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THE GENERAL ASSEMBLY OF PENNSYLVANIA

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HOUSE BILL

No. 1077 Session of  
2023

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INTRODUCED BY MATZIE, MARSHALL, BOROWSKI, PISCIOTTANO, MADDEN,  
HILL-EVANS, TAKAC, SANCHEZ, HADDOCK, FIEDLER, NEILSON AND  
MALAGARI, MAY 2, 2023

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REFERRED TO COMMITTEE ON CONSUMER PROTECTION, TECHNOLOGY AND  
UTILITIES, MAY 2, 2023

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AN ACT

1 Amending Title 66 (Public Utilities) of the Pennsylvania  
2 Consolidated Statutes, in responsible utility customer  
3 protection, further providing for declaration of policy and  
4 for definitions, repealing provisions relating to cash  
5 deposits and household information requirements, providing  
6 for security deposits, further providing for payment  
7 arrangements, for termination of utility service, for  
8 reconnection of service, for late payment charge waiver, for  
9 complaints filed with commission and for public utility  
10 duties, repealing provisions relating to reporting of  
11 delinquent customers, further providing for reporting of  
12 recipients of public assistance and for liens by city natural  
13 gas distribution operations, providing for reporting to  
14 commission and further providing for nonapplicability and for  
15 expiration.

16 The General Assembly of the Commonwealth of Pennsylvania  
17 hereby enacts as follows:

18 Section 1. Section 1402(4) of Title 66 of the Pennsylvania  
19 Consolidated Statutes is amended to read:

20 § 1402. Declaration of policy.

21 The General Assembly finds and declares as follows:

22 \* \* \*

23 [(4) The General Assembly believes that it is

1 appropriate to provide additional collection tools to city  
2 natural gas distribution operations to recognize the  
3 financial circumstances of the operations and protect their  
4 ability to provide natural gas for the benefit of the  
5 residents of the city.]

6 Section 2. The definitions of "change in income,"  
7 "creditworthiness," "customer assistance program," "household  
8 income," "medical certificate," "public utility" and  
9 "significant change in circumstance" in section 1403 of Title 66  
10 are amended to read:

11 § 1403. Definitions.

12 The following words and phrases when used in this chapter  
13 shall have the meanings given to them in this section unless the  
14 context clearly indicates otherwise:

15 \* \* \*

16 "Change in income." A decrease in household income of [20%]  
17 5% or more [if] of the customer's household income. [level  
18 exceeds 200% of the Federal poverty level or a decrease in  
19 household income of 10% or more if the customer's household  
20 income level is 200% or less of the Federal poverty level.]

21 "Creditworthiness." An assessment of an applicant's [or  
22 customer's] ability to meet bill payment obligations for utility  
23 service.

24 \* \* \*

25 "Customer assistance program." A plan or program sponsored  
26 by a public utility for the purpose of providing universal  
27 service and energy conservation, as defined by section 2202  
28 (relating to definitions) or 2803 (relating to definitions), or  
29 other assistance program offered by a public utility, including  
30 a water distribution utility or wastewater utility, in which

1 customers make monthly payments based on household income and  
2 household size and under which customers must comply with  
3 certain responsibilities and restrictions in order to remain  
4 eligible for the program.

5 \* \* \*

6 "Household income." The combined gross income of all adults  
7 in a residential household who benefit from the public utility  
8 service. The term shall include a verbal attestation of  
9 household income provided by a customer or applicant to a public  
10 utility for the purpose of an income-based or other requirement  
11 under this chapter.

12 \* \* \*

13 "Medical certificate." A written document, in a form  
14 approved by the commission:

15 (1) certifying that a customer or member of the  
16 customer's household is seriously ill or has been diagnosed  
17 with a medical condition which requires the continuation of  
18 service to treat the medical condition; and

19 (2) signed by a licensed physician, nurse practitioner  
20 [or], physician's assistant, registered nurse or licensed  
21 social worker.

