We are very excited to present the second edition of Pennsylvania Public Utilities Commission tips, tricks, and reminders newsletter! This newsletter is intended to provide tips, tricks, and reminders for the benefit of the utilities represented by the Energy Association of Pennsylvania.

Tips and Tricks: Payment Arrangement Process through AUTOPAR

In the previous year, the Customer Assistance and Complaints Divisions successfully processed over 16,000 straight payment arrangement requests, which are payment arrangement requests without any disputes. These requests were handled through our automated payment arrangement process, commonly known as AUTOPAR. AUTOPAR efficiently processes payment arrangement requests if the utility sends the correct report and follows the guidelines outlined below.

Guidelines and Tips for Smooth Processing:

1. **Filing through AUTOPAR with the EGW Abbreviated PAR Report** - To ensure a case is processed through AUTOPAR, the utility must complete the "EGW abbreviated PAR report." It is essential to avoid including any information in the "other information" section unless specified in items #3, #4, and #5 below. If you need to add additional information, submit an "EGW full PAR report." Failure to do so may result in a citation for an incomplete report and a request for resubmission.

2. **Submitting an Abbreviated Report when there is No Dispute** - When a utility does not dispute the customer's eligibility for a PUC payment arrangement, an abbreviated report should be sent to the BCS via data exchange. Ensure all the following fields are completed to process through AUTOPAR:
    - Customer name
    - Mailing address
    - Current bill due date
    - Budget amount
    - Total balance
    - Account number

3. **Abbreviated Report for CAP Enrollment or CAP Arrears** - If the customer is enrolled in the Customer Assistance Program (CAP) or has arrears from the program, fill out all the aforementioned fields (under #2) and type ***CAP*** in the "other information" section to have the case dismissed. Entering any other information in this section will delay

processing. **Note:** Be sure to include the * (star) on both sides. This exact information indicates to our system that it should be processed automatically.

4. **Customers with Suppliers -** For customers with a supplier whose charges are ***not*** included in the budget, complete all the required information and type ***SUP*** into the "other information" section. Entering additional information will delay processing. If supplier charges are included in the budget, only the fields mentioned in item #2 need to be filled out. **Note:** *Be sure to include the * (star) on both sides. This exact information indicates to our system that it should be processed automatically.*

5. **Additional exceptions for the "Other Information" Section** - The following exceptions apply:
    - **Returned Check Fees:** Note the amount of the returned check fee.
    - **Security Deposits:** Provide details of unpaid security deposits. Include the following information to ensure timely case resolution:
        - Total amount of security deposit assessed.
        - Any portion past due.
        - Due dates of deposit installments. Example: In addition to the balance, there is an unpaid security deposit of $424.00, set up on monthly installments with $212.00 due with the 03/2025 bill, $106.00 due with the 04/2025 bill, and $106.00 due with the 05/2025 bill.

By adhering to these guidelines, all parties will benefit from timely case processing, and this will reduce communication between BCS staff and utility representatives.

We appreciate your cooperation. If you have any questions or concerns, please contact Kevin Ford at (717) 787-8681.

Thank you!

PUC Press Releases:

PUC's Be Utility Wise 2025 – The Pennsylvania Public Utility Commission will be hosting the 2025 'Be Utility Wise' Conference at PECO's Energy Hall in Philadelphia on March 19th. This year's conference centers on the theme "Transforming Customer Engagement through Innovative, Sustainable Solutions" and will feature expert panels, interactive discussions, and a thought-provoking documentary screening, all designed to equip attendees with the tools and insights needed to better serve vulnerable consumers. This free professional development

conference for human services and energy professionals, consumer advocates, legislative liaisons and community-based organizations will be held from 8:30 a.m. to 3:30 p.m. on March 19th. *PUC's Be Utility Wise 2025: A Powerful Gathering for Utility Consumer Advocacy & Community Support*

Reminders:

Below is a list of upcoming reports and their due dates. If you have any questions regarding the reports or the data, please reach out to the contact person.

Report and Due Dates	Contact Person
Quality of Service Benchmarks and Standards (52 Pa. Code § 54.153 – 154) & (52 Pa. Code § 62.31 – 37) Unless meeting certain exemptions, **NGDCs with fewer than 100,000** residential accounts annually report mail survey data to the Bureau of Consumer Services (52 Pa. Code § 62.35). **Due Date:** March 1st for the previous calendar year	Kathy Collins kathecolli@pa.gov (717) 783-1169 Sarah Dewey sdewey@pa.gov (717) 705-4029 Bureau of Consumer Services
Residential Accounts with Arrearages at or exceeding $10,000 and Medical Certifications (52 Pa. Code § 56.231(c) and 56.231(b) 11 – 12) Larger EDCs and NGDCs annually file spreadsheets that list individual active residential accounts with arrearages over $10,000 and the number of Medical Certificates submitted and accepted as of the end of the previous calendar year. **Due Date:** April 1st for the previous calendar year	Kathy Collins kathecolli@pa.gov (717) 783-1169 Sarah Dewey sdewey@pa.gov (717) 705-4029 Bureau of Consumer Services

Monthly and Annual Residential Collections Data (52 Pa. Code § 56.231(a) – (b)) **Larger EDCs/NGDCs** submit Residential Collections data monthly and annually through the Commission's online Collections Reporting System. **Due Dates:** 15th of each month for the previous month April 1st for the previous calendar year **Small NGDCs (with annual gas operating revenues of less than $6 million per year or not connected to an interstate gas pipeline by means of a direct connection or any indirect connection through the distribution system of another natural gas public utility or through a natural gas gathering system)** annually submit limited Residential Collections data to the Bureau of Consumer Services (52 Pa. Code § 56.231(d)) **Due Date:** April 1st for the previous calendar year	Kathy Collins kathecolli@pa.gov (717) 783-1169 Sarah Dewey sdewey@pa.gov (717) 705-4029 Bureau of Consumer Services
Universal Service and Energy Conservation Reporting (52 Pa. Code § 54.75(1-2) and 52 Pa. Code §§ 62.1 – 8)) EDCs with more than 60,000 residential accounts and NGDCs with more than 100,000 residential customers annually submit Universal Service and Energy Conservation data annually through the Commission's online Universal Service Reporting system. **Due Date:** April 1st for the previous calendar year	Kathy Collins kathecolli@pa.gov (717) 783-1169 Sarah Dewey sdewey@pa.gov (717) 705-4029 Bureau of Consumer Services