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THE GENERAL ASSEMBLY OF PENNSYLVANIA

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HOUSE BILL

No. 2333 Session of  
2026

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

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REFERRED TO COMMITTEE ON CONSUMER PROTECTION, TECHNOLOGY AND  
UTILITIES, MARCH 19, 2026

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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.  
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

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 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 termination authority  
30 under paragraph (1), a city natural gas distribution

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

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

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

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

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

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

24 (f) Medical certification.--A public utility may not  
25 terminate service to a premises when a customer has submitted a  
26 medical certificate to the public utility. The customer must  
27 obtain a medical certificate verifying the condition and  
28 promptly forward it to the public utility. The medical  
29 certification procedure shall be implemented in accordance with  
30 commission regulations and:

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

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

7       (g) Qualification for utility assistance.--A notice of  
8 termination to a customer of a public utility shall be  
9 sufficient proof of a crisis for a customer with the requisite  
10 income level to receive a LIHEAP crisis grant or utility  
11 assistance from the Department of Human Services or its designee  
12 as soon as practicable after the date of the notice. Termination  
13 of service is not necessary to demonstrate sufficient proof of  
14 crisis.

15       (h) Dishonorable tender of payment after receiving  
16 termination notice.--

17       (1) After a public utility has provided a written  
18 termination notice under subsection (b)(1)(i), attempted  
19 contact as provided in subsection (b)(1)(ii) and posted the  
20 termination notice at the service location in a conspicuous  
21 location as provided for under subsection (b)(1)(iv),  
22 termination of service may proceed without additional notice  
23 if:

24       (i) the customer tenders payment that is  
25 subsequently dishonored under 13 Pa.C.S. § 3502 (relating  
26 to dishonor);

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

1           (iii) the customer tenders payment electronically  
2           that is subsequently dishonored, revoked, canceled or is  
3           otherwise not authorized and that has not been cured or  
4           otherwise made full payment within three business days of  
5           the public utility's notice to the customer, made in  
6           accordance with the notice provisions of subsection (b)  
7           (1)(ii), of the dishonored payment.

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

10          (i) Language access.--

11           (1) A public utility shall provide a written notice of  
12           termination to a customer under this section in English and  
13           Spanish.

14           (2) A public utility shall post a fully translated copy  
15           of a written notice of termination under this section and a  
16           description of the public utility's termination process in  
17           English and Spanish, along with the five most commonly spoken  
18           languages in the public utility's service territory, in a  
19           conspicuous location on the public utility's publicly  
20           accessible Internet website.

21          § 1407-A. Reconnection of service.

22           (a) Fee.--

23           (1) Except as provided under paragraph (1) or (2), a  
24           public utility may require a reconnection fee based upon the  
25           public utility's cost as approved by the commission prior to  
26           reconnection of service following lawful termination of the  
27           service. A public utility shall inform applicants and  
28           customers of the prohibition on reconnection fees specified  
29           in this subsection at the time a reconnection fee is assessed  
30           and provide the household with the opportunity to demonstrate

1 that they are exempt under this provision.

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

5 (3) If a customer's income level is above 250% but below  
6 400% of the Federal poverty level, the reconnection fee shall  
7 be included in the customer's arrearages.

8 (b) Timing.--If service to a dwelling has been terminated  
9 and provided the customer or applicant has met all applicable  
10 conditions, the public utility shall reconnect service as  
11 follows:

12 (1) Within 24 hours for erroneous terminations or upon  
13 receipt by the public utility of a valid medical  
14 certification.

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

17 (3) Within three days for erroneous terminations  
18 requiring street or sidewalk digging.

19 (4) Within three days from April 1 to November 30 for  
20 proper terminations.

21 (5) Within seven days for proper terminations requiring  
22 street or sidewalk digging.

23 (c) Payment to restore service.--

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

27 (2) A public utility may require:

28 (i) Full payment of any outstanding balance incurred  
29 together with any reconnection fees by the customer or  
30 applicant prior to reconnection of service if the

1 customer or applicant has an income exceeding 300% of the  
2 Federal poverty level or has defaulted on two or more  
3 payment arrangements. If a customer or applicant with  
4 household income exceeding 300% of the Federal poverty  
5 level experiences a significant change of circumstances,  
6 the customer shall be permitted a period of not more than  
7 three months to pay the outstanding balance required for  
8 reconnection.