22 \* \* \*

23 "Public utility." Any electric distribution utility, natural  
24 gas distribution utility, small natural gas distribution  
25 utility, steam heat utility, wastewater utility or water  
26 distribution utility in this Commonwealth that is within the  
27 jurisdiction of the Pennsylvania Public Utility Commission. The  
28 term includes a municipal corporation furnishing public utility  
29 service to a public utility consumer beyond the municipal  
30 corporation's corporate limits in accordance with section 1501

1 (relating to character of service and facilities).

2 "Significant change in circumstance." Any of the following  
3 criteria [when verified by the public utility and] experienced  
4 by customers with household income less than 300% of the Federal  
5 poverty level:

6 (1) The onset of a chronic or acute illness [resulting  
7 in a significant loss in the customer's household income].

8 (2) [Catastrophic damage] Damage to the customer's  
9 residence resulting in a significant net cost to the  
10 customer's household.

11 (3) Loss of the customer's residence.

12 (4) Increase in the customer's number of dependents in  
13 the household.

14 (5) Any other circumstance to be considered in the  
15 commission's discretion, including a change in employment  
16 status, death, injury, divorce, separation or other  
17 substantial hardship.

18 \* \* \*

19 Section 3. Section 1404 of Title 66 is repealed:

20 [§ 1404. Cash deposits and household information requirements.

21 (a) General rule.--In addition to the right to collect a  
22 deposit under any commission regulation or order, the commission  
23 shall not prohibit a public utility from requiring a cash  
24 deposit, payable during a 90-day period in accordance with  
25 commission regulations, in an amount that is equal to one-sixth  
26 of the applicant's estimated annual bill, at the time the public  
27 utility determines a deposit is required, from the following:

28 (1) An applicant who previously received utility  
29 distribution services and was a customer of the public  
30 utility and whose service was terminated for any of the

1 following reasons:

2 (i) Nonpayment of an undisputed delinquent account.

3 (ii) Failure to complete payment of a deposit,  
4 provide a guarantee or establish credit.

5 (iii) Failure to permit access to meters, service  
6 connections or other property of the public utility for  
7 the purpose of replacement, maintenance, repair or meter  
8 reading.

9 (iv) Unauthorized use of the utility service  
10 delivered on or about the affected dwelling.

11 (v) Failure to comply with the material terms of a  
12 settlement or payment arrangement.

13 (vi) Fraud or material misrepresentation of identity  
14 for the purpose of obtaining utility service.

15 (vii) Tampering with meters, including, but not  
16 limited to, bypassing a meter or removal of an automatic  
17 meter reading device or other public utility equipment.

18 (viii) Violating tariff provisions on file with the  
19 commission so as to endanger the safety of a person or  
20 the integrity of the delivery system of the public  
21 utility.

22 (2) Any applicant or customer who is unable to establish  
23 creditworthiness to the satisfaction of the public utility  
24 through the use of a generally accepted credit scoring  
25 methodology, as provided in a commission-approved tariff, and  
26 which employs standards for using the methodology that fall  
27 within the range of general industry practice.

28 (3) A customer who fails to comply with a material term  
29 or condition of a settlement or payment arrangement.

30 (a.1) Cash deposit prohibition.--Notwithstanding subsection

1 (a), no public utility may require a customer or applicant that  
2 is confirmed to be eligible for a customer assistance program to  
3 provide a cash deposit.

4 (b) Third-party guarantor.--Nothing in this section shall be  
5 construed to preclude an applicant from furnishing a third-party  
6 guarantor in lieu of a cash deposit. The guaranty shall be in  
7 writing and shall state the terms of the guaranty. The guarantor  
8 shall be responsible for all missed payments owed to the public  
9 utility.

10 (c) Deposit hold period.--

11 (1) A public utility may hold a deposit until a timely  
12 payment history is established.

13 (2) A timely payment history is established when a  
14 customer has paid in full and on time for twelve consecutive  
15 months.

16 (3) At the end of the deposit holding period as  
17 established in paragraph (1), the public utility shall deduct  
18 the outstanding balance from the deposit and return or credit  
19 any positive difference to the customer.

