

ANNUAL REPORT

PENNSYLVANIA
PUBLIC UTILITY
COMMISSION

2024-25

PAPUC

TABLE OF CONTENTS

COMMISSIONER LETTER.....	3
COMMISSION STAFF.....	4
PUC ORGANIZATIONAL CHART.....	7
PUC BUDGET.....	8
INTRODUCTION.....	9
FILING & RESOURCES.....	10
2024-25 ACCOMPLISHMENTS.....	11
2024-25 AUDITS UPDATE.....	18
2024-25 RATE CASE PROCEEDINGS.....	20
2024-25 MERGERS & ACQUISITIONS.....	27
2024-25 COMMONWEALTH COURT DECISIONS.....	29
TELEPHONE DIRECTORY.....	BACK PAGE



Pictured left to right are Commissioner Kathryn L. Zerfuss, Commissioner Ralph V. Yanora, Chairman Stephen M. DeFrank, Commissioner John F. Coleman Jr. and Vice Chair Kimberly M. Barrow.

COMMISSIONER LETTER

THE HONORABLE JOSH SHAPIRO

GOVERNOR OF PENNSYLVANIA

THE HONORABLE AUSTIN DAVIS

LIEUTENANT GOVERNOR OF PENNSYLVANIA

MEMBERS OF THE PENNSYLVANIA GENERAL ASSEMBLY

We are pleased to submit the FY 2024-25 Annual Report for the Pennsylvania Public Utility Commission (PUC). This report covers actions taken between July 1, 2024, and June 30, 2025.

As required by Section 321 of the Public Utility Code, 66 Pa. C.S. § 321, the Annual Report highlights the significant orders, decisions and issues the PUC faced over the course of the year in fulfillment of our mission, as regulators and protectors of the public interest.

This fiscal year, the Commission met record-setting workloads, and made advancements in consumer protection, regulatory modernization, and public outreach. The landscape has changed significantly in recent years — with new responsibilities from the General Assembly, new leadership and evolving issues at the forefront, such as data centers, resource adequacy and affordability — all of which call for us to be thoughtful and adaptive in preparing for the opportunities ahead.

The PUC gained momentum with its “PAPUC Forward” five-year operational strategic plan, which is focused on people & culture, project management capability, process & operational excellence, technology modernization, and communications; modernized and clarified sections of PUC water and wastewater regulations related to practice before the Commission, updating those procedures for the first time in nearly 20 years; completed an Advanced Notice of Proposed Rulemaking pertaining to the Commission’s cybersecurity regulations; released multiple audits across regulated utilities; continued its efforts to expand broadband services across the state and encourage the universal deployment of advanced broadband networks and services to improve the quality of life for all Pennsylvanians; focused on public safety through its investigations and enforcement related to pipeline, electric and motor carrier safety; and as part of its signature public campaign efforts like #CallUtilitiesNow, SaveInPA, and Prepare Now, helped families and small businesses stay connected to critical services, manage rising energy costs, and prepare for storms and extreme weather.

We will continue our mission to balance the needs of consumers and utilities; ensure safe and reliable utility service at reasonable rates; protect the public interest; educate consumers to make independent and informed utility choices; further economic development; and foster new technologies and competitive markets in an environmentally sound manner. We look forward to the next fiscal year and continuing our important mission.



Stephen M. DeFrank
Chairman



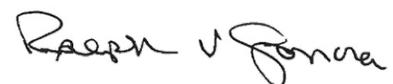
Kimberly M. Barrow
Vice Chair



Kathryn L. Zerfuss
Commissioner



John F. Coleman, Jr.
Commissioner



Ralph V. Yanora
Commissioner

COMMISSION STAFF



JENNIFER BERRIER
EXECUTIVE DIRECTOR



KELLY MONAGHAN
*DEPUTY EXECUTIVE
DIRECTOR*



ROBERT C. GRAMOLA
*DIRECTOR
BUREAU OF
ADMINISTRATION*



CHARLES RAINEY
*DIRECTOR & CHIEF ALJ
OFFICE OF
ADMINISTRATIVE
LAW JUDGE*



CHRIS YOTHER
*DIRECTOR
BUREAU OF AUDITS*



TOM CHARLES
*DIRECTOR
OFFICE OF
COMMUNICATIONS*



DAN MUMFORD
*DIRECTOR
OFFICE OF
COMPETITIVE
MARKET OVERSIGHT*



LORI MOHR
*DIRECTOR
BUREAU OF
CONSUMER SERVICES*



MICHAEL HOLKO
*DIRECTOR
OFFICE OF CYBERSECURITY,
COMPLIANCE AND
OVERSIGHT*



MICHAEL ROBERTS
*DIRECTOR
OFFICE OF HUMAN
RESOURCES*



ALLISON KASTER
*CHIEF PROSECUTOR
BUREAU OF
INVESTIGATION &
ENFORCEMENT*



DAVID SCREVEN
*CHIEF COUNSEL
LAW BUREAU*



JJ LIVINGSTON
*DIRECTOR
OFFICE OF
LEGISLATIVE AFFAIRS*



MATT HOMSHER
*DIRECTOR
SECRETARY'S BUREAU*



KIMBERLY HAFNER
*DIRECTOR
OFFICE OF SPECIAL
ASSISTANTS*



PAUL DISKIN
*DIRECTOR
BUREAU OF TECHNICAL
UTILITY SERVICES*

THE EXECUTIVE DIRECTOR is responsible for the oversight of the day-to-day management of the Commission's functions and staff. This position is responsible for the overall planning, direction, organization and operation of the Commission. Also, the Executive Director develops, recommends to the Commissioners, and implements the PUC's strategic plans and policies.

THE DEPUTY EXECUTIVE DIRECTOR (DIRECTOR OF REGULATORY AFFAIRS) oversees and manages the functions of the Bureau of Audits, the Office of Administrative Law Judge, the Bureau of Consumer Services, the Office of Special Assistants, and the Bureau of Technical Utility Services to ensure orderly examination and thorough analysis of complex utility legal and technical matters and to further foster cross-bureau collaboration.

THE BUREAU OF ADMINISTRATION is responsible for overseeing administrative, fiscal and personnel functions. The Bureau of Administration is comprised of the Office of Human Resources; Management Information Systems, which oversees technology; the Secretary's Bureau; the Office of Administrative Services, which is responsible for office services; and the Financial and Assessment Section that handles budget issues and the financial functions of the Commission.

THE OFFICE OF ADMINISTRATIVE LAW JUDGE fulfills a judicial role within the Commission by hearing cases, mediating cases through the alternative dispute resolution process and issuing Decisions. The office's primary duty is to provide fair and prompt resolution of contested proceedings before the Commission. The Administrative Law Judges (ALJs) are attorneys with experience in administrative law who preside over the hearings in cases, which can include consumer complaints, rate filings, investigations, ability to pay/billing disputes and applications.

THE BUREAU OF AUDITS performs financial, management, operational and specialized audits on electric, natural gas, steam heat, wastewater, water and telecommunications utilities. It also reviews certain adjustment clause rate filings and 1307(e) reconciliation statements. The audits may result in recommendations to refund over-recovered costs and to improve accounting/operational procedures that could save utilities and consumers money.

THE OFFICE OF COMMUNICATIONS is charged with handling Commission media relations, external communications, internal communications, consumer education and communications technology, in addition to acting as the lead staff for the Consumer Advisory Council. The office is responsible for issuing press releases, responding to media calls, conducting consumer-education campaigns, distributing educational materials, creating internal and external publications, coordinating the PUC's websites and social media, and managing livestreaming and communications technology.

THE OFFICE OF COMPETITIVE MARKET OVERSIGHT serves as the Commission's electric and natural gas choice ombudsman, and oversees the development and functioning of the competitive retail electric and natural gas supply markets, in addition to providing a forum for informal dispute resolution.

THE BUREAU OF CONSUMER SERVICES investigates and issues decisions on informal complaints from residential and small commercial customers and enforces the PUC's customer service regulations. The bureau also serves as an intermediary between utilities and consumers, mediating complaints, making payment agreements, and implementing and monitoring universal service and energy policy. The bureau prepares annual reports for the Commission and General Assembly on complaint handling, customer service performance, universal services and collection performance.

THE OFFICE OF CYBERSECURITY COMPLIANCE AND OVERSIGHT advises the Executive Director and Commissioners on policy issues and procedural improvements involving cybersecurity oversight functions of regulated utilities; drafts proposed cyber-related regulations; and oversees the preparation of documents related to cybersecurity policies and procedures.

THE OFFICE OF HUMAN RESOURCES is responsible for planning, organizing and directing a comprehensive human resource services program for the Public Utility Commission. This includes personnel and position management, labor relations, staff development, equal opportunity, recruitment and placement, employee benefits and services, personnel and leave transactions, and complement management. The bureau provides administrative and advisory services to the Executive Director, Director of Administration and PUC management.

THE BUREAU OF INVESTIGATION AND ENFORCEMENT serves as the prosecutorial bureau for purposes of representing the public interest in ratemaking matters. The bureau also prosecutes service matters before the Office of Administrative Law Judge and enforces regulatory compliance with the state and federal motor carrier safety, damage prevention, electric safety, and gas pipeline safety laws and regulations. The bureau handles rail safety enforcement proceedings and investigates referrals from other bureaus. The bureau also prepares administrative reports for the Commission.

THE LAW BUREAU acts as the Commission's in-house legal counsel in three main areas: advisory, representational and enforcement, providing legal advice to the Commission regarding electric, natural gas, telecommunications, water/wastewater and transportation matters, as well as proposed legislation, and regulatory and policy statements. The bureau's director serves as Chief Counsel to the Commission. The Law Bureau represents the Commission before state and federal courts and before other state and federal agencies.

