able to accept payment to restore service on
15 the following day and restore service consistent with section
16 1407-A (relating to reconnection of service). A public utility
17 may not terminate service on a Friday, a Federal or State
18 holiday or the business day immediately preceding a Federal or
19 State holiday.

20 (e) ~~Winter~~ EXTREME WEATHER termination.-- <--

21 (1) Unless otherwise authorized by the commission, after
22 November 30 and before April 1, a public utility may not
23 terminate service to customers with household incomes at or
24 below 250% of the Federal poverty level except for customers
25 whose actions conform to subsection (c) (1). The commission
26 may not prohibit a public utility from terminating service in
27 accordance with this section to customers with household
28 incomes exceeding 250% of the Federal poverty level.

29 (2) In addition to the ~~winter~~ EXTREME WEATHER <--
30 termination authority under paragraph (1) OR (4), a city <--

1 natural gas distribution operation may terminate service to a
2 customer whose household income exceeds 150% of the Federal
3 poverty level but does not exceed 250% of the Federal poverty
4 level, and starting January 1, has not paid at least 50% of
5 the charges for each of the prior two months, unless the
6 customer has:

7 (i) proven in accordance with commission rules that
8 the household contains one or more persons who are 65
9 years of age or over;

10 (ii) proven in accordance with commission rules that
11 the household contains one or more persons 12 years of
12 age or younger;

13 (iii) obtained a medical certification in accordance
14 with commission rules; or

15 (iv) paid to the city natural gas distribution
16 operation an amount representing at least 15% of the
17 customer's monthly household income for each of the last
18 two months.

19 (3) At the time that the notice of termination required
20 by subsection (b) (1) (i) is provided to the customer, the city
21 natural gas distribution operation shall provide notice to
22 the commission. The commission may not stay the termination
23 of service unless the commission finds that the customer
24 satisfies paragraph (2).

25 (4) UNLESS OTHERWISE AUTHORIZED BY THE COMMISSION, AFTER <--
26 JUNE 30 AND BEFORE SEPTEMBER 1, A PUBLIC UTILITY MAY NOT
27 TERMINATE ELECTRIC SERVICE TO CUSTOMERS WITH HOUSEHOLD
28 INCOMES AT OR BELOW 250% OF THE FEDERAL POVERTY LEVEL EXCEPT
29 FOR CUSTOMERS WHOSE ACTIONS CONFORM TO SUBSECTION (C) (1). THE
30 COMMISSION MAY NOT PROHIBIT A PUBLIC UTILITY FROM TERMINATING

1 ELECTRIC SERVICE IN ACCORDANCE WITH THIS SECTION TO CUSTOMERS
2 WITH HOUSEHOLD INCOMES EXCEEDING 250% OF THE FEDERAL POVERTY
3 LEVEL.

4 (5) UNLESS OTHERWISE AUTHORIZED BY THE COMMISSION, A
5 PUBLIC UTILITY MAY NOT TERMINATE SERVICE TO A CUSTOMER IN A
6 COUNTY ON A DAY FOR WHICH THE NATIONAL WEATHER SERVICE HAS
7 ISSUED A WINTER STORM WARNING, EXTREME COLD WARNING, FREEZE
8 WARNING, COLD WEATHER ADVISORY, EXTREME HEAT WATCH, EXTREME
9 HEAT WARNING, HEAT ADVISORY OR A SIMILAR TEMPERATURE-BASED
10 WARNING FOR THE COUNTY.

11 (6) UNLESS OTHERWISE AUTHORIZED BY THE COMMISSION, A
12 PUBLIC UTILITY MAY NOT TERMINATE SERVICE TO A CUSTOMER WHO IS
13 OTHERWISE ELIGIBLE FOR LIHEAP DURING A FEDERAL GOVERNMENT
14 SHUTDOWN THAT DELAYS THE ANTICIPATED DISBURSEMENT OF LIHEAP
15 FUNDING.