20 (4) If service is terminated before the end of the  
21 deposit holding period as established in paragraph (1), the  
22 public utility shall deduct the outstanding balance from the  
23 deposit and return any positive difference to the customer  
24 within 60 days of the termination.

25 (5) If a customer becomes delinquent before the end of  
26 the deposit holding period as established in paragraph (1),  
27 the public utility may deduct the outstanding balance from  
28 the deposit.

29 (6) The public utility shall accrue interest on the  
30 deposit until it is returned or credited.

1 (i) Interest shall be computed at the simple annual  
2 interest rate determined by the Secretary of Revenue for  
3 interest on the underpayment of tax under section 806 of  
4 the act of April 9, 1929 (P.L.343, No.176), known as The  
5 Fiscal Code.

6 (ii) The interest rate in effect when deposit is  
7 required to be paid shall remain in effect until the  
8 later of:

9 (A) the date the deposit is refunded or  
10 credited; or

11 (B) December 31.

12 (iii) On January 1 of each year, the new interest  
13 rate for that year will apply to the deposit.

14 (d) Adult occupants.--Prior to providing utility service, a  
15 public utility may require the applicant to provide the names of  
16 each adult occupant residing at the location and proof of their  
17 identity.

18 (e) Failure to pay full amount of cash deposit.--A public  
19 utility shall not be required to provide service if the  
20 applicant or customer fails to pay the full amount of the cash  
21 deposit within the time period under subsection (a).

22 (f) City natural gas distribution operation; additional  
23 deposit rules for city natural gas distribution operations.--  
24 Except for applicants who are subject to a deposit under  
25 subsection (a), a city natural gas distribution operation may  
26 require a deposit from the applicant as follows:

27 (1) If an applicant has household income above 300% of  
28 the Federal poverty level, one-sixth of the applicant's  
29 estimated annual bill paid in full at the time the city  
30 natural gas distribution operation determines a deposit is

1 required; or

2 (2) If an applicant has household income no greater than  
3 300% of the Federal poverty level, one-twelfth of the  
4 applicant's estimated annual bill paid in full at the time  
5 the city natural gas distribution operation determines a  
6 deposit is required. Applicants who enroll into the Customer  
7 Assistance Program made available by the city natural gas  
8 distribution operation are not subject to this paragraph.

9 (g) Estimated annual bill.--When used in this section, an  
10 estimated annual bill shall be calculated on the basis of the  
11 annual bill to the dwelling at which service is being requested  
12 for the prior 12 months or, if unavailable, a similar dwelling  
13 in close proximity.

14 (h) Time for paying deposits upon reconnection.--Applicants  
15 and customers required to pay a deposit upon reconnection under  
16 subsection (a) (1) shall have up to 90 days to pay the deposit in  
17 accordance with commission regulations.]

18 Section 4. Title 66 is amended by adding a section to read:  
19 § 1404.1. Security deposits.

20 Notwithstanding any other provision of law or commission  
21 regulation, a public utility may not require a cash deposit as a  
22 condition for applicants or customers to obtain or continue  
23 public utility service.

24 Section 5. Sections 1405(b) introductory paragraph, (c), (d)  
25 and (e), 1406(b) (1) (i) and (ii) and (2), (d), (e), (f) and (g)  
26 and 1407(a) and (c) (2) of Title 66 are amended and the sections  
27 are amended by adding subsections to read:

28 § 1405. Payment arrangements.

29 \* \* \*

30 (b) Length of payment arrangements.--[The] Except as

1 provided under subsection (b.1), the length of time for a  
2 customer to resolve an unpaid balance on an account that is  
3 subject to a payment arrangement that is investigated by the  
4 commission and is entered into by a public utility and a  
5 customer shall not extend beyond:

6 \* \* \*

7 (b.1) Alternative payment arrangement.--If a customer's  
8 monthly payment would exceed 20% of the customer's average  
9 monthly bill based on the length of the payment arrangement  
10 under subsection (b), the commission may extend the applicable  
11 length of the payment arrangement not to exceed two times the  
12 length of the payment arrangement the customer would otherwise  
13 be entitled to under subsection (b).

