



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
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PRESS RELEASE

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PUC Suspends Door-to-Door, In-Person Marketing Activities for Energy Suppliers During Governor's Proclamation of Disaster Emergency

HARRISBURG – Pennsylvania Public Utility Commission (PUC) Chairman Gladys Brown Dutrieuille today [signed an emergency order](#) suspending all door-to-door, in-person and public event sales activities by agents of competitive electric and natural gas suppliers in the Commonwealth's retail energy markets.

Under the unique circumstances presented by the COVID-19 pandemic, establishing a moratorium on activities of this nature for all customer classes – as to help minimize non-essential personal social contact – is consistent with the Governor's Proclamation of Disaster Emergency and the requirements of the Public Utility Code.

"Section 1501 of the Public Utility Code provides that every public utility has a duty to furnish and maintain adequate, efficient, safe and reasonable service as is necessary for the accommodation, convenience and safety of its patrons, employees and the public," Chairman Dutrieuille stated. "Due to this unprecedented emergency, we find that door-to-door, public events and any in-person sales and marketing of competitive energy supply is not a necessity at this time, given the need to protect the public health and safety."

Pursuant to the Commission's regulations governing emergency relief, an emergency order will be issued only when there exists a clear and present danger to life or property or when the relief requested is uncontested and action is required prior to the next scheduled public meeting.

Chairman Dutrieuille also urged consumers to report any public sales and marketing activity by an agent of a competitive suppliers to the PUC's Bureau of Consumer Services at 1-800-692-7380 as well as alert their local utility. The complete list of regulations governing marketing and sales practices for Pennsylvania's retail residential energy markets is found at 52 Pa. Code, Chapter 111.

The Pennsylvania Public Utility Commission balances the needs of consumers and utilities; ensures safe and reliable utility service at reasonable rates; protects the public interest; educates consumers to make independent and informed utility choices; furthers economic development; and fosters new technologies and competitive markets in an environmentally sound manner.

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