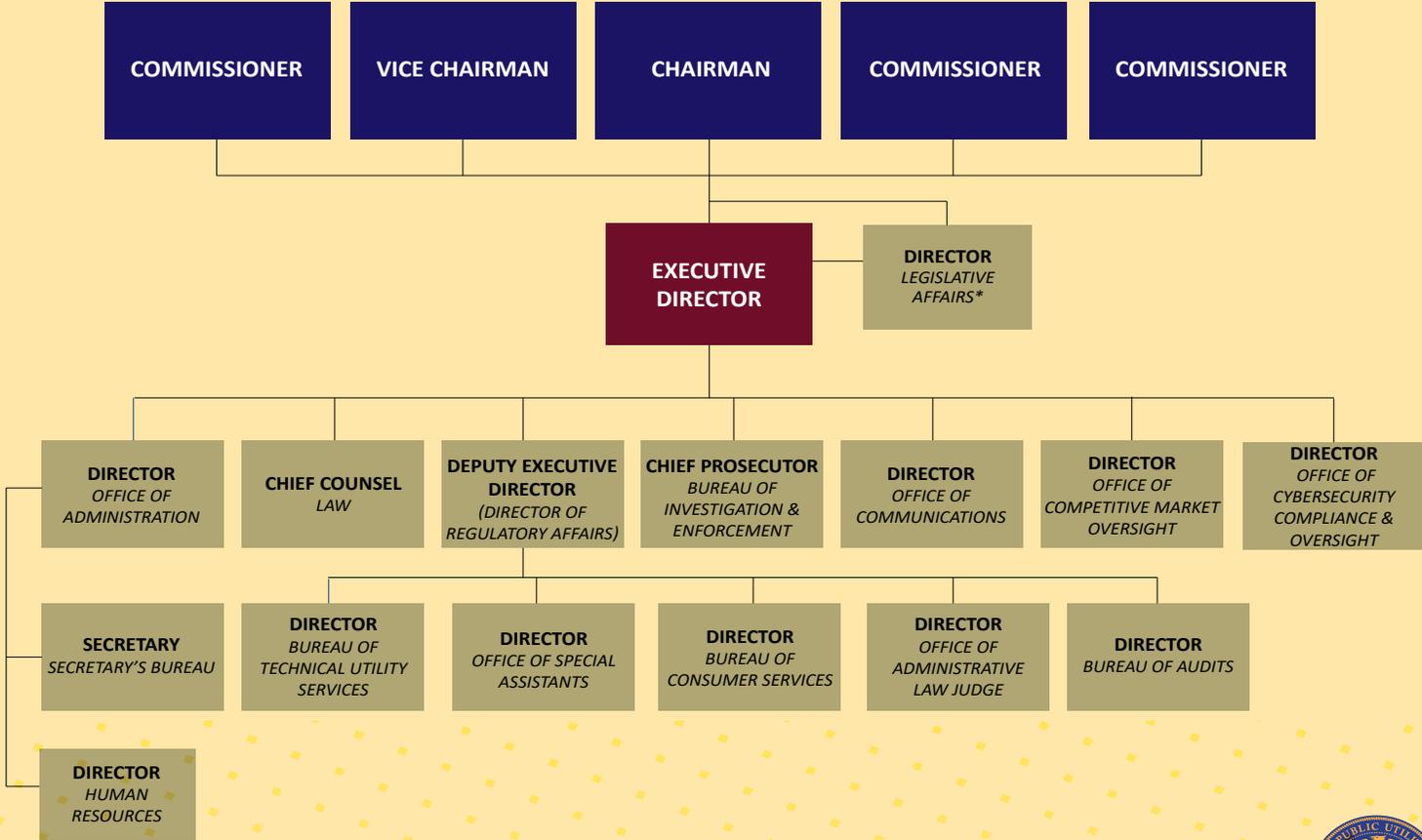
THE OFFICE OF LEGISLATIVE AFFAIRS acts as the liaison between the PUC and the Governor's Office, the General Assembly and the Pennsylvania Congressional Delegation; identifies legislation that may affect the Commission or public utilities and obtains staff analysis; provides relevant information to the legislature; and promotes the Commission's position on legislation and issues with the General Assembly.

THE SECRETARY'S BUREAU is the PUC's official point of contact with the public. The Secretary serves as the prothonotary of the Commission, and all documents and filings received by the Commission must be officially filed with the Secretary. The bureau processes, docket and assigns all filings to the appropriate bureaus within the Commission for review and recommendation. All official Commission actions and decisions are issued over the Secretary's signature. The Secretary's Bureau coordinates the Commission's Public Meeting agendas, records the minutes of each Public Meeting, and issues all Commission Orders, Decisions and Secretarial Letters. The Secretary also is the Commission's official Right to-Know Officer.

THE OFFICE OF SPECIAL ASSISTANTS is the Commission's advisory support bureau, providing legal and technical advice to the Commission primarily regarding challenges to Administrative Law Judge Decisions, as well as policy issues; drafts proposed Opinions and Orders containing a review of the facts, the applicable law and a proposed resolution of the issues raised in contested proceedings; drafts Opinions and Orders pursuant to Motions adopted at Public Meeting; and reviews Petitions for Relief following the issuance of Commission Orders.

THE BUREAU OF TECHNICAL UTILITY SERVICES serves as the principal technical advisory bureau to the Commission regarding fixed and transportation utility regulatory matters, as well as an adviser to the PUC on technical issues for electric, natural gas, water and wastewater, and telecommunications utilities. The bureau also offers policy recommendations on rates, tariffs and regulatory matters; processes utility applications; and coordinates emergency operations of utilities.

PUC ORGANIZATIONAL CHART



*Dual reporting relationship to Commissioners and Executive Director



PUC BUDGET

EXECUTIVE GOVERNMENT OPERATIONS

GENERAL GOVERNMENT FUND

	GENERAL FUND Estimated 2024-25 Expenditures	GENERAL FUND Approved 2025-26 Budget
State Funds:		
Personnel	\$71,844,000	\$75,893,000
Operating	15,892,000	19,463,000
Fixed Assets	650,000	650,000
TOTAL STATE FUNDS	\$88,386,000	\$96,006,000
Federal Funds:		
Budgetary Reserve	0	2,500,000
Personnel	\$6,386,000	\$4,867,000
Operating	1,330,000	743,000
TOTAL FEDERAL FUNDS	\$7,716,000	\$8,110,000
OTHER FUNDS	\$0	\$0
TOTAL COMMISSION BUDGET	\$96,102,000	\$104,116,000

OTHER REVENUE SOURCES

	2024-25 RECEIPTS
Unconventional Gas Well Fund	\$1,000,000
Unconventional Gas Well Fund - Act 13 Administration	\$607,300
Filing & Fees	129,948
Application Fees	479,076
Assessment & Supplemental Fees	77,098,789
UCR	4,945,527
Damage Prevention Fines	2,255,378
Violation of Order Fines	939,786
Federal - Gas Pipeline Safety	4,200,000
Federal - Motor Carrier (Motor Carrier Safety Administration Program)	2,016,000
Federal - Transmission Siting Program	1,500,000
TOTAL	\$93,671,803

2024-25 APPLICATION FEES, FILING & COPY FEES & FINES

	1ST QUARTER	2ND QUARTER	3RD QUARTER	4TH QUARTER	2024-25 TOTAL
Unconventional Gas Well - Act 13 Administration	\$0	\$0	\$13,350	\$593,900	\$607,300
Filing & Fees	\$94,786	\$24,883	-\$11,068	\$21,347	\$129,948
Application Fees	\$108,265	\$59,289	\$63,801	\$247,721	\$479,076
Assessments & Supplemental Fees	\$43,722,810	\$33,147,276	\$202,854	\$25,849	\$77,098,789
Unified Carrier Registration	\$0	\$3,156,042	\$1,789,568	-\$83	\$4,945,527
Damage Prevention Fines	\$575,706	\$351,338	\$746,434	\$581,900	\$2,255,378
Violation of Order Fines*	\$46,297	\$8,750	\$745,449	\$139,291	\$939,786
TOTAL	\$44,547,913	\$36,747,577	\$3,550,388	\$1,609,925	\$86,455,803

*Fines deposited into the state General Fund

INTRODUCTION

The PUC oversees nearly 8,000 entities, including the following in-state services: electricity; natural gas; telecommunications and broadband (availability and speed in accordance with Pennsylvania statutory standards); water and wastewater collection and disposal; steam heat; transportation of passengers and property by motor coach, truck, taxicab and transportation network companies (TNCs); pipeline transmission of natural gas and hazardous materials; electric safety; damage prevention; and public highway-railroad crossings.

ORGANIZATION – Established on March 31, 1937, by the Pennsylvania General Assembly.

MISSION STATEMENT – 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.

LOCATIONS – Harnarville, Harrisburg, Philadelphia, Pittsburgh and Scranton.

FUNDING – The PUC is funded by assessments on the regulated entities based upon intrastate revenues and by federal grant monies.

PUBLIC MEETINGS – The PUC’s Public Meetings are held in-person at the Harrisburg headquarters and livestreamed on the PUC website.

VISION STATEMENT – To be leaders in state utility regulation with creative, forward-thinking, proactive oversight services, anticipating and addressing the rapidly evolving utility needs of Pennsylvania consumers.



FILING & RESOURCES

The Secretary's Bureau received 31,478 filings this past fiscal year and served 9,537 documents, including 863 Orders and 6,497 Secretarial Letters. The Commission received more than 170 Right-to-Know requests.