14 [(c) Customer assistance programs.--Customer assistance  
15 program rates shall be timely paid and shall not be the subject  
16 of payment arrangements negotiated or approved by the  
17 commission.]

18 (d) Number of payment arrangements.--[Absent a change in  
19 income, the commission shall not] The commission shall establish  
20 or order a public utility to establish a second [or subsequent]  
21 payment arrangement if a customer has defaulted on a previous  
22 payment arrangement established by a commission order or  
23 decision. The commission may establish or order a public utility  
24 to establish subsequent payment arrangements if the customer  
25 experienced a change in income or a significant change in  
26 circumstance. A public utility may, at its discretion, enter  
27 into [a second or subsequent payment arrangement] additional  
28 payment arrangements with a customer.

29 (e) Extension of payment arrangements.--If the customer  
30 defaults on a payment arrangement established under subsections

1 (a) and (b) as a result of a significant change in circumstance,  
2 the commission may reinstate the payment arrangement and extend  
3 the remaining term for a period not to exceed the payment  
4 arrangement period established under subsection (b.1) if not  
5 already previously extended under subsection (b.1) or, if  
6 previously extended under subsection (b.1), an initial period of  
7 six months. The initial extension period may be extended for an  
8 additional six months for good cause shown.

9 \* \* \*

10 § 1406. Termination of utility service.

11 \* \* \*

12 (b) Notice of termination of service.--

13 (1) Prior to terminating service under subsection (a), a  
14 public utility:

15 (i) Shall provide written notice of the termination  
16 to the customer at least [ten] 20 days prior to the date  
17 of the proposed termination. The termination notice shall  
18 remain effective for 60 days. The public utility shall  
19 provide the written notice via first class mail to the  
20 customer, and by electronic means if the customer  
21 affirmatively consents to receive electronic notice of  
22 termination. Electronic notice of termination shall mean  
23 by either email, text or both if both are provided to the  
24 utility with appropriate consent.

25 (ii) Shall attempt to contact the customer or  
26 occupant to provide notice of the proposed termination at  
27 least three days prior to the scheduled termination,  
28 using one or more of the following methods:

29 (A) in person;

30 (B) by telephone. Phone contact shall be deemed

1 complete upon attempted calls on two separate days to  
2 the residence between the hours of 8 a.m. and 9 p.m.  
3 if the calls were made at various times each day. The  
4 public utility shall annually update customer contact  
5 information and preferences for telephone  
6 notification under this clause; or

7 (C) by e-mail, text message or other electronic  
8 messaging format consistent with the commission's  
9 privacy guidelines and approved by commission order.  
10 The public utility shall annually update customer  
11 contact information and preferences for electronic  
12 notification under this clause.

13 [(D)] In the case of electronic notification  
14 only, the customer must affirmatively consent to be  
15 contacted using a specific electronic messaging  
16 format for purpose of termination.

17 \* \* \*

18 (2) [The] Absent special circumstances, the public  
19 utility shall not be required by the commission to take any  
20 additional actions prior to termination.

21 \* \* \*

22 (d) Timing of termination.--Notwithstanding the provisions  
23 of section 1503 (relating to discontinuance of service), a  
24 public utility may terminate service for the reasons set forth  
25 in subsection (a) from Monday through Thursday as long as the  
26 public utility can accept payment to restore service on the  
27 following day and can restore service consistent with section  
28 1407 (relating to reconnection of service). A public utility may  
29 not terminate service on a Friday, a Federal or State holiday or  
30 the business day immediately preceding a Federal or State

1 holiday.

2 (e) Winter termination prohibited.--

3 (1) Unless otherwise authorized by the commission, after  
4 November 30 and before April 1, [an electric distribution  
5 utility or natural gas distribution] a public utility shall  
6 not terminate service to customers with household incomes at  
7 or below 250% of the Federal poverty level except for  
8 customers whose actions conform to subsection (c)(1). [The  
9 commission shall not prohibit an electric distribution  
10 utility or natural gas distribution utility from terminating  
11 service in accordance with this section to customers with  
12 household incomes exceeding 250% of the Federal poverty  
13 level.]

