We are very excited to present the June 2025 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: Why Full Reports Matter

In a previous newsletter, we discussed when abbreviated reports should be used. Now, we would like to cover when a full report is needed. To keep things efficient and ensure proper resolution, full reports are required for all cases outside of automated payment arrangement processing (AUTOPAR).

If a case isn't handled through AUTOPAR, a full report is essential. It gives a more complete picture of the customer's situation, allowing for a thorough review, accurate assessment, and well-informed decision. Plus, it reduces unnecessary back-and-forth between the company and investigators.

Incomplete reports can cause delays, require extra clarification, and lead to rework—slowing down the process. To avoid setbacks, always provide all necessary details in a full report to prove your case.

Comprehensive Review: Full reports include key details for accurate evaluations and resolutions, such as:

- ✓ Prior payment arrangement history
- ✓ Last income received by the utility and the date
- ✓ Recent payments made
- ✓ Whether it is a heating account
- ✓ Details of the company's original investigation
- ✓ Last company contact information
- ✓ Details of the company's investigation after BCS contact
- ✓ Company's final position to BCS
- ✓ Termination dates
- ✓ Whether the company referred the customer to the Universal Service Program
- ✓ Date of last contact with customer prior to the current BCS complaint
- ✓ Whether the customer accurately stated the company's position at last contact
- ✓ What the company told the customer at the time of last contact

Minimized Processing Delays: Well-documented reports prevent unnecessary back-and-forth and speed up case resolution.

Improved Customer Outcomes: Accurate reports lead to fair, efficient decision-making, benefiting both the utility and the customer.

Supporting Evidence Matters Too

Along with the full reports, it's crucial to include any relevant evidence that supports your case. Examples include:

- Any correspondence sent to the customer related to the dispute
- Account statements
- Copies of bills
- Termination notices
- Denial letters
- Outage history information

Note: This is not an exhaustive list—just a few examples. By providing complete details and supporting evidence, we ensure a clear, thorough review for proper resolution.

Ensuring Accurate Data Exchange

Through our work with several utilities transitioning to new company systems for data exchange with the Bureau of Consumer Services, we've identified key challenges that can impact accuracy and efficiency.

One common issue is the lack of detailed discussions about specific data points during setup. While IT staff at both the PUC and the company often focus on file exchanges, they may not examine how individual data points align. As a result, naming conventions on the utility side don't always match our reports, which can lead to discrepancies. Additionally, we've found instances where essential data points are missing on the company side, creating gaps in the information needed for accurate processing.

To address these concerns, we've included the data points for each of our reports below for your review. We encourage you to compare the fields in these reports with your system data. This review may help identify any necessary adjustments or refinements to ensure seamless data

integration. Should you have any questions or concerns please do not hesitate to reach out to Kevin Ford or Kathy O'Brien with questions.

EGW Full PAR Report

Header:

- BCS Investigator - Populated on the PUC side
- BCS Case Number- Populated on the PUC side
- BCS Sent Date- Populated on the PUC side
- BCS Receive Date- Populated on the PUC side
- Prepared By
- Phone
- Prepared Date

General Information:

- Account Number
- Customer Name
- Type of Account
- Service Address
- Heating Type
- Service Type
- Mailing Address
- Total Account Balance
- Termination Date
- Budget Status
- Current Bill Due Date

Income & Household Details:

- Total Gross Income
- Date Obtained
- Number of Adults
- Number of Children
- Family Size

Payment Information:

- Amount Needed to Update Most Recent Agreement
- CAP Amount
- Recent Payments

Report Information:

- Did the company refer this customer to the Universal Service Program?
- Date of last contact with customer prior to current BCS complaint
- Did the customer accurately state the company position at last contact?
- What did the company tell the customer at the time of last contact?
- Company Final Position

Prior Agreement Information:

- Type of Agreement
- Agreement Date
- Begin Date
- Balance
- Income
- Expenses
- Income Level
- Terms of Agreement

EGW Informal Complaint Report

Header:

- Type of Agreement
- Agreement Date
- Begin Date
- Balance
- Income
- Expenses
- Income Level
- Terms of Agreement

Customer Information:

- Customer Name
- Account Number
- Service Address
- Heating Type
- Rate
- Budget

Billing Details:

- Mailing Address
- Current Bill Due Date
- Total Account Balance

Contact Information:

- Phone (Home)
- Phone (Work)

Report Information:

- Details of the Company's Original Investigation
- Last Company Contact Information
- Last Contact Date
- Customer's Dispute to BCS
- Details of the Company's Investigation After BCS Contact
- Any new findings or responses following BCS involvement
- Company's Final Position to BCS

EGW Abbreviated PAR Report

Header:

- BCS Investigator - Populated on the PUC side
- BCS Case Number- Populated on the PUC side
- BCS Sent Date- Populated on the PUC side
- Prepared By
- BCS Received Date - Populated on the PUC side
- Prepared Date

General Information:

- Customer Name
- Customer Mailing Address

Current Account Information:

- Current Bill Due Date
- Budget Amount
- Total Balance

Additional Details

- Account Number
- Other Information

Conclusion

To ensure efficient case resolution, full reports are required for cases outside of automated payment arrangement processing (AUTOPAR). These reports provide critical details for accurate assessments and prevent unnecessary delays. Along with full reports, supporting evidence—such as correspondence, account statements, and termination notices—is essential for a thorough review.

Additionally, during system transitions for data exchange with the Bureau of Consumer Services, it's important to align data points correctly. In some cases, mismatched naming conventions and missing data fields have caused issues. Reviewing these data points can help utilities identify necessary adjustments for smoother integration.

We appreciate your continued efforts in maintaining accurate reporting and ensuring efficient processes. Your dedication to thorough documentation and data accuracy strengthens operational efficiency and brings these cases to a conclusion much quicker.
Thank you for your commitment!

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

Thank you!

PUC Press Releases:

PUC Appoints Chris Yother as Director of Bureau of Audits: HARRISBURG – The Pennsylvania Public Utility Commission (PUC) today announced the appointment of Chris Yother of Mechanicsburg, Cumberland County, as Director of the Commission's Bureau of Audits, effective May 10, 2025.

Mr. Yother has served with the Pennsylvania Department of Banking and Securities since 2015, where he conducted examinations of financial institutions, developed training programs for department personnel, and served as the department's Risk Control Officer for its Enterprise Resource Management initiative. He is also recognized as an expert witness in banking and securities accounting matters.

Before joining the Department of Banking and Securities, Yother combined his public accounting experience with multiple auditing and supervisory roles with the Commonwealth of Pennsylvania and the City of Baltimore, accumulating over 14 years of supervisory experience in the auditing field.

For more information please see ***PUC Appoints Chris Yother as Director of Bureau of Audits***

PUC Marks National Electrical Safety Month with Urgent Storm Safety Message: HARRISBURG – As Pennsylvania observes National Electrical Safety Month this May, the Pennsylvania Public Utility Commission (PUC) is issuing an urgent call for public vigilance around downed power lines and storm-related electrical hazards, following a series of tragic fatalities in recent weeks.

Severe storms that swept across Pennsylvania in late April left more than 500,000 homes and businesses without power and caused widespread infrastructure damage — and sadly, three Pennsylvanians lost their lives during recent storm-related incidents that remain under active investigation by the PUC's Electric Safety Division.

For more information please see ***PUC Marks National Electrical Safety Month with Urgent Storm Safety Message***

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
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	Kathy Collins kathecolli@pa.gov (717) 783-1169 Sarah Dewey sdewey@pa.gov (717) 705-4029 Bureau of Consumer Services