The PUC's Office of Administrative Law Judge presided over a mix of telephonic and in-person hearings – a total of 661 evidentiary hearings and 64 public input hearings. In addition, 325 cases were resolved through mediation. Presiding officers rendered 469 written decisions.

Throughout the fiscal year, the PUC's Office of Special Assistants (OSA) prepared 216 Orders for Commission consideration at Public Meetings in proceedings involving consumers and regulated utilities. OSA also issued Secretarial Letters to address matters involving delegated authority and to address procedural issues in proceedings.

The PUC's Law Bureau regularly represented the Commission in an average of 40 open state and federal court appeals, administrative proceedings and matters involving affirmative litigation.



2024-25 ACCOMPLISHMENTS

STRATEGIC PLAN

The PUC launched its “PAPUC Forward” five-year operational strategic plan, with People & Culture, Project Management Capability, Technology Modernization, Process & Operational Excellence, and Communications as strategic focus areas and objectives. With its people at the heart of the plan, the PUC aims to further strengthen its commitment to public service and positions the agency to successfully anticipate and respond to future challenges.

“PAPUC Forward: Our Commission. Our Future” includes a vision, mission and values for the Commission moving forward. During the fiscal year, the PUC communicated the plan with all employees across the state with launch events. Following the launch events, the PUC began implementing tasks under the plan.

During the first year of the strategic plan implementation:

- Within the People & Culture and Communications focus areas, the PUC distributed employee engagement surveys on Commission communications and transparency; deployed an internal Teams Channel for employee resources and updates; enhanced an online suggestion box initiative for employees to submit ideas for operational improvements; expanded the PUC’s internship program; and diversified recruitment strategies to attract talent to PUC employment.



- In the Technology Modernization and Project Management focus areas, the Commission conducted and implemented a third-party IT assessment focusing on skills, staffing, and capacity. Management quickly took several actions, including:
 - Building and formalizing a Project Management Office;
 - Finalizing a monthly scorecard to monitor and improve IT project performance;
 - Reconstituting the PUC’s Technology Planning Committee;
 - Developing a new project intake process; and
 - Creating a new Data Management Office to assist with visualizing the PUC’s data.
- As part of Process & Operational Excellence and Technology Modernization, the PUC held a Power Business Intelligence (BI) training for data-driven decision-making and collaboration.
- As part of the Process & Operational Excellence focus, the Commission prepared to launch a new, modernized hiring process to standardize and evolve operations for common and consistent execution.

The PUC is fully committed to implementing initiatives under PAPUC Forward and looks to build on momentum to ensure our team has the right tools to provide services in an efficient and effective way and to prepare the Commission for the future of utility regulation.

CONSUMER SERVICE ISSUES

From July 1, 2024, to June 30, 2025, the PUC’s Bureau of Consumer Services (BCS) answered more than 132,000 calls and online complaint forms, resulting in more than 79,000 informal complaints and customer inquiries investigated and resolved. Customers contacted BCS for a variety of reasons, including payment arrangement requests and billing disputes.

BCS staff worked this year to reduce the informal complaint caseload to historic levels. Typically, the five-year average near the end of each January stands at approximately 5,200 cases. However, thanks to the significant efforts of Customer Assistance and Complaints Division (CACD) staff, the caseload in the beginning of February 2025 was 1,970 cases. This noteworthy achievement comes despite the fact that the volume of complaints coming into BCS remained consistent with the five-year average.

The PUC approved the Low-Income Usage Reduction Program (LIURP) Final-Form Rulemaking Order (FFRO) on March 13, 2025, at Docket No. L-2016-2557886. BCS and the Law Bureau drafted the FFRO, to revise the regulations governing public utility LIURPs in Chapter 58 of the 52 Pa. Code. The revisions create consistency in LIURP definitions, reporting requirements, and program procedures. They allow public utilities to calculate potential energy savings on a per-job basis rather than a per-measure basis to permit more comprehensive energy audits and weatherization treatments, providing customers with deeper long-term energy savings. The revised regulations also support the development of innovative technologies and practices, such as the use of renewable energy, through LIURP pilot programs. The FFRO is expected to be approved by the Independent Regulatory Review Commission in Fiscal Year 2025-26.

COMMUNICATING WITH CONSUMERS

The PUC’s Office of Communications played a central role in 2024–25 by extending the Commission’s reach to consumers, communities, and stakeholders across Pennsylvania. The consumer-education team successfully organized Be Wise and Be Utility Wise conferences, engaging more than 660 human service professionals and equipping them with tools to better serve households in need. The Commission also launched

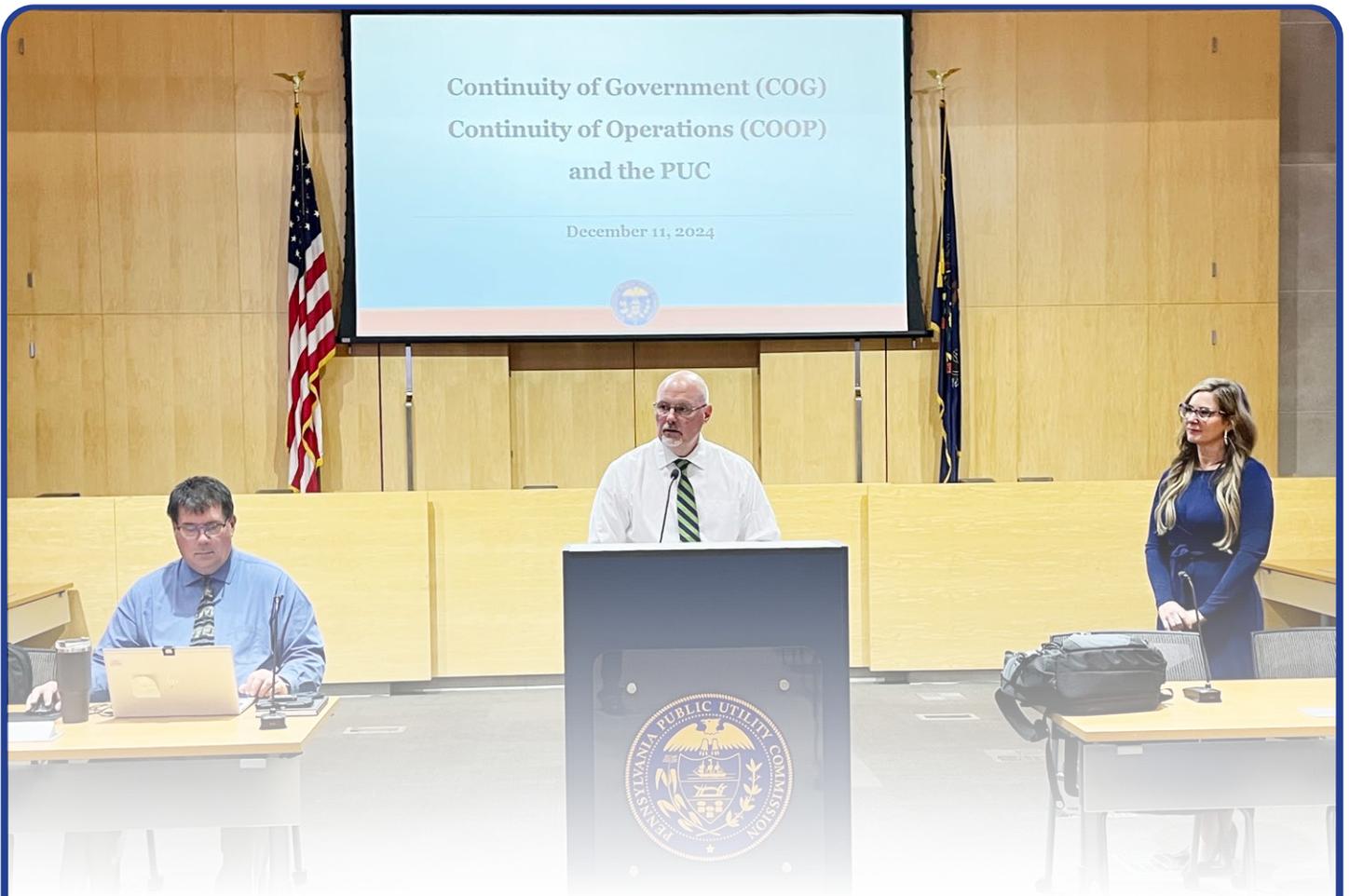


enhancements to PAPowerSwitch.com, consolidating content and streamlining navigation to make energy shopping simpler and more accessible for consumers.

Throughout the year, Communications staff supported dozens of public input hearings tied to major rate cases, ensuring that affected communities were informed and able to share their voices. The PUC also coordinated extensive outreach following high-profile safety incidents, including public updates and educational efforts in the wake of the West Reading chocolate factory explosion, helping to underscore the PUC's role in protecting public safety and reinforcing trust in utility oversight.

Public education campaigns remained a cornerstone of the year's work. Signature efforts like #CallUtilitiesNow, SaveInPA, and Prepare Now helped families and small businesses stay connected to critical services, manage rising energy costs, and prepare for storms and extreme weather. Seasonal initiatives — including the Winter Utility Bill Checklist, Ways to Stay Cool, and targeted alerts about deceptive websites, spoofing scams, and electric safety around downed power lines — provided timely guidance to Pennsylvanians navigating changing conditions and new threats.