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

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

27 (iv) A customer or applicant who is eligible for the  
28 public utility's customer assistance program shall be  
29 permitted to reconnect to services through enrollment in  
30 the public utility's customer assistance program, without

1 any up-front payment of arrears.

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

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

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

28 § 1408-A. Surcharges for uncollectible expenses.

29 (a) Prohibition.--The commission may not grant or order for  
30 a public utility a cash receipts reconciliation clause or

1 another automatic surcharge mechanism for uncollectible  
2 expenses. An order by the commission entered after the effective  
3 date of this subsection for a cash receipts reconciliation  
4 clause or other automatic surcharge for uncollectible expenses  
5 shall be null and void.

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

9 § 1409-A. Late payment charge waiver.

10 A public utility shall waive late payment charges on any  
11 customer accounts if the charges were improperly assessed. The  
12 commission may order a waiver of any late payment charges levied  
13 by a public utility as a result of a delinquent account for  
14 customers with a gross monthly household income not exceeding  
15 150% of the Federal poverty level.

16 § 1410-A. Complaints filed with commission.

17 The following apply to complaints filed with the commission:

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

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

30 (3) For a formal complaint filing to be valid, the

1 customer or applicant must provide a statement attesting to  
2 the truth as to the facts alleged in the complaint. All  
3 testimony in formal complaint proceedings must be under oath.

4 § 1410.1-A. Public utility duties.

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

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

10 (2) the public utility has information that would  
11 reasonably lead the public utility to conclude that a  
12 customer or applicant is or was payment troubled; or

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

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

18 (1) Provide information about the public utility's  
19 universal service programs, including a customer assistance  
20 program.

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

25 (3) Have an affirmative responsibility to attempt to  
26 collect payment on an overdue account.

27 (4) Report to the commission on an annual basis the  
28 number of medical certificates and renewals submitted and  
29 accepted in the service territory.

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

1       (1) Screen a customer or applicant to determine if the  
2 customer or applicant's household income is at or below 300%  
3 of the Federal poverty level at the time service is  
4 established and on a biannual basis thereafter. The public  
5 utility shall attempt to update the income information under  
6 this paragraph at least once per year.

7       (2) Contact a customer or applicant with arrearages over  
8 90 days past due to offer payment arrangements, referrals and  
9 other resources for which the customer or applicant may be  
10 eligible.

11       (3) Annually report to the commission residential  
12 customer accounts that have accumulated \$10,000 or more in  
13 arrearages. Failure to make reasonable attempts to collect  
14 payments on overdue accounts with arrearages in excess of  
15 \$10,000 may result in civil fines or other appropriate  
16 sanctions by the commission.

17 § 1411-A. Automatic meter readings.

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

25 § 1412-A. Reporting of delinquent customers.

26       A city natural gas distribution operation shall report to the  
27 Pennsylvania Intergovernmental Cooperation Authority established  
28 pursuant to the act of June 5, 1991 (P.L.9, No.6), known as the  
29 Pennsylvania Intergovernmental Cooperation Authority Act for  
30 Cities of the First Class, an assisted city or corporate entity

1 of an assisted city, as those terms are defined in the  
2 Pennsylvania Intergovernmental Cooperation Authority Act, that  
3 has not paid in full for charges for service by the due dates  
4 stated on the bill or otherwise agreed upon.

5 § 1413-A. Reporting of recipients of public assistance.

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

13 § 1414-A. Liens by city natural gas distribution operations.

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

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

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

28 (b) Residential field visit charge.--A city natural gas  
29 distribution operation may charge a minimum fee of \$10 for each  
30 instance in which its representative is required to visit the

1 residence of a customer in the process of attempting to complete  
2 required service termination steps.

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

12 § 1415-A. Reporting to General Assembly and Governor.

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

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

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

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

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

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

1 (c) Proposed changes.--In its recommendations, the  
2 commission may also propose any legislative or other changes  
3 that the commission deems appropriate.

4 § 1416-A. Notice.

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

9 § 1417-A. Nonapplicability.

10 This chapter shall not apply to victims under a protection  
11 from abuse order as provided by 23 Pa.C.S. Ch. 61 (relating to  
12 protection from abuse), a court order issued by a court of  
13 competent jurisdiction or a written certification from a  
14 domestic violence counselor/advocate as defined under 23 Pa.C.S.  
15 § 6102 (relating to definitions) that provides clear evidence of  
16 domestic violence against the applicant or customer.

17 § 1418-A. Construction.

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

23 § 1419-A. Expiration.

24 This chapter shall expire December 31, 2036.

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