We are very excited to present the April 2025 instalment of the Pennsylvania Public Utility 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: Addressing Informal Complaints Regarding Termination of Service

As the winter moratorium concludes on March 31, 2025, the Bureau of Consumer Services (BCS) anticipates a rise in termination-related cases. To facilitate the timely and efficient investigation and resolution of these cases, we wanted to remind all utilities of the reporting requirements. Providing the below requested information will help minimize follow-up inquiries, including additional emails and telephone calls, from investigators to utilities.

### Contents of Informal Complaint Reports

If the complainant is without public utility service (related to the termination of service) a report should be sent to BCS within ***5 business days*** per 52 Pa. Code § 56.163 (1) - Commission informal complaint procedure. In addition to addressing any disputes the reports must include the following information addressing the termination:

- ✓ A year's payment history listed in the report that would include the dates and amount of each payment or an account statement that goes back at least a year. This allows BCS staff to determine if the customer has made a good faith effort to pay the bill. If no payments have been made it should be clearly outlined in the body of the report.
- ✓ The report should note all the termination notice information which includes the following:
  - → The date the ten-day termination notice was mailed, effective date, and the amount listed on the notice.
  - → The dates and times the 3-day personal contact attempts were made by phone and the results, or the date the property was posted with a 3-day notice after in-person contact was attempted.
- ✓ The date of termination.
- ✓ List of the prior payment arrangements that were not satisfied.
- ✓ If service has been restored it should be clearly noted why the service was restored and the date it was restored.

- ✓ A copy of the termination notice should be provided for complaints in which the complainant alleges they did not receive a termination notice. The report should address the complaints' allegation that they did not receive a termination notice.

## Options for Responding to BCS After Service Restoration

If a utility restores service after receiving a termination complaint, there are usually two response options available when addressing (BCS):

- Submit a report within ***five business days*** addressing the termination of service and any related dispute. Update the service status from OFF to ON via data exchange, ensuring that service has indeed been restored. Incorrectly marking service as restored can result in code changes, reprioritization of the case, and significant delays in resolution of a case where the service is off. We ask that you please double check that the service has been restored before using this response.

***- Or***

- Contact our service account at pcsvcpucbcs@pa.gov with the date and reason for service restoration. BCS staff will then change the priority of the case. This option allows for a 30-day response period to address more complex disputes.

## Reminders on § 56.191 – Payment and Timing Compliance

Utilities are urged to prioritize compliance with § 56.191 to uphold payment and reconnection timing standards, that protect consumer rights and ensure operational efficiency. With frequent staff changes at utilities and (BCS), we wish to address a couple of issues we encounter during the informal complaint process:

- Reduced restoration terms under § 56.191 are sometimes not offered to eligible customers who meet all criteria, such as income qualifications and have fewer than two unsatisfied payment arrangements. Please note that fully paid payment arrangements should not be counted as unsatisfied payment arrangements when determining eligibility for reduced restoration terms under § 56.191.

- Customers with one payment arrangement, including those enrolled in a Customer Assistance Program (CAP), should still be offered the choice to pay reduced restoration terms if all other criteria are met—even if they have CAP-related arrears. BCS understands this is not always the most advantageous situation for the customer.

By adhering to these guidelines, all parties will benefit from timely case processing, and this will minimize additional 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 Enhances Energy-Saving Program for Low-Income Households –** The Commission voted 5-0 to update regulations governing LIURP, a utility-sponsored program that provides weatherization and energy usage reduction services to help at-risk customers reduce their overall energy consumption. LIURP services may include insulation, furnace repairs or replacements, water heater upgrades, health and safety improvements, energy conservation education, and other energy-saving measures, depending on the condition of the home.

"These updates to the regulations are important to keep up with the energy transition and technology improvements and to foster coordination among energy reduction programs to ensure a streamlined, cost-efficient approach to achieving energy reduction that benefits customers and utilities," said Commissioner Kathryn L. Zerfuss in a supporting statement.

For more information please see ***PUC Enhances Energy-Saving Program for Low-Income Households*****.**

## 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 |
|---|---|
| **Residential Accounts with Arrearages at or exceeding $10,000 and Medical Certifications (52 Pa. Code § 56.231(c) and 56.231(b) 11 – 12)**<br><br>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.<br><br>**Due Date:** April 1st for the previous calendar year | Kathy Collins<br>kathecolli@pa.gov<br>(717) 783-1169<br><br>Sarah Dewey<br>sdewey@pa.gov<br>(717) 705-4029<br>Bureau of Consumer Services |

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| **Universal Service and Energy Conservation Reporting (52 Pa. Code § 54.75(1-2) and 52 Pa. Code §§ 62.1 – 8))**<br><br>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.<br><br>**Due Date:** April 1st for the previous calendar year | Regina Carter<br>regincarte@pa.gov<br>(717) 425-5441<br><br>Sarah Dewey<br>sdewey@pa.gov<br>(717) 705-4029<br>Bureau of Consumer Services |
| **Monthly and Annual Residential Collections Data (52 Pa. Code § 56.231(a) – (b))**<br><br>**Larger EDCs/NGDCs** submit Residential Collections data monthly and annually through the Commission's online Collections Reporting System.<br><br>**Due Dates:** 15th of each month for the previous month<br>April 1st for the previous calendar year<br><br>**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))<br><br>**Due Date:** April 1st for the previous calendar year | Kathy Collins<br>kathecolli@pa.gov<br>(717) 783-1169<br><br>Sarah Dewey<br>sdewey@pa.gov<br>(717) 705-4029<br>Bureau of Consumer Services |
| **Low Income Usage Reduction Program Reporting (52 Pa. Code § 54.5(2)(ii)(A)(I)**<br><br>EDCs with more than 60,000 residential accounts annually submit LIURP reporting data relating to § 58.15.<br><br>**Due Date:** LIURP annual reporting data is due by April 30 | Regina Carter<br>regincarte@pa.gov<br>(717) 425-5441<br>Sarah Dewey<br>sdewey@pa.gov<br>(717) 705-4029<br>Bureau of Consumer Services |

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| **Low Income Usage Reduction Program Reporting (52 Pa. Code § 62.5(2)(ii)(A)(I).**<br><br>NGDCs with more than 100,000 residential accounts annually submit LIURP reporting data relating to § 58.15.<br><br>**Due Date:** LIURP annual reporting data is due by April 30 | Regina Carter<br>regincarte@pa.gov<br>(717) 425-5441<br>Sarah Dewey<br>sdewey@pa.gov<br>(717) 705-4029<br>Bureau of Consumer Services |