The PUC enhanced its direct community presence, including a strong showing at the Pennsylvania Farm Show, where a consumer education booth and Commissioner participation in an electric safety demonstration drew significant public attention. In addition, the team amplified PUC messaging during major storm events, from spring outages in Pittsburgh to summer heatwaves statewide, reinforcing the Commission's commitment to transparency and timely information. Finally, Communications staff continued to elevate the voice of the PUC on a broader stage, contributing to regional and national utility forums. By sharing lessons from Pennsylvania and engaging in national conversations, the PUC helps shape the dialogue around affordability, reliability, and consumer protection across the country.



WATER/WASTEWATER ISSUES

The PUC continued efforts to modernize and clarify sections of PUC regulations related to practice before the Commission, updating those procedures for the first time in nearly 20 years.

Act 120 of 2018 amended the Public Utility Code by permitting public utilities to recover the cost to replace customer-owned lead service lines (LSLs) and damaged wastewater service laterals. Accordingly, the Commission promulgated regulations addressing LSL replacements (LSLRs) in Chapter 65 and creating a new Chapter 66 to address wastewater service and service line replacements. These regulations became effective on July 23, 2022.

Separately, the United States Environmental Protection Agency (EPA) set forth revisions to the National Primary Drinking Water Regulation for lead and copper, referred to as the Lead and Copper Rule Revisions (LCRR) that became effective on Dec. 15, 2021, with a compliance date of Oct. 16, 2024. The Pennsylvania Department of Environmental Protection (DEP) is the primacy agency responsible for administering the LCRR. The Commission's LSLR regulations incorporate the LCRR inventory requirement and will be implemented on a similar timeframe. The Commission completed an extensive LSLR program implementation outreach effort to all water public utilities that included several reminder letters and a call campaign to provide water public utilities information regarding the Commission's requirements. Additionally, the Commission prepared and published on its website a LSLR Program Petition and Plan Template and Model Pro Forma Tariff Supplement as guides to assist water public utilities. As of June 30, 2025, 29 water public utilities had filed a petition for approval of an LSLR program and the Commission approved one LSLR program. Additionally, 12 water public utilities have filed a petition for approval of a waiver from Commission LSLR regulations.

The PUC continues to engage with the EPA and DEP's Bureau of Safe Drinking Water in regard to updated Per- and Polyfluoroalkyl Substances (PFAS) regulations and any potential issues with jurisdictional water utilities. The PUC also continues to informally monitor PFAS operational and cost impacts with Class A jurisdictional water utilities on an annual basis.

EMERGENCY PREPAREDNESS

The PUC's Office of Cybersecurity and Compliance Oversight completed an Advanced Notice of Proposed Rulemaking pertaining to the Commission's cybersecurity regulations, led by the Commission's Cybersecurity Incident Response Team in response to reported cybersecurity incidents. Staff also worked with the regulated utility community to create a cybersecurity notice of proposed rulemaking pertaining to the Commission's cybersecurity regulations.

Commission staff facilitated and participated in several emergency preparedness exercises, trainings, and activities with colleagues from the Pennsylvania Emergency Management Agency (PEMA), along with state and federal agencies and utility stakeholders. The PUC also helped to plan a black sky communications exercise, which was facilitated by the Cybersecurity & Infrastructure Security Agency (CISA). The PUC also facilitated a Black Sky Steering Committee (BSSC) meeting. The Black Sky Steering Committee is a collaboration between state agencies and critical infrastructure industry partners on planning for and responding to a large-scale, long-duration power outage event.

In addition to the external exercises, the PUC also planned and facilitated a continuity of operations plan (COOP) exercise for the Commission's senior leaders. PUC primary Agency Representatives (AREPs) also attended the PA Election tabletop exercise at PEMA, the Commonwealth's 2025 All Hazards Exercise, several nuclear power plant exercises, and emergency drills hosted by jurisdictional electric utilities.

RATE CASES

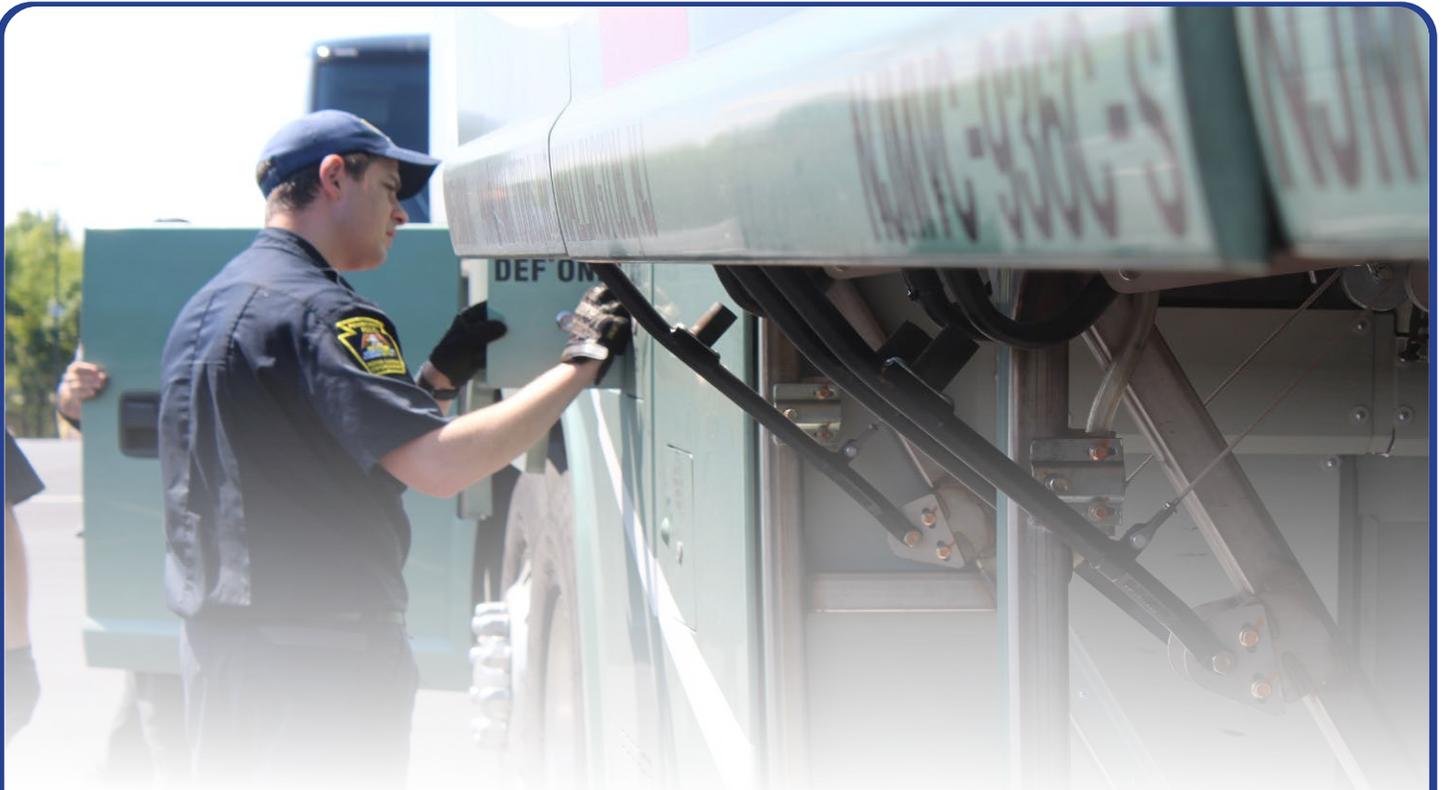
The PUC's rates and technical divisions participated in 14 base rate cases with a total requested increase value of more than \$1.793 billion, five Section 1329 acquisitions and six Section 1307(f) annual purchased gas cost filings.

ENERGY RETAIL MARKETS

The PUC's Office of Competitive Market Oversight continued to monitor the developments with energy markets and our efforts to help consumers deal with affordability concerns and to navigate the retail market. Increasing wholesale electric and natural gas prices in 2025 and uncertainty about future wholesale markets and pricing led to fewer long-term supplier offers. This more challenging shopping environment likely led to the plateauing of the number of shopping customers in late 2024 and in 2025, after two years of increases.

As of July 2025, 1,539,217 electric customers representing 62.6% of the total electricity load in Pennsylvania were obtaining generation service from competitive suppliers. This is a slight decrease from just over 63% the previous year. Increasing wholesale prices also led to higher default service prices for most of those customers who did not choose an alternative energy supplier. As of June 2025, all of the state's Electric Distribution Companies (EDCs) will be revising their residential/small commercial default service Prices to Compare (PTCs) twice a year, on June 1 and December 1.

Also, effective June 1, 2025, PPL, PECO, Duquesne Light, UGI Electric, Wellsboro Electric, and Citizens' Electric implemented their recently-litigated Default Service Plans (DSPs) that address how these EDCs procure and provide default service over the next four years.



SAFETY ISSUES

The PUC's Safety Divisions conducted 2,671 electric and pipeline safety field inspections. Pipeline Safety responded to and completed 20 pipeline related incident and complaint investigations while the Electric Safety Division responded to 171 reported situations involving unplanned investigations.

Also, during 2024, 1,127 underground facility owners, excavators and project owners were directed to attend Act 50 training (related to the Pennsylvania One Call Law), while the PUC's Damage Prevention Committee approved 3,778 violations related to 870 cases that were addressed during this year's 11 DPC meetings.

The PUC's Motor Carrier Enforcement Division completed 360 safety fitness reviews, 1,619 federal New Entrant Safety Audits and 4,454 roadside inspections of commercial motor vehicles.

Meanwhile, the PUC's Rail Safety Section conducted and submitted 1,315 Federal Railroad Administration (FRA) inspections, and reviewed 70 reported crossing incidents involving a train and an automobile or pedestrian.