14 (2) In addition to the winter termination authority set  
15 forth in paragraph (1), a city natural gas distribution  
16 operation may terminate service to a customer whose household  
17 income exceeds 150% of the Federal poverty level but does not  
18 exceed 250% of the Federal poverty level, and starting  
19 January 1, has not paid at least 50% of his charges for each  
20 of the prior two months unless the customer has done one of  
21 the following:

22 (i) Has proven in accordance with commission rules  
23 that his household contains one or more persons who are  
24 65 years of age or over.

25 (ii) Has proven in accordance with commission rules  
26 that his household contains one or more persons 12 years  
27 of age or younger.

28 (iii) Has obtained a medical certification in  
29 accordance with commission rules.

30 (iv) Has paid to the city natural gas distribution

1 operation an amount representing at least 15% of the  
2 customer's monthly household income for each of the last  
3 two months.

4 (3) At the time that the notice of termination required  
5 by subsection (b) (1) (i) is provided to the customer, the city  
6 natural gas distribution operation shall provide notice to  
7 the commission. The commission shall not stay the termination  
8 of service unless the commission finds that the customer  
9 meets the criteria in paragraph (2) (i), (ii), (iii) or (iv).]

10 (e.1) Summer termination prohibited.--Unless otherwise  
11 authorized by the commission, after June 30 and before September  
12 1, a public utility may not terminate service to a customer with  
13 a household income at or below 250% of the Federal poverty level  
14 except for customers whose actions conform to subsection (c) (1).

15 (f) Medical certification.--A public utility shall not  
16 terminate service to a premises when a customer has submitted a  
17 medical certificate to the public utility. The customer shall  
18 obtain a medical certificate verifying the condition and shall  
19 promptly forward it to the public utility. The medical  
20 certification procedure shall be implemented in accordance with  
21 commission regulations. The following shall apply:

22 (1) If, prior to termination of service, a public  
23 utility employee is informed that an occupant is seriously  
24 ill or has a medical condition and that the customer is  
25 seeking a medical certificate, termination of service may not  
26 occur for at least seven days. If a medical certificate is  
27 not produced within that seven-day period, the public utility  
28 may resume the termination process at the point where the  
29 process was suspended.

30 (2) A public utility may not terminate service for at

1 least 90 days from the date of submission of a medical  
2 certificate or six months from the date of submission where a  
3 medical certificate indicates a long-term or chronic illness.

4 (3) A public utility may not limit the number of medical  
5 certificates that a licensed medical or social service  
6 provider is permitted to issue under this subsection.

7 (g) Qualification for LIHEAP or other utility assistance.--A  
8 notice of termination to a customer of a public utility shall be  
9 sufficient proof of a crisis for a customer with the requisite  
10 income level to receive a LIHEAP Crisis Grant or other utility  
11 assistance from the Department of [Public Welfare] Human  
12 Services or its designee as soon as practicable after the date  
13 of the notice. Termination of service is not necessary to  
14 demonstrate sufficient proof of crisis.

15 \* \* \*

16 (i) Language access.--

17 (1) A public utility shall provide a written notice of  
18 termination under this section in, at a minimum, English and  
19 Spanish.

20 (2) A public utility shall include all of following with  
21 a written notice of termination under this section:

22 (i) In each of the top five languages spoken in the  
23 public utility's service territory, excluding English and  
24 Spanish, a statement in substantially the following form:

25 This is a notice that your utility services will  
26 be terminated.

27 (ii) A telephone number to call for further  
28 information about the notice of termination.

29 (3) A public utility shall post a fully translated copy  
30 of a written notice of termination under this section and a

1 description of the public utility's termination process in  
2 English, Spanish and the top five additional languages spoken  
3 in the public utility's service territory in a conspicuous  
4 location on its publicly accessible Internet website.

