

UTILITY CONSUMER PROTECTIONS



Enhanced Protections for Pennsylvania Public Utility Customers

The Pennsylvania Public Utility Commission has adopted a series of strengthened consumer protections intended to safeguard families and small businesses who are struggling financially because of the COVID-19 pandemic - and establishes a framework for future discussions about economic recovery.

WHAT HELP IS AVAILABLE?



Protected Low Income Customers

No terminations for Low-income families enrolled in eligible assistance programs.



Special Outreach to At-Risk Customers

Utilities must reach out to customers at-risk for future termination, detailing options.



Small Business Payment Plans

Payment arrangements available to small businesses; no terminations if current on bills & payments.



Waived Fees & Late Payment Charges

No connection or reconnection fees, deposits or late payment charges for protected customers.



Additional Medical Certificates

Two additional medical certificates for eligible customers who have exhausted the number available.



Flexible Income Verification

Utilities and the PUC can use additional methods to verify customer income for assistance programs and payment plans.

WHAT'S NEXT?

Consumer Safeguards Continue Through Mar. 31, 2021, Unless Modified

The consumer safeguards and monthly reports established by the Commission will remain in effect no later than March 31, 2021, unless the Governor's Emergency Proclamation is rescinded before that date or the Commission establishes a different timeframe.

Terminations Process for Other Utility Customers Can Resume Nov. 9, 2020

With enhanced safeguards in place for struggling households and small businesses the PUC's emergency moratorium on all other utility terminations will be lifted, effective Nov. 9, 2020.

Additional Monthly Reporting by Public Utilities

Utilities will provide the PUC with monthly reports detailing the number of active residential and non-residential accounts that are at-risk of termination and/or have been the subject of other actions.

Exploration of Future Issues

The Commission will revisit these protections during the first quarter of 2021, based on the trajectory of the pandemic and the status of the economy at that time. PUC staff will request comments and proposals from interested parties regarding any revisions to the current consumer protections, to be submitted Feb. 16, 2021.

PENNSYLVANIA PUBLIC UTILITY COMMISSION

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