IMPACT FEES

The Commission continued to play a vital role in Pennsylvania's economy, collecting and distributing \$164.6 million in impact fees from natural gas producers. This year's contributions bring the 14-year total to more than \$2.88 billion, benefiting communities across the Commonwealth.

RESOURCE ADEQUACY AND DATA CENTER GROWTH

The PUC held a technical conference in November 2024 to discuss electric resource adequacy in Pennsylvania. Topics included load carrying capacity, finding the right mix of resources, facilitating completion of the construction of generation resources and how the PUC can ensure resource adequacy for electric distribution customers.

In late April, the Commission convened a public hearing exploring the growing impact of large-scale electric customers, including data centers and other high-energy users, on the state's electric grid. The hearing brought together electric utilities, major energy users, and consumer advocates to examine the challenges and opportunities presented by these high-demand customers. The PUC sought testimony and input on a range of topics that will help inform future policy, including the development of a model tariff to guide how large load customers connect to the grid.

TELECOMMUNICATIONS EFFORTS

The PUC remains focused on ensuring that those who need it have access to safe and reliable basic local telephone service at just and reasonable rates. Among other things, this past fiscal year, the PUC again recognized Digital Connectivity & Lifeline Awareness Week to help income-eligible Pennsylvanians stay connected through the Lifeline program.

In September 2023, the Commission issued an Advanced Notice of Proposed Rulemaking on possible updates to and reform of the Pennsylvania Universal Service Fund for telecommunications. Comments were received in February and March 2024. The Commission is currently reviewing comments for potential further action in the form of a Notice of Proposed Rulemaking.

Regarding emergency services, on Feb. 25, 2025, the Commission resolved a dispute between several incumbent local exchange carriers (ILECs) and NextGen Communications Inc. (NextGen), the 911 service provider in Pennsylvania. The dispute involved issues related to the deployment of next generation 911 services throughout the Commonwealth and seeks to make access emergency services easier and with more functionality using current technology.

With regard to broadband deployment, in January 2024, the Commission's Pole Attachment Working Group met in person at the Commission's Harrisburg offices to consider whether recent changes made by the FCC to their pole attachment regulations should be adopted in Pennsylvania. At the Sept. 26, 2024, Public Meeting, the Commission voted to adopt new FCC rules that expedite resolution of disputes between pole owners and those entities seeking to attach facilities and equipment to the poles. The new rules dramatically shorten the time period in which the Commission resolves such disputes.

In October 2024, the Commission adopted the FCC's cyclical pole inspection regulation, in addition to the FCC's dispute resolution procedures for pole attachment disputes that impede or delay broadband deployment. The FCC's rules identified the functions of its Rapid Broadband Assessment Team (RBAT). On Jan. 8, 2025, the Commission entered an Implementation Order, which established within the Commission an equivalent to the RBAT, which is known as the PA-RBAT, to more expeditiously address certain pole attachment disputes.

Shortly after the end of this fiscal year, the Commission reconvened its Pole Attachment Working Group to seek input on whether the Commission should permit additional FCC amendments to take effect in Pennsylvania by operation of law, and expects a resolution in the first half of Fiscal Year 2025-26. The Commission agrees that efficient resolution of pole attachment issues between pole owners and attachers is key to timely broadband deployment.

The Commission also has a role in the Pennsylvania Broadband Development Authority to continue its efforts to expand broadband services across the state and encourage the universal deployment of advanced broadband networks and services to improve the quality of life for all Pennsylvanians. Through its role on the Pennsylvania Broadband Development Authority, the Commission has worked to distribute more than \$1 billion in federal funding to provide broadband services to unserved and underserved areas of the Commonwealth.

2024-25 AUDITS UPDATE

The PUC Audits team released 36 reports covering 89 years of adjustment clauses, and reviewed and approved approximately 335 adjustment clause filings. Management Audit staff released four Management Audits, two Management Efficiency Investigations and the 516 Annual Report for Calendar Year 2025.

ELECTRIC

During Fiscal Year 2024-25, the PUC released 18 reports covering 44 years of Section 1307(e) reconciliation statement audits involving default service, transmission service, energy efficiency, universal service programs, purchased power and smart meters.

The PUC also reviewed and processed 126 filings requesting changes to established adjustment clause rates and implementing revised surcharge rates, and an additional 44 Section 1307(e) reconciliation statements were reviewed and processed.

During Fiscal Year 2024-25, the PUC performed one management audit, including:

PPL Electric Utilities Corporation – A management and operations audit, released on July 11, 2024, made 19 recommendations to the company for improvement. The company indicated acceptance of 16 recommendations and partial acceptance of three recommendations.

NATURAL GAS

During Fiscal Year 2024-25, the PUC released 16 reports covering 41 years of Section 1307(e) and Section 1307(f) reconciliation statement audits, involving purchased gas costs, gas cost rates, distribution system improvements, restructuring and consumer education, energy conservation, and universal service audits.



STEAM HEAT

During Fiscal Year 2024-25, the PUC released zero Section 1307(e) reconciliation statement audits of steam cost rates.

The PUC reviewed and processed 27 filings requesting changes to established adjustment clause rates and implementing revised surcharge rates, and an additional four Section 1307(e) reconciliation statements that were reviewed and processed.

WATER/WASTEWATER

During Fiscal Year 2024-25, the PUC released two reports covering four years of Section 1307(e) reconciliation statement audits of distribution system improvement charges.

The PUC also reviewed and processed 41 filings requesting changes to established adjustment clause rates and implementing revised surcharge rates, and an additional 11 Section 1307(e) reconciliation statements were reviewed and processed.

During Fiscal Year 2024-25, the PUC performed two management and operations audits and one management efficiency investigation, including:

Veolia Water Pennsylvania Inc. – A management and operations audit, released on Jan. 23, 2025, made 15 recommendations to the company for improvement resulting in projected annual savings of \$68,000. The company indicated acceptance of 13 recommendations and partial acceptance of two recommendations.

Newtown Artesian Water Company Inc. – A management and operations audit, released on March 27, 2025, made 11 recommendations to the company for improvement. The company indicated acceptance of 10 recommendations and rejection of one recommendation.

Aqua Pennsylvania Inc. – A management efficiency investigation (combined with a management efficiency review of Peoples Natural Gas Company LLC), released on April 24, 2025, reviewed the company's progress in implementing 25 recommendations, of which 15 were substantially implemented to verify the companies realized \$2 million in annual savings and \$2.8 million in one-time savings. In addition, 28 additional recommendations were issued with the company indicating acceptance of 22 and partial acceptance of six recommendations in its implementation plan resulting in projected one-time savings of \$1.25 million.

TELECOMMUNICATIONS AUDITS

The Commission is currently conducting an audit of the Telecommunications Relay Service Program Administration and Fund Activity for the 12 months ended Feb. 29, 2024, Feb. 28, 2023, and Feb. 28, 2022. The report is expected to be released in late 2025.

In addition, the Commission released in December 2024, the report on the Telecommunication Device Distribution Program and Print Media Access System Program (TDDP & PMASP) for the 12-month periods ending June 30, 2022, June 30, 2021, and June 30, 2020.

2024-25 RATE CASE PROCEEDINGS

This fiscal year, the Commission conducted 40 in-person hearings along with 23 telephonic hearings in rate cases involving jurisdictional utilities.

During the fiscal year, the following rate increase requests were filed and/or finalized with the Commission. Information about the ratemaking process is available on the PUC website.

ELECTRIC

● **CITIZENS' ELECTRIC COMPANY OF LEWISBURG, PA (R-2025-3054394)**

REQUESTED RATE INCREASE – \$1.8 million (11%)

APPROVED RATE CHANGE – Ongoing

PRIMARY REASON – To replace its aging distribution infrastructure and underground cable, increase conductor size to provide operating flexibility and reliability, relocate lines for reliability improvement, complete small line extensions, meet the increases in operational expenses and components driven by inflation, and earn a fair and reasonable return on its investment.

- 
- A photograph of a wooden podium in a hearing room. On the podium, there is a microphone and a sign with five numbered questions. The background shows rows of empty chairs in a large room.
- 1) STATE FULL NAME
 - 2) SPELL NAME
 - 3) WHAT IS YOUR ADDRESS?
 - 4) OCCUPATION? EMPLOYER?
 - 5) ARE YOU A CUSTOMER?

- **DUQUESNE LIGHT COMPANY (R-2024-3046523)**

REQUESTED RATE INCREASE – \$133 million (15.49%)

APPROVED RATE CHANGE – \$85.1 million (8.3%)

PRIMARY REASON – To continue replacement of distribution infrastructure, increased investment in information technology, and significantly increased costs in many areas including operations and maintenance due to inflation.

- **FIRSTENERGY PENNSYLVANIA ELECTRIC COMPANY (R-2024-3047068)**

REQUESTED RATE INCREASE – \$503.8 million (34%)

APPROVED RATE CHANGE – \$225 million (15.2%)

PRIMARY REASON – To maintain and enhance the integrity of its distribution system, attract additional capital at reasonable rates, and have a reasonable opportunity to earn a fair rate of return on its property that is used and useful in providing electric service across the Commonwealth of Pennsylvania.

- **PECO ENERGY COMPANY (R-2024-3046931) – ELECTRIC**

REQUESTED RATE INCREASE – \$464 million (29.2%)

APPROVED RATE CHANGE – \$354 million (22.3%)

PRIMARY REASON – To allow a fair return on investments, support additional investments in utility infrastructure, deploy new information technology to meet customer expectations, drive operational improvements and efficiencies, and recover higher operating expenses necessary to provide electric utility service.