5 § 1407. Reconnection of service.

6 [(a) Fee.--A public utility may require a reconnection fee  
7 based upon the public utility's cost as approved by the  
8 commission prior to reconnection of service following lawful  
9 termination of the service.]

10 (a.1) Fee prohibition.--A public utility may not require a  
11 customer or applicant with an income at or below 300% of the  
12 Federal poverty level to provide a reconnection fee. A public  
13 utility shall inform a customer or applicant of the prohibition  
14 on reconnection fees specified under this subsection at the time  
15 a reconnection fee is assessed.

16 \* \* \*

17 (c) Payment to restore service.--

18 \* \* \*

19 (2) A public utility may require:

20 (i) Full payment of any outstanding balance incurred  
21 [together with any reconnection fees] by the customer,  
22 who is not covered under subparagraph (iv), or applicant  
23 prior to reconnection of service if the customer or  
24 applicant has an income exceeding 300% of the Federal  
25 poverty level or has defaulted on two or more payment  
26 arrangements. If a customer or applicant with household  
27 income exceeding 300% of the Federal poverty level  
28 experiences a life event, the customer or applicant  
29 shall be permitted a period of not more than [three] six  
30 months to pay the outstanding balance required for

1 reconnection. For purposes of this subparagraph, a life  
2 event is:

3 (A) A job loss that extended beyond nine months.

4 (B) A serious illness that extended beyond nine  
5 months.

6 (C) Death of the primary wage earner.

7 (ii) [Full payment of any reconnection fees together  
8 with repayment] Repayment over 12 months of any  
9 outstanding balance incurred by the customer, who is not  
10 covered under subparagraph (iv), or applicant if the  
11 customer or applicant has an income exceeding 150% of the  
12 Federal poverty level but not greater than 300% of the  
13 Federal poverty level.

14 (iii) [Full payment of any reconnection fees  
15 together with payment] Repayment over 24 months of any  
16 outstanding balance incurred by the customer, who is not  
17 covered under subparagraph (iv), or applicant if the  
18 customer or applicant has an income not exceeding 150% of  
19 the Federal poverty level. [A customer or applicant of a  
20 city natural gas distribution operation whose household  
21 income does not exceed 135% of the Federal poverty level  
22 shall be reinstated pursuant to this subsection only if  
23 the customer or applicant enrolls in the customer  
24 assistance program of the city natural gas distribution  
25 operation except that this requirement shall not apply if  
26 the financial benefits to such customer or applicant are  
27 greater if served outside of that assistance program.]

28 (iv) The payment of an outstanding balance in  
29 accordance with terms of a payment arrangement  
30 established under section 1405 (relating to payment

1 arrangements) if the customer has not previously entered  
2 into a payment arrangement established under section  
3 1405.

4 \* \* \*

5 Section 6. Sections 1409, 1410(1) and 1410.1 of Title 66 are  
6 amended to read:

7 § 1409. Late payment charge waiver.

8 A public utility shall waive late payment charges on any  
9 customer accounts if the charges were improperly assessed. The  
10 commission [may] shall order a waiver of any late payment  
11 charges levied by a public utility as a result of a delinquent  
12 account for customers with a gross monthly household income not  
13 exceeding [150%] 300% of the Federal poverty level.

14 § 1410. Complaints filed with commission.

15 The following apply:

16 (1) The commission shall accept formal and informal  
17 complaints only from customers or applicants who affirm that  
18 they have first [contacted] attempted to contact the public  
19 utility for the purpose of resolving the problem about which  
20 the customer wishes to file a complaint. If the customer has  
21 not [contacted] attempted to contact the public utility, the  
22 commission shall direct the customer to the public utility.

23 \* \* \*

24 § 1410.1. Public utility duties.

25 (a) Screening.--A public utility shall screen a customer or  
26 applicant to determine if the customer or applicant's household  
27 income is at or below 300% of the Federal poverty level at the  
28 time service is established and on an annual basis thereafter.  
29 The public utility shall attempt to update the income  
30 information under this subsection at least once per year.