16 (f) Medical certification.--A public utility may not
17 terminate service to a premises when a customer has submitted a
18 medical certificate to the public utility. The customer must
19 obtain a medical certificate verifying the condition and
20 promptly forward it to the public utility. The medical
21 certification procedure shall be implemented in accordance with
22 commission regulations and:

23 (1) Service may not be terminated for the time period
24 specified in a medical certification. The maximum length of a
25 medical certification shall be 60 days.

26 (2) A medical certification may be renewed in the same
27 manner and for the same time period in accordance with this
28 subsection in accordance with the policy of the commission.

29 (g) Qualification for utility assistance.--A notice of
30 termination to a customer of a public utility shall be

1 sufficient proof of a crisis for a customer with the requisite
2 income level to receive a LIHEAP crisis grant or utility
3 assistance from the Department of Human Services or its designee
4 as soon as practicable after the date of the notice. Termination
5 of service is not necessary to demonstrate sufficient proof of
6 crisis.

7 (h) Dishonorable tender of payment after receiving
8 termination notice.--

9 (1) After a public utility has provided a written
10 termination notice under subsection (b)(1)(i), attempted
11 contact as provided in subsection (b)(1)(ii) and posted the
12 termination notice at the service location in a conspicuous
13 location as provided for under subsection (b)(1)(iv),
14 termination of service may proceed without additional notice
15 if:

16 (i) the customer tenders payment that is
17 subsequently dishonored under 13 Pa.C.S. § 3502 (relating
18 to dishonor);

19 (ii) the customer tenders payment with an access
20 device, as defined in 18 Pa.C.S. § 4106(d) (relating to
21 access device fraud), that is unauthorized, revoked or
22 canceled; or

23 (iii) the customer tenders payment electronically
24 that is subsequently dishonored, revoked, canceled or is
25 otherwise not authorized and that has not been cured or
26 otherwise made full payment within three business days of
27 the public utility's notice to the customer, made in
28 accordance with the notice provisions of subsection (b)
29 (1)(ii), of the dishonored payment.

30 (2) The commission may not require the public utility to

1 take any additional actions prior to the termination.

2 (i) Language access.--

3 (1) A public utility shall provide a written notice of
4 termination to a customer under this section in English and
5 Spanish.

6 (2) A public utility shall post a fully translated copy
7 of a written notice of termination under this section and a
8 description of the public utility's termination process in
9 English and Spanish, along with the five most commonly spoken
10 languages in the public utility's service territory, in a
11 conspicuous location on the public utility's publicly
12 accessible Internet website.

13 § 1407-A. Reconnection of service.

14 (a) Fee.--

15 (1) Except as provided under paragraph (1) or (2), a
16 public utility may require a reconnection fee based upon the
17 public utility's cost as approved by the commission prior to
18 reconnection of service following lawful termination of the
19 service. A public utility shall inform applicants and
20 customers of the prohibition on reconnection fees specified
21 in this subsection at the time a reconnection fee is assessed
22 and provide the household with the opportunity to demonstrate
23 that they are exempt under this provision.

24 (2) If a customer's income level is at or below 250% of
25 the Federal poverty level, the public utility may not require
26 payment of reconnection fees as a condition of reconnection.

27 (3) If a customer's income level is above 250% but below
28 400% of the Federal poverty level, the reconnection fee shall
29 be included in the customer's arrearages.

30 (b) Timing.--If service to a dwelling has been terminated

1 and provided the customer or applicant has met all applicable
2 conditions, the public utility shall reconnect service as
3 follows:

4 (1) Within 24 hours for erroneous terminations or upon
5 receipt by the public utility of a valid medical
6 certification.

7 (2) Within 24 hours for terminations occurring after
8 November 30 and before April 1.

9 (3) WITHIN 24 HOURS FOR TERMINATIONS OCCURRING AFTER <--
10 JUNE 30 AND BEFORE SEPTEMBER 1 IN VIOLATION OF SECTION 1406-
11 A(E) (4) (RELATING TO TERMINATION OF UTILITY SERVICE) OR
12 TERMINATIONS OCCURRING IN VIOLATION OF SECTION 1406-A(E) (5)
13 OR (6).