- **PIKE COUNTY LIGHT & POWER COMPANY (R-2024-3052359)**

REQUESTED RATE INCREASE - \$1,874,600 (11.6%)

APPROVED RATE CHANGE – Ongoing

PRIMARY REASON – To recoup significant capital investments, improve its infrastructure and increase reliability, and modernize its electrical system in order to better serve its customers.

- **WELLSBORO ELECTRIC COMPANY (R-2025-3054392)**

REQUESTED RATE INCREASE – \$2.9 million (22%)

APPROVED RATE CHANGE – Ongoing

PRIMARY REASON – To allow investments in its distribution system to increase customer reliability and safety, maintain rights of way and replace aging infrastructure, replace its antiquated office building, weather the inflationary pressures on its costs for equipment, materials, and labor, and earn a fair and reasonable return on its investments.

NATURAL GAS

- **COLUMBIA GAS OF PA INC. (R-2024-3046519)**

REQUESTED RATE INCREASE – \$124.1 million (15.8%)

APPROVED RATE CHANGE – \$74 million (9.4%)

PRIMARY REASON – To continue the replacement and upgrading of its natural gas distribution system.

- **COLUMBIA GAS OF PA INC. (R-2025-3053499)**

REQUESTED RATE INCREASE – \$110.5 million (12%)

APPROVED RATE CHANGE – Ongoing

PRIMARY REASON – To implement a Revenue Normalization Adjustment mechanism to stabilize utility revenue regardless of changes in actual customer usage, make permanent Columbia Gas' currently effective Pilot Weather Normalization Adjustment, extend its Energy Efficiency Pilot for residential customers, and initiate an Energy Efficiency Program Pilot for small commercial customers.

- **PECO ENERGY COMPANY (R-2024-3046932) – GAS**

REQUESTED RATE INCREASE – \$111 million (23.1%)

APPROVED RATE CHANGE – \$78 million (16.2%)

PRIMARY REASON – To allow a fair return on its investments, support additional investments in utility infrastructure, deploy new information technology to meet customer expectations and drive operational improvements and efficiencies, and recover higher operating expenses necessary to provide gas utility service.

- **PEOPLES NATURAL GAS COMPANY LLC (R-2023-3044549)**

REQUESTED RATE INCREASE – \$156 million (18.7%)
APPROVED RATE CHANGE – \$93 million (11.1%)
PRIMARY REASON – To support ongoing infrastructure expenditures of approximately \$1 billion, the merger of two rate districts, the addition of a Weather Normalization Adjustment and changes to several existing tariff riders including the Tax Repairs Surcredit, Tax Cuts and Jobs Act Surcharge, and the Allegheny Valley Capacity Charge.

- **PHILADELPHIA GAS WORKS (R-2025-3053112)**

REQUESTED RATE INCREASE – \$105 million (15.7%)
APPROVED RATE CHANGE – Ongoing
PRIMARY REASON – To modernize the company's infrastructure, make the company's system safer and more efficient, improve customer service, address revenue shortfalls, and implement a Revenue Normalization Adjustment.

- **PIKE COUNTY LIGHT & POWER COMPANY (R-2024-3052357)**

REQUESTED RATE INCREASE – \$905,900 (35.8%)
APPROVED RATE CHANGE – Ongoing
PRIMARY REASON – To recoup significant capital investments, improve its infrastructure and increase reliability, and modernize its gas system in order to better serve its customers.

- **UGI UTILITIES INC. – GAS DIVISION (R-2024-3052716)**

REQUESTED RATE INCREASE - \$110.4 million (9.7%)
APPROVED RATE CHANGE – Ongoing
PRIMARY REASON – To allow it to earn a fair return on investments used and useful to serve the public safely and reliably, support infrastructure replacement programs designed to enhance safety and reliability, enhance information technology systems, and recover higher levels of certain operating expenses necessary for the provision of safe and reliable gas distribution service.

- **VALLEY ENERGY INC. (R-2025-3054393)**

REQUESTED RATE INCREASE - \$1.6 million (19%)
APPROVED RATE CHANGE – Ongoing
PRIMARY REASON – To replace its aging infrastructure, reduce the risk of over-pressurization by installing additional relief stations in areas served by low pressure systems, remove cast iron and bare steel mains from its system, meet the increases in operational expenses and components driven by inflation, and earn a fair and reasonable return of its investments.

WATER/WASTEWATER/STORMWATER

- **CONNEAUT LAKE PARK WATER CORPORATION INC. – WATER (R-2023-3041575)**

REQUESTED RATE INCREASE – \$257,797 (970.8%)
APPROVED RATE CHANGE – \$75,002 (270.2%)
The Settlement included a series of customer service improvements, including establishing and publicizing a telephone number for customers to contact the company about issues; hiring a staff members to be responsible for fielding consumer calls; providing all customers with the water system's most recent Consumer Confidence Report; creating a website to view public documents; holding public meetings; conducting water testing; and directing the PUC's Bureau of Investigation and Enforcement to begin a Section 529 proceeding.
PRIMARY REASON – To provide additional revenues needed to continue to provide safe and adequate drinking water to its customers.

- **NANTMEAL WARWICK SEWER COMPANY INC. – WASTEWATER (R-2023-3043497)**

REQUESTED RATE INCREASE – \$20,418 (45.8%)
APPROVED RATE CHANGE – \$20,418 (45.8%); The rate change is the first for Nantmeal Warwick since 2012. The revisions will allow the utility to meet increased testing requirements on its wastewater system.
PRIMARY REASON – To recover increased operating expenses due to inflation and increased Department of Environmental Protection testing requirements.

- **GREATER HAZLETON COMMUNITY-AREA NEW DEVELOPMENT ORGANIZATION, INC. T/A CAN DO INC. – WATER (R-2023-3040153)**

REQUESTED RATE INCREASE – \$999,900 (43.1%)

APPROVED RATE CHANGE – \$669,984 (28.9%)

As part of the Settlement, the company agrees not to file for a rate increase earlier than two years from the effective date of the new water tariff. This is the company’s first water rate change since December 2011, and the company did not propose a rate change for its wastewater customers.

PRIMARY REASON – To recover increased operating expenses due to inflation and increased expenditures for well operations and maintenance.

- **PENNSYLVANIA AMERICAN WATER COMPANY – WATER (R-2023-3043189)**

REQUESTED RATE INCREASE – \$199,237,084 (24.2%)

APPROVED RATE CHANGE– \$88,121,068 (10.7%)

As part of the approval, the PUC launched an investigation into the large number of water quality concerns raised by consumers during the rate case proceeding and also directed the company to target the donation of an additional \$1 million by shareholders to the utility’s Hardship Fund. In addition to cutting the request by more than 50%, the PUC enhanced essential customer assistance programs.

PRIMARY REASON – To earn a reasonable return on the fair value of its property used and useful in the public service and to maintain the integrity of its existing capital. The requested increase included an allocation of \$71,087,394 of Pennsylvania American Water Company – Wastewater Division’s (PAWC-WD’s) revenue requirements for wastewater service, pursuant to Act 11 of 2012. The approved water increase included an allocation of \$23,321,384 of PAWC-WD’s revenue requirements for wastewater service, pursuant to Act 11 of 2012.

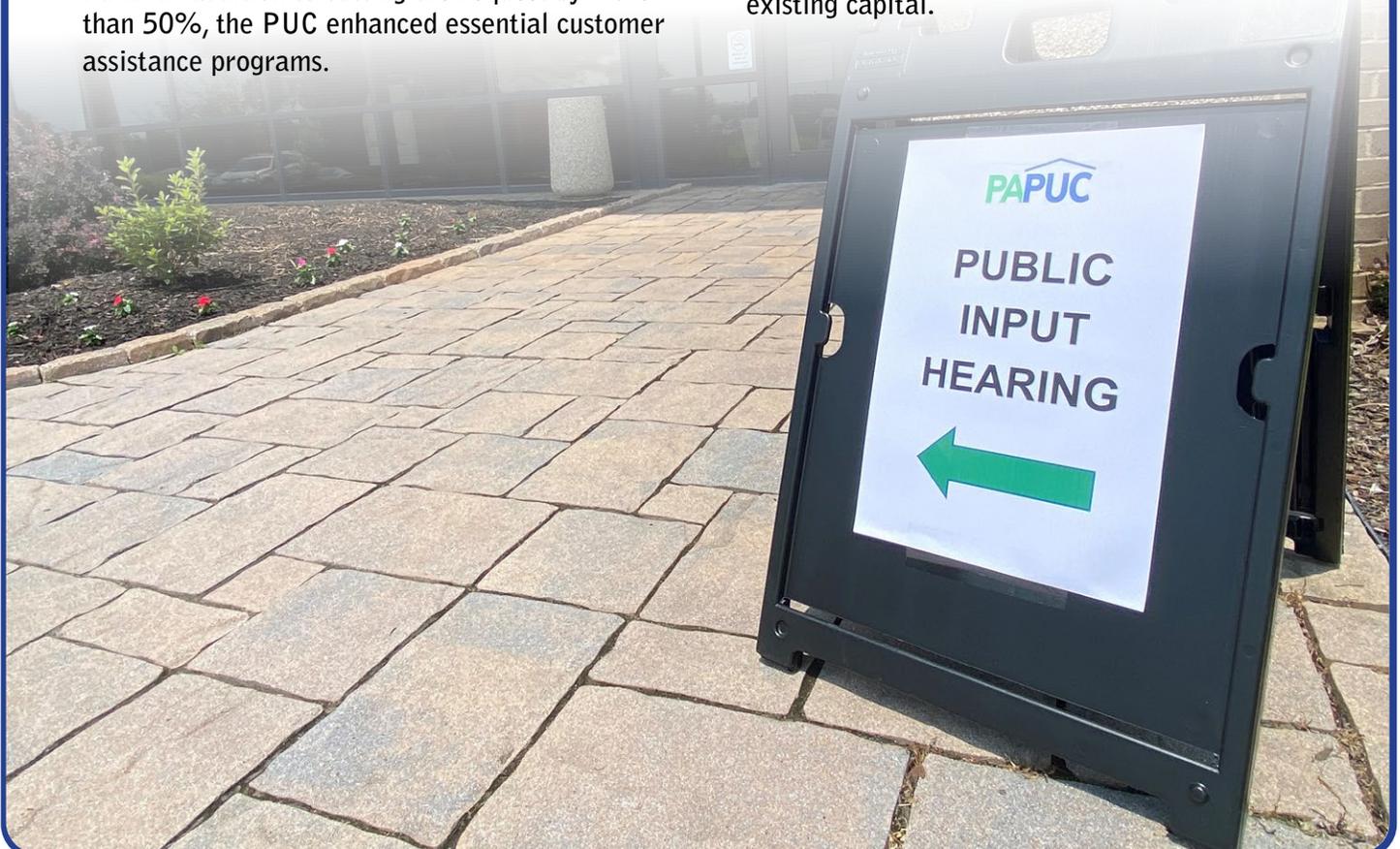
- **PENNSYLVANIA AMERICAN WATER COMPANY – WASTEWATER (R-2023-3043190)**