1     (b) Payments.--When a customer or applicant contacts a  
2 public utility to make a payment agreement as required by  
3 section 1410 (relating to complaints filed with commission),  
4 when the public utility has information that the customer or  
5 applicant is or was payment troubled or when the public utility  
6 receives information that the household income of the customer  
7 or applicant may qualify the customer or applicant for a  
8 universal service and energy conservation program, the public  
9 utility shall:

10           (1) Provide information about the public utility's  
11 universal service programs, including a customer assistance  
12 program[.] in, at a minimum, English and Spanish.

13           (1.1) Assess whether the customer or applicant is  
14 eligible for the public utility's universal service and  
15 conservation programs prior to negotiating a payment  
16 arrangement.

17           (2) Refer [the] a potentially eligible customer or  
18 applicant to the universal service program administrator of  
19 the public utility to determine eligibility for a program and  
20 to apply for enrollment in a program. The program  
21 administrator or another representative of the public utility  
22 shall be able to communicate with the customer or applicant  
23 in, at a minimum, English and Spanish for the purpose of this  
24 paragraph.

25           (3) Have an affirmative responsibility to attempt to  
26 collect payment on an overdue account. The utility shall  
27 report to the commission annually residential customer  
28 accounts which have accumulated \$10,000 or more in arrearages  
29 and shall demonstrate what efforts are being taken to collect  
30 the arrearages. Failure to make reasonable attempts to

1 collect payments on overdue accounts with arrearages in  
2 excess of \$10,000 may result in civil fines or other  
3 appropriate sanctions by the commission.

4 (4) Report to the commission on an annual basis the  
5 number of medical certificates and renewals submitted and  
6 accepted in the service territory.

7 Section 7. Section 1412 of Title 66 is repealed:

8 [§ 1412. Reporting of delinquent customers.

9 A city natural gas distribution operation shall report to the  
10 Pennsylvania Intergovernmental Cooperation Authority established  
11 pursuant to the act of June 5, 1991 (P.L.9, No.6), known as the  
12 Pennsylvania Intergovernmental Cooperation Authority Act for  
13 Cities of the First Class, an assisted city or corporate entity  
14 of an assisted city, as those terms are defined in the  
15 Pennsylvania Intergovernmental Cooperation Authority Act, that  
16 has not paid in full for charges for service by the due dates  
17 stated on the bill or otherwise agreed upon.]

18 Section 8. Sections 1413 and 1414(b) and (c) of Title 66 are  
19 amended to read:

20 § 1413. Reporting of recipients of public assistance.

21 The Department of [Public Welfare] Human Services shall  
22 [annually provide a city natural gas distribution operation with  
23 the] make available to each public utility with a signed LIHEAP  
24 agreement or other utility assistance vendor agreement a  
25 listing of recipients of LIHEAP or other public assistance [in a  
26 city of the first class. A city natural gas distribution  
27 operation], including other utility assistance administered by  
28 the Department of Human Services, that has income guidelines not  
29 exceeding 150% of the Federal poverty level. A public utility  
30 shall not use the listing for anything but qualification and

1 continued eligibility for a customer assistance program or  
2 [LIHEAP] other utility assistance program administered by the  
3 utility.

4 § 1414. Liens by city natural gas distribution operations.

5 \* \* \*

6 [(b) Residential field visit charge.--A city natural gas  
7 distribution operation is authorized to charge a minimum fee of  
8 \$10 for each instance in which its representative is required to  
9 visit the residence of a customer in the process of attempting  
10 to complete required service termination steps.]

11 (c) Refusal of service.--The commission shall permit a city  
12 natural gas distribution operation to refuse to provide service  
13 to an applicant if the applicant has a pending lien or civil  
14 judgment by the city natural gas distribution operation  
15 outstanding against the applicant or against property owned in  
16 whole or in part by the applicant unless the applicant enters  
17 into a payment arrangement for the payment of the amount  
18 associated with the lien or judgment that remains outstanding at  
19 the time of the application.]

