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THE GENERAL ASSEMBLY OF PENNSYLVANIA

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SENATE BILL

No. 66

Session of  
2007

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INTRODUCED BY WOZNIAK, TARTAGLIONE, KASUNIC, FONTANA, RAFFERTY,  
D. WHITE, WASHINGTON, LOGAN AND EARLL, FEBRUARY 9, 2007

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REFERRED TO CONSUMER PROTECTION AND PROFESSIONAL LICENSURE,  
FEBRUARY 9, 2007

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AN ACT

1 Amending Title 66 (Public Utilities) of the Pennsylvania  
2 Consolidated Statutes, further providing for billing  
3 procedures; and imposing requirements for public utility call  
4 centers.

5 The General Assembly of the Commonwealth of Pennsylvania  
6 hereby enacts as follows:

7 Section 1. Section 1509 of Title 66 of the Pennsylvania  
8 Consolidated Statutes is amended to read:

9 § 1509. Billing procedures.

10 (a) Payment deadlines.--All bills rendered by a public  
11 utility as defined in paragraph (1)(i), (ii), (vi) or (vii) of  
12 the definition of "public utility" in section 102 (relating to  
13 definitions) to its service customers, except bills for  
14 installation charges, shall allow at least 15 days for  
15 nonresidential customers and 20 days for residential customers  
16 from the date of transmittal of the bill for payment without  
17 incurring any late payment penalty charges therefor. All  
18 customers shall be permitted to receive bills monthly and shall

1 be notified of their right thereto.

2 (b) Bill content.--All bills shall be itemized to separately  
3 show amounts for basic service, Federal excise taxes, applicable  
4 State sales and gross receipts taxes, to the extent practicable,  
5 fuel adjustment charge, if any, State tax adjustment charge or  
6 such other similar components of the total bill as the  
7 commission may order.

8 (c) Fuel adjustments.--Any electric or gas public utility  
9 billing customers on a bimonthly or quarterly basis and  
10 rendering interim statements or bills each month shall include  
11 in such interim statement or bill an amount for the fuel  
12 adjustment charge based upon one-half of the total expected  
13 bimonthly kilowatt hour or cubic foot billing or one-third of  
14 the total expected quarterly billing and using the fuel  
15 adjustment charge rate applicable in the month of the interim  
16 statement or bill. At the time of preparing the bimonthly or  
17 quarterly bill, an appropriate adjustment shall be made in the  
18 total fuel adjustment charge billing for the period. Any public  
19 utility rendering bills on a bimonthly basis or quarterly basis  
20 shall calculate the fuel adjustment charge per kilowatt hour or  
21 cubic foot for the entire period as the weighted average of the  
22 two monthly rates or the three monthly rates whichever is  
23 applicable.

24 (d) Separate bills.--A customer who is the owner of more  
25 than one property with different addresses shall receive a  
26 separate bill for each property, unless the customer requests in  
27 writing that a combined bill be issued to only one of the  
28 addresses designated by the customer. The public utility shall  
29 notify customers owning more than one property of their right to  
30 separate bills under this subsection.

1 Section 2. Title 66 is amended by adding a section to read:

2 § 1512. Call center requirements.

3 A call center maintained by a public utility for the purpose  
4 of responding to telephone inquiries from its customers shall  
5 comply with the following provisions:

6 (1) The call center shall be located in this  
7 Commonwealth.

8 (2) The average waiting period for a customer to speak  
9 with a representative of the public utility may not exceed  
10 five minutes.

11 Section 3. This act shall take effect in 60 days.