14 ~~(3)~~ (4) Within three days for erroneous terminations <--
15 requiring street or sidewalk digging.

16 ~~(4)~~ (5) Within three days from April 1 to November 30 <--
17 for proper terminations.

18 ~~(5)~~ (6) Within seven days for proper terminations <--
19 requiring street or sidewalk digging.

20 (c) Payment to restore service.--

21 (1) A public utility shall provide for and inform the
22 customer or applicant of a location where the customer may
23 make payment to restore service.

24 (2) A public utility may require:

25 (i) Full payment of any outstanding balance incurred
26 together with any reconnection fees by the customer or
27 applicant prior to reconnection of service if the
28 customer or applicant has an income exceeding 300% of the
29 Federal poverty level or has defaulted on two or more
30 payment arrangements. If a customer or applicant with

1 household income exceeding 300% of the Federal poverty
2 level experiences a significant change of circumstances,
3 the customer shall be permitted a period of not more than
4 three months to pay the outstanding balance required for
5 reconnection.

6 (ii) Repayment over 12 months of any outstanding
7 balance incurred by the customer or applicant if the
8 customer or applicant has an income exceeding 150% of the
9 Federal poverty level but not greater than 300% of the
10 Federal poverty level.

11 (iii) Full payment of any reconnection fees together
12 with payment over 24 months of any outstanding balance
13 incurred by the customer or applicant if the customer or
14 applicant has an income not exceeding 150% of the Federal
15 poverty level. A customer or applicant of a city natural
16 gas distribution operation whose household income does
17 not exceed 135% of the Federal poverty level shall be
18 reinstated according to this subsection only if the
19 customer or applicant enrolls in the customer assistance
20 program of the city natural gas distribution operation,
21 except that this requirement does not apply if the
22 financial benefits to the customer or applicant are
23 greater if served outside of the assistance program.

24 (iv) A customer or applicant who is eligible for the
25 public utility's customer assistance program shall be
26 permitted to reconnect to services through enrollment in
27 the public utility's customer assistance program, without
28 any up-front payment of arrears.

29 (3) Payment tendered by a customer to reconnect service
30 that is subsequently dishonored, revoked, canceled or is

1 otherwise not authorized under section 1406-A(h) (1) (relating
2 to termination of utility service) and has not been cured or
3 otherwise made full payment within three business days of the
4 public utility's notice to the customer or applicant, made in
5 accordance with the notice provisions of section 1406-A(b) (1)
6 (ii), of the dishonored payment is grounds for immediate
7 termination under section 1406-A(c). A public utility may
8 require a customer or applicant to cure a dishonored payment,
9 as provided for in section 1406-A(h), as a condition of
10 entering into a payment agreement with the customer or
11 applicant for a remaining account balance.

12 (d) Payment of outstanding balance at premises.--A public
13 utility may require the payment of any outstanding balance or
14 portion of an outstanding balance if the applicant resided at
15 the property for which service is requested during the time the
16 outstanding balance accrued and for the time the applicant
17 resided there.

18 (e) Approval.--A public utility may establish that an
19 applicant previously resided at a property for which residential
20 service is requested through the use of mortgage, deed or lease
21 as specified under section 202 of the act of April 6, 1951
22 (P.L.69, No.20), known as The Landlord and Tenant Act of 1951, a
23 commercially available consumer credit reporting service or
24 other methods approved as valid by the commission.

25 § 1408-A. Surcharges for uncollectible expenses.

26 (a) Prohibition.--The commission may not grant or order for
27 a public utility a cash receipts reconciliation clause or
28 another automatic surcharge mechanism for uncollectible
29 expenses. An order by the commission entered after the effective
30 date of this subsection for a cash receipts reconciliation

1 clause or other automatic surcharge for uncollectible expenses
2 shall be null and void.

3 (b) Construction.--Nothing in this section shall be
4 construed to affect any clause associated with universal service
5 and energy conservation.

6 § 1409-A. Late payment charge waiver.