20 Section 9. Title 66 is amended by adding a section to read:  
21 § 1415.1. Reporting to commission.

22 (a) Reports.--Within 30 days after the end of each calendar  
23 year, a public utility shall submit a publicly accessible report  
24 to the commission containing the following information, at a  
25 minimum, on a monthly basis as of the last day of each month,  
26 disaggregated by confirmed low-income status, census tract, zip  
27 code, race or ethnicity and customer class:

28 (1) The number of accepted applications for service.

29 (2) The number of rejected applications for service.

30 (3) The number of customers.

1           (4) The number of customers terminated for nonpayment.

2           (5) The number of customers in arrears.

3           (6) The number of customers whose service was  
4 reconnected following a termination due to nonpayment.

5           (7) The number of accepted medical certificates.

6           (8) The number of rejected medical certificates.

7           (9) The number of customers protected from termination  
8 as a result of seasonal, whether winter or summer, protection  
9 from termination.

10           (10) The number of customers assessed late fees and the  
11 total dollar amount of the assessed late fees.

12           (11) The number of customers assessed reconnection fees  
13 and the total dollar amount of the assessed reconnection  
14 fees.

15           (12) The number of customers in arrears with active  
16 payment arrangements.

17           (13) The total dollar amount and average amount of  
18 arrears in active payment arrangements.

19           (14) The number of customers that defaulted from payment  
20 arrangements and the amount of arrears associated with the  
21 defaulted arrangements.

22           (15) The number of customers in arrears without active  
23 payment arrangements.

24           (16) The total dollar amount and average amount of  
25 arrears without active payment arrangements.

26           (17) The total number of 10-day termination notices  
27 mailed to customers.

28           (b) Standards.--The commission shall establish uniform  
29 standards for the reporting of information by a public utility  
30 under subsection (a). In establishing the uniform standards

1 under this subsection, the commission shall seek to maximize the  
2 accuracy, precision and comparability of the information  
3 reported by each public utility under subsection (a).

4 (c) Public availability.--The commission shall make a report  
5 submitted by a public utility under subsection (a) available on  
6 the commission's publicly accessible Internet website within 30  
7 days of the receipt of the report.

8 (d) Universal service and collections performance report.--  
9 The commission shall compile the information provided by each  
10 public utility under subsection (a) and include the information  
11 in the commission's annual universal service and collections  
12 performance report. The commission shall also include the  
13 following information in the commission's annual universal  
14 service and collections performance report:

15 (1) A plain language summary of the information reported  
16 by each public utility under subsection (a) for the reporting  
17 year, including significant trends or changes concerning  
18 reported information.

19 (2) The commission's assessment of the impact of trends  
20 or changes in the information reported under subsection (a)  
21 for the reporting year.

22 (3) The commission's assessment of whether additional  
23 information is prudent to understand and address issues  
24 related to affordability and accessibility or trends or  
25 changes presented in the information reported under  
26 subsection (a).

27 (e) Personally identifiable information.--The information  
28 disclosed under this section and any order or regulation by the  
29 commission implementing the provisions of this section may not  
30 include the personally identifiable information of a customer.

1     (f) Technical assistance.--In accordance with the  
2 commission's standards and based on the funds available to the  
3 commission, the commission shall provide technical assistance to  
4 public utilities to develop and implement the information  
5 collection requirements under this section.

6     Section 10. Sections 1417 and 1419 of Title 66 are amended  
7 to read:

8     § 1417. Nonapplicability.

9     This chapter shall not apply to victims under a protection  
10 from abuse order as provided by 23 Pa.C.S. Ch. 61 (relating to  
11 protection from abuse), a written certification from a domestic  
12 violence counselor/advocate as defined in 23 Pa.C.S. § 6102  
13 (relating to definitions) or a court order issued by a court of  
14 competent jurisdiction [**in this Commonwealth**], which provides  
15 clear evidence of domestic violence against the applicant or  
16 customer.

17     § 1419. Expiration.

18     This chapter shall expire December 31, [**2024**] 2034.

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