

What the Pennsylvania Public Utility Commission Regulates



The PUC has jurisdiction over 11 electric distribution companies who serve the majority of the Commonwealth. Rural electric cooperatives and most utilities owned and operated by cities, boroughs or townships are not regulated by the Commission. For information on these, contact the electric co-op, Pennsylvania Rural Electric Association, or your municipality.



The PUC has jurisdiction over 25 gas utilities. It does not have jurisdiction over bottled propane gas, and most utilities owned and operated by cities, boroughs, or townships. For information on these, contact your local municipality or the state Attorney General's Office.



The PUC has jurisdiction over intrastate, local, toll and access telephone services and providers. The Commission does not regulate broadband, wireless, or cable TV companies. For more information on these, contact your local municipality about cable TV problems or the Federal Communications Commission (FCC).



The PUC regulates motor carriers that transport property, passengers and household goods such as taxis, moving companies, limousines. It also conducts motor vehicle, railroad facility, and track inspections. The Commission also regulates Transportation Network Companies such as Uber and Lyft.

Note: Taxis, limousines and Transportation Network Companies operating in Philadelphia are regulated by the Philadelphia Parking Authority, not the PUC.



The PUC's Pipeline Safety Division conducts inspections on pipelines operated by public utilities that fall under PUC jurisdiction and ensures compliance with state and federal safety regulations. The PUC enforces federal and Commission pipeline safety regulations as they apply to public utilities providing natural gas distribution and intrastate transmission service, and public utilities providing intrastate transmission of hazardous liquids.



The PUC has jurisdiction over more than 160 water and wastewater utilities, including a number of municipal water and wastewater utilities. However, the Commission does not have jurisdiction over utilities owned and operated by municipalities, cities, boroughs or townships unless a municipality is serving customers who reside outside of its corporate boundaries. The PUC maintains jurisdiction over the rates and service to these outside customers.

For Further Information, Contact the Public Utility Commission:

Write

PA Public Utility Commission
Bureau of Consumer Services
400 North Street
Harrisburg, PA 17120

Call

1-800-692-7380
For people with speech or hearing
loss, dial 7-1-1 (Telecommunications
RelayService)

Website

www.puc.pa.gov