7 A public utility shall waive late payment charges on any
8 customer accounts if the charges were improperly assessed. The
9 commission may order a waiver of any late payment charges levied
10 by a public utility as a result of a delinquent account for
11 customers with a gross monthly household income not exceeding
12 150% of the Federal poverty level.

13 § 1410-A. Complaints filed with commission.

14 The following apply to complaints filed with the commission:

15 (1) The commission shall accept formal and informal
16 complaints only from a customer or applicant who affirms that
17 the customer or applicant first made a good faith attempt to
18 contact the public utility for the purpose of resolving the
19 problem about which the customer or applicant wishes to file
20 a complaint. If the customer or applicant has not made a good
21 faith attempt to contact the public utility, the commission
22 shall direct the customer or applicant to the public utility.

23 (2) Pending the outcome of a formal or informal
24 complaint filed with the commission, the customer or
25 applicant shall pay that portion of the bill that is not in
26 dispute and subsequent bills that are not in dispute.

27 (3) For a formal complaint filing to be valid, the
28 customer or applicant must provide a statement attesting to
29 the truth as to the facts alleged in the complaint. All
30 testimony in formal complaint proceedings must be under oath.

1 § 1410.1-A. Public utility duties.

2 (a) Payment agreements.--A public utility shall take the
3 action described in subsection (b) if:

4 (1) a customer or applicant contacts the public utility
5 to make a payment agreement as required by section 1410-A
6 (relating to complaints filed with commission);

7 (2) the public utility has information that would
8 reasonably lead the public utility to conclude that a
9 customer or applicant is or was payment troubled; or

10 (3) the public utility receives information that a
11 customer's or applicant's household may qualify the customer
12 for a universal service and energy conservation program.

13 (b) Duties owed to customer or applicant.--The public
14 utility shall:

15 (1) Provide information about the public utility's
16 universal service programs, including a customer assistance
17 program.

18 (2) Refer the customer or applicant to the universal
19 service program administrator of the public utility to
20 determine eligibility for a program and to apply for
21 enrollment in a program.

22 (3) Have an affirmative responsibility to attempt to
23 collect payment on an overdue account.

24 (4) Report to the commission on an annual basis the
25 number of medical certificates and renewals submitted and
26 accepted in the service territory.

27 (c) Other duties.--The public utility shall:

28 (1) Screen a customer or applicant to determine if the
29 customer or applicant's household income is at or below 300%
30 of the Federal poverty level at the time service is

1 established and on a biannual basis thereafter. The public
2 utility shall attempt to update the income information under
3 this paragraph at least once per year.

4 (2) Contact a customer or applicant with arrearages over
5 90 days past due to offer payment arrangements, referrals and
6 other resources for which the customer or applicant may be
7 eligible.

8 (3) Annually report to the commission residential
9 customer accounts that have accumulated \$10,000 or more in
10 arrearages. Failure to make reasonable attempts to collect
11 payments on overdue accounts with arrearages in excess of
12 \$10,000 may result in civil fines or other appropriate
13 sanctions by the commission.

14 § 1411-A. Automatic meter readings.

15 All readings by an automatic meter reader device shall be
16 deemed actual readings for the purposes of this title. Upon a
17 customer request, the public utility shall secure an in-person
18 meter reading to confirm the accuracy of an automatic meter
19 reading device when a customer disconnects service or a new
20 service request is received. A public utility may charge a fee,
21 as provided in a commission-approved tariff.

22 § 1412 A. Reporting of delinquent customers.

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23 A city natural gas distribution operation shall report to the
24 Pennsylvania Intergovernmental Cooperation Authority established
25 pursuant to the act of June 5, 1991 (P.L.9, No.6), known as the
26 Pennsylvania Intergovernmental Cooperation Authority Act for
27 Cities of the First Class, an assisted city or corporate entity
28 of an assisted city, as those terms are defined in the
29 Pennsylvania Intergovernmental Cooperation Authority Act, that
30 has not paid in full for charges for service by the due dates

1 ~~stated on the bill or otherwise agreed upon.~~

2 § 1412-A. (RESERVED).

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3 § 1413-A. Reporting of recipients of public assistance.

4 The Department of Human Services shall annually make
5 available to each public utility with a signed LIHEAP vendor
6 agreement a listing of recipients of LIHEAP or any other utility
7 assistance administered by the Department of Human Services. A
8 public utility may not use the listing for anything but
9 qualification and continued eligibility for a customer
10 assistance program or LIHEAP.

11 § 1414-A. Liens by city natural gas distribution operations.

12 (a) Liens generally.--A city natural gas distribution
13 operation furnishing gas service to a property may impose or
14 assess a municipal claim against the property and file as liens
15 of record claims for unpaid natural gas distribution service and
16 other related costs, including natural gas supply services, in:

17 (1) the court of common pleas of the county in which the
18 property is situated; or

19 (2) if the claim for the unpaid natural gas distribution
20 service does not exceed the maximum amount over which the
21 Municipal Court of Philadelphia has jurisdiction, in the
22 Municipal Court of Philadelphia, pursuant to sections 3 and 9
23 of the act of May 16, 1923 (P.L.207, No.153), referred to as
24 the Municipal Claim and Tax Lien Law, and Chapter 22
25 (relating to natural gas competition).

26 (b) Residential field visit charge.--A city natural gas
27 distribution operation may charge a minimum fee of \$10 for each
28 instance in which its representative is required to visit the
29 residence of a customer in the process of attempting to complete
30 required service termination steps.

1 (c) Refusal of service.--The commission shall permit a city
2 natural gas distribution operation to refuse to provide service
3 to an applicant if the applicant has a pending lien or civil
4 judgment by the city natural gas distribution operation
5 outstanding against the applicant or against property owned in
6 whole or in part by the applicant, unless the applicant enters
7 into a payment arrangement for the payment of the amount
8 associated with the lien or judgment that remains outstanding at
9 the time of the application.

10 § 1415-A. Reporting to General Assembly and Governor.

11 (a) Report.--No later than five years following the
12 effective date of this subsection and every five years
13 thereafter, the commission shall submit a report to the
14 Governor, the Chief Clerk of the House of Representatives and
15 the Secretary of the Senate reviewing the implementation of the
16 provisions of this chapter. The report shall include:

17 (1) The degree to which the chapter's requirements have
18 been successfully implemented.

19 (2) The effect upon the cash working capital or cash
20 flow, uncollectible levels and collections of the affected
21 public utilities.

22 (3) The level of access to public utility services by
23 residential customers, including low-income customers.

24 (4) The effect upon the level of consumer complaints and
25 mediations filed with and adjudicated by the commission.

26 (b) Data requirements.--Public utilities affected by this
27 chapter shall provide data required by the commission to
28 complete the report under subsection (a).

29 (c) Proposed changes.--In its recommendations, the
30 commission may also propose any legislative or other changes

1 that the commission deems appropriate.

2 § 1416-A. Notice.

3 Not later than 30 days after the effective date of this
4 section, public utilities affected by this chapter shall provide
5 notice to their customers explaining the changes to be
6 implemented.

7 § 1417-A. Nonapplicability.

8 This chapter shall not apply to victims under a protection
9 from abuse order as provided by 23 Pa.C.S. Ch. 61 (relating to
10 protection from abuse), a court order issued by a court of
11 competent jurisdiction or a written certification from a
12 domestic violence counselor/advocate as defined under 23 Pa.C.S.
13 § 6102 (relating to definitions) that provides clear evidence of
14 domestic violence against the applicant or customer.

15 § 1418-A. Construction.

16 Nothing in this chapter shall be construed to affect any
17 rights or procedure under the act of November 26, 1978
18 (P.L.1255, No.299), known as the Utility Service Tenants Rights
19 Act, or the provisions of Subchapter B of Chapter 15 (relating
20 to discontinuance of service to leased premises).

21 § 1419-A. Expiration.

22 This chapter shall expire December 31, 2036.

23 Section 2. This act shall take effect in 60 days.