REQUESTED RATE INCREASE – \$4,708,827 (2.5%)

APPROVED RATE CHANGE– \$11,207,939 (6.5%)

Act 11 of 2012 allows utilities that provide both water and wastewater services to propose revenue requirement subsidization. The approved subsidization was significantly less than requested by PAWC-WD for wastewater, thus resulting in a larger rate change.

PRIMARY REASON – To earn a reasonable return on the fair value of its property used and useful in the public service and to maintain the integrity of its existing capital.



- **COMMUNITY UTILITIES OF PENNSYLVANIA INC. – WATER (R-2023-3042804)**

REQUESTED RATE INCREASE – \$1,479,390 (62.2%)

APPROVED RATE CHANGE – \$1,227,538 (51.6%)

The Settlement expanded customer assistance programs and addressed water quality and fire protection concerns by doubling the limit for the company’s low-income program; adding a permanent low-income section to its website; conducting customer outreach in both English and Spanish; performing annual system-wide leak tests; and conducting engineering and hydraulic studies to identify water pressure issues.

PRIMARY REASON – To meet its operating costs, to earn a reasonable return on its investment, and to complete significant infrastructure projects over the next two years.

- **COMMUNITY UTILITIES OF PENNSYLVANIA INC. – WASTEWATER (R-2023-3042805)**

REQUESTED RATE INCREASE – \$1,755,645 (50.9%)

APPROVED RATE CHANGE – \$1,447,621 (42.1%);

See above description for rate case details.

PRIMARY REASON – To meet its operating costs, to earn a reasonable return on its investment, and to complete significant infrastructure projects over the next two years.

- **VEOLIA WATER PENNSYLVANIA INC. – WATER (R-2024-3045192)**

REQUESTED RATE INCREASE – \$15,494,889 (26.4%)

APPROVED RATE CHANGE – \$10,899,999 (25.7%)

PRIMARY REASON – To recover costs associated with recent capital investments and increases in operating costs.

- **VEOLIA WATER PENNSYLVANIA INC. – WASTEWATER (R-2024-3045193)**

REQUESTED RATE INCREASE – \$568,719 (34.8%)

APPROVED RATE CHANGE – \$420,039 (25.7%)

PRIMARY REASON – To recover costs associated with recent capital investments and increases in operating costs.

- **AQUA PENNSYLVANIA INC. – WATER (R-2024-3047822)**

REQUESTED RATE INCREASE – \$112,049,126 (18.7%)

APPROVED RATE CHANGE – \$58,399,412 (9.8%)

As part of the approval, Aqua agreed to contribute \$200,000 to its Hardship Fund each year until its next base rate case. In addition to cutting the request by more than 47%, the PUC enhanced essential customer assistance programs.

PRIMARY REASON – To maintain the integrity of its existing capital and attract additional necessary capital at reasonable costs. The requested increase included an allocation of \$21,850,629 of Aqua Pennsylvania Wastewater Inc.’s (APW’s) revenue requirements for wastewater service, pursuant to Act 11 of 2012. The approved water increase included an allocation of approximately \$10.4 million of APW’s revenue requirements for wastewater service, pursuant to Act 11 of 2012.

- **AQUA PENNSYLVANIA WASTEWATER INC. – WASTEWATER (R-2024-3047824)**

REQUESTED RATE INCREASE – \$14,626,346 (20.1%)

APPROVED RATE CHANGE – \$14,599,628 (20.0%)

PRIMARY REASON – To maintain the integrity of its existing capital and attract additional necessary capital at reasonable costs.

- **CITY OF LOCK HAVEN – WATER (R-2024-3049248)**

REQUESTED RATE INCREASE – \$483,872 (91.5%)

APPROVED RATE CHANGE – \$258,129 (48.8%)

PRIMARY REASON – To meet rising operational costs and fund critical mandated system improvements.

- **JEFFERSON ESTATES SEWAGE TREATMENT PLANT INC. – WASTEWATER (R-2024-3049341)**

REQUESTED RATE INCREASE – \$13,104 (29.4%)

APPROVED RATE CHANGE – \$9,583 (21.3%)

This is 26.9% less than the rate changes originally requested by the company – and is the first change in rates since 2002.

PRIMARY REASON – To recover costs associated with substantial investment in sewer utility assets and increased operating expenses due to increased sewer regulations and increased operating costs.

- **NEWTOWN ARTESIAN WATER COMPANY – WATER (R-2024-3050208)**

REQUESTED RATE INCREASE – \$922,419 (14.1%)

APPROVED RATE CHANGE – \$749,325 (11.4%)

PRIMARY REASON – To provide reasonable and adequate service, recover its expenses, earn a reasonable return on investment, and attract capital for future improvements.

- **THE YORK WATER COMPANY – WATER (R-2025-3053442)**

REQUESTED RATE INCREASE – \$20,311,978 (28.9%)

APPROVED RATE CHANGE – Ongoing

PRIMARY REASON – To recover the cost of providing water service, to allow it to continue to furnish adequate, safe and reliable service, to maintain facilities properly, and to earn a reasonable rate of return.

- **THE YORK WATER COMPANY – WASTEWATER (R-2025-3053573)**

REQUESTED RATE INCREASE – \$3,857,507 (44.5%)

APPROVED RATE CHANGE – Ongoing

PRIMARY REASON – To recover the cost of providing wastewater service, to allow it to continue to furnish adequate, safe and reliable service, to maintain facilities properly and to earn a reasonable rate of return.

- **THE PITTSBURGH WATER AND SEWER AUTHORITY – WATER (R-2025-3055010)**

REQUESTED RATE INCREASE – \$57,126,255 (35.1%)

APPROVED RATE CHANGE – Ongoing

PRIMARY REASON – To finance the replacement of antiquated infrastructure and to provide an operating budget to pay for facility upgrade and maintenance costs.

- **THE PITTSBURGH WATER AND SEWER AUTHORITY – WASTEWATER (R-2025-3055011)**

REQUESTED RATE INCREASE – \$20,017,542 (34.4%)

APPROVED RATE CHANGE – Ongoing

PRIMARY REASON – To finance the replacement of antiquated infrastructure and to provide an operating budget to pay for facility upgrade and maintenance costs.

- **THE PITTSBURGH WATER AND SEWER AUTHORITY – STORMWATER (R-2025-3055012)**

REQUESTED RATE INCREASE – \$7,210,705 (24.5%)

APPROVED RATE CHANGE – Ongoing

PRIMARY REASON – To finance the replacement of antiquated infrastructure and to provide an operating budget to pay for facility upgrade and maintenance costs.



Press Release

Consumer Reminder: PUC Public Input Hearings Scheduled for Rate Changes Proposed by York Water and Wastewater

TELECOMMUNICATIONS

The Chapter 30 companies filed their Annual Price Stability Index/Service Price Index filings for 2025. During the fiscal year, the companies were authorized to implement a total of \$3.08 million in annual revenue increases under their respective price cap filings. The Commission approved \$2.11 million in annual rate changes.

The Commission maintained the end-user Telecommunications Relay Service (TRS) Surcharge rate at \$0.00/month. The Commission also approved the Pennsylvania Universal Service Fund (USF) Annual Rate Adjustment Administrator's Report with recommendations about the Pennsylvania USF's size for Calendar Year 2025.

The Commission reviewed and approved 13 filings, which were either interconnection agreements or amendments to existing interconnection agreements.

2024-25 MERGERS AND ACQUISITIONS

VERIZON COMMUNICATIONS ACQUISITION OF FRONTIER COMMUNICATIONS

On Oct. 31, 2024, Verizon Communications (Verizon) and Frontier Communications (Frontier) filed a joint application seeking Commission approval for Verizon to acquire 100% ownership of Frontier.

TELECOMMUNICATIONS TRANSFERS OF CONTROL APPLICATIONS

The Commission considered 10 applications for transfers of control that comprised a total of 15 dockets and an extensive number of certificated carriers during the prior fiscal year.

WATER/WASTEWATER ACQUISITIONS

Section 1329 enables a water or wastewater public utility or entity to utilize fair market valuation when acquiring municipal corporations or authority-owned water and wastewater systems located in the Commonwealth.



The Commission received two Section 1329 applications during Fiscal Year 2024-25:

- **Pennsylvania American Water Company – Wastewater Division’s (PAWC-WD’s) application** to acquire the Elizabeth Borough Municipal Authority’s wastewater assets at Docket No. A-2025-3052983. This application was initially received at Docket No. A-2023-3038717; however, the Application was rejected without prejudice and was subsequently refiled.
- **Aqua Pennsylvania Inc.’s application** to acquire the Elizabeth Borough Municipal Authority of the Borough of Greenville’s water assets at Docket No. A-2024-3041695.

The following Section 1329 application, received in Fiscal Year 2023-24, was approved by the Commission during Fiscal Year 2024-25:

- **Aqua Pennsylvania Wastewater Inc.’s (APW) application** to acquire the Greenville Sewer Authority’s wastewater assets at Docket No. A-2023-3041695.

The following Section 1329 application, received in Fiscal Year 2022-23, was approved by the Commission during the Fiscal Year 2024-25:

- **APW’s application** to acquire the City of Beaver Falls wastewater assets at Docket No. A-2022-3033138.

Further, PAWC-WD’s application to acquire Towamencin Township’s wastewater assets at Docket No. A-2023-3039900, received in Fiscal Year 2022-23, was withdrawn during Fiscal Year 2024-25.

2024-25 COMMONWEALTH COURT DECISIONS

TELECOMMUNICATIONS

Verizon Pennsylvania and Verizon North v. Pa. PUC (No. 521 CD 2021) and **Met-Ed et al. v. Pa. PUC (No. 530 CD 2021)**. Decided Sept. 21, 2023. The Commonwealth Court affirmed the Commission's position and rejected separate claims by FirstEnergy and Verizon that Commission's pole attachment orders and regulations violated Pennsylvania law. The Pennsylvania Supreme Court granted FirstEnergy's and Verizon's petitions for allowance of appeal on June 10, 2024. The case is pending before the Pennsylvania Supreme Court.

WATER

Middlesex Water Co. v. Pa. PUC (3d Cir. 24-1186). Decided Jan. 9, 2025. This case involves the takeover of a water company by another water company pursuant to Section 529 of the Public Utility Code. On Nov. 18, 2021, the Commission entered an Opinion and Order at Docket Nos. P-2020-3020914, et al., that (1) granted Twin Lakes' Section 529 Petition; (2) ordered that Aqua PA acquire Twin Lakes' water system; and (3) ordered that Middlesex Water Co., the certificated public utility and parent company of Twin Lakes, place \$1.675 million in escrow by Dec. 17, 2021, to be used for future improvements to the water system's infrastructure. Middlesex filed its Complaint at the U.S. District Court for the Middle District of Pennsylvania on March 20, 2023, then filed its Motion for Preliminary Injunction on March 22, 2023. Law Bureau referred the matter to the Office of Attorney General (OAG) on March 22, 2023. Middlesex appealed the Pennsylvania Middle District Court's dismissal of the complaint to the Third Circuit, which found that the District Court correctly determined that Middlesex's claims were barred by the doctrine of res judicata.



Center Township, Butler County and Summit Township, Butler County v. Pa. PUC, Nos. 1459 C.D. 2023 and 1460 C.D. 2023, 2024 WL 4296876 (Pa. Cmwlth. 2024).

Decided Sept. 26, 2024. This case deals with the PUC approving a settlement regarding Pennsylvania American Water Company's (PAWC's) 1329 application to acquire the wastewater system of the Butler Area Sewer Authority (BASA). On Dec. 14, 2023, Center Township and Summit Township filed Petitions for Review of the Commission's Nov. 16, 2023, Order. On June 27, 2024, the PUC filed a letter informing the Commonwealth Court that the Pennsylvania Supreme Court granted three Petitions for Allowance of Appeal of Cicero, which is referenced in brief in the instant appeals, and provided a copy of the Supreme Court's Order granting review. Ultimately, Commonwealth Court held that the townships failed to properly preserve their issues for appellate review and granted an Application to Dismiss the Townships' Petitions for Review by PAWC. In light of its holding, the Commonwealth Court did not address PAWC and the Butler Parties' alternative arguments and dismissed the Butler Parties' Motion to Quash as moot. The Commonwealth Court also did not reach the merits of the appeal.

Conyngham Twp. v. Pa. PUC, Docket No. 113 C.D. 2024, 325 A.3d 885 (Pa. Cmwlth. 2024). Decided Oct. 4, 2024. In a reported Decision, the Commonwealth Court vacated and remanded the Commission's Nov. 1, 2023, Order regarding Conyngham township's Complaint alleging that the Sanitary Sewer Authority of the Borough of Shickshinny (SSABS) was providing wastewater treatment and disposal public utility service in the Township, which is beyond the SSABS's jurisdictional limits, without a Commission-issued Certificate of Public Convenience. In its Order, the Commission concluded that under the Municipality Authorities Act of 1945 (MAA), 53 Pa.C.S. §§ 5601, et seq., the Commission lacks jurisdiction over questions regarding the rates and services of municipal authorities like the SSABS. This case is pending before the Pennsylvania Supreme Court.

Pennsylvania American Water Company v. Pa. PUC (355 CD 2024) and Borough of Brentwood v. Pa. PUC (356 CD 2024). This case deals with the PUC denying PAWC's 1329 application to acquire the wastewater collection and conveyance system of the Brentwood. On April 2, 2024, PAWC and the Borough of

Brentwood filed separate Petitions for Review of the Commission's March 4, 2024, Order. On May 6, 2024, the Commission filed an Application for Consolidation and an Application for Stay requesting that the Court stay the appeals pending the Pennsylvania Supreme Court's disposition of the Petitions for Allowance of Appeal filed in the Cicero matter at Docket Nos. 568-570 MAL 2023. On June 26, 2024, the PUC filed a letter informing the Commonwealth Court that the Pennsylvania Supreme Court granted three Petitions for Allowance of Appeal of Cicero and provided a copy of the Supreme Court's Order granting review. On Aug. 15, 2024, the Commonwealth Court granted the Application for Consolidation.

ELECTRIC

Hughes v. Pa. PUC No. 827 C.D. 2020, 322 A.3d 982 (Pa. Cmwlth. 2024). Decided Aug. 1, 2024. On Aug. 1, 2024, in a reported Decision, the Commonwealth Court affirmed the Commission's Order regarding PPL Electric Utilities Corporation's (PPL) installation of a smart meter pursuant to Act 129 of 2008 (Act 129). In its Order, the Commission dismissed the Hughes' Complaint for failure to prove a violation of Section 1501 of the Public Utility Code, 66 Pa.C.S. § 1501.

On appeal, the Hughes claimed that: (1) Act 129 violates their constitutional rights arising under the Fourth Amendment of the United States (U.S.) Constitution and Article I, Section 8 of the Pennsylvania Constitution against unreasonable searches and seizures; (2) the Commission applied an erroneous burden of proof by requiring the Hughes to establish a violation of Section 1501 of the Code; and (3) the Commission's determination is not supported by substantial evidence. This case is currently pending before the Pennsylvania Supreme Court.

Frank J. Cservak Jr. v. Pa. PUC, 768 C.D. 2022. Decided Nov. 6, 2024. In an unreported Opinion, the Commonwealth Court dismissed Mr. Cservak's petition for review of a PUC decision denying his prior complaint against Duquesne Light Company. The Court held Mr. Cservak failed to comply with PA Rules of Appellate Procedure regarding the contents of his appellate brief and reproduced record; hence, the appeal was dismissed.

Paula and Charles Hughes v. Pa. PUC, 827 C.D. 2020.

Decided Aug. 1, 2024. The Commonwealth Court affirmed the PUC decision to deny and dismiss the Hughes' "smart meter complaint." The Middle District of the Pennsylvania Supreme Court denied a petition for allowance of appeal and a petition for reconsideration on May 27, 2025.

Charles and Laura Johnson v. Pa. PUC, 192 C.D. 2024.

Decided on April 15, 2025. This case involves an application for reargument denied June 16, 2025. The Commonwealth Court reversed a PUC order dated Dec. 21, 2023, that had determined the PUC had jurisdiction to consider Duquesne Light's duties in proving notice to the Johnsons and the public regarding possible locations of its planned electrical transmission line. Also, the Court vacated the PUC's second Order transferring the case to the trial court as there was nothing to transfer.

GAS

Repsol Oil and Gas, U.S.A. Inc. v. Pa. PUC, 613 CD 2022.

Decided July 23, 2024. Repsol Oil and Gas filed a Petition for Declaratory and Injunctive Relief at the Commonwealth Court and argued that it is not the liable producer for 2022 Impact and Spud Fees because Rockdale owned, operated and held permits for wells the entirety of 2021. In an Opinion not Reported, the Commonwealth Court agreed with the Commission's argument that Repsol must first seek redress before the Commission, finding that all administrative remedies had not been exhausted at the PUC. Thus, the Commonwealth Court dismissed Repsol's Petition.



Burhans-Crouse Funeral Home v. Pa. PUC (500 CD 2024). Decided March 5, 2025. A Commonwealth Court panel issued a unanimous Memorandum Opinion and Order affirming the Commission's April 4, 2024, Order. Through this Order, the Commission approved Columbia Gas of Pennsylvania Inc.'s Application for approval to abandon natural gas service to Burhans-Crouse Funeral Home. Specifically, the Court affirmed the April 2024 Order after finding that (1) the Commission properly determined that Columbia Gas' decisions with respect to its evaluation of potential options for replacing the gas main serving Burhans-Crouse was a matter of the company's managerial discretion; (2) the Commission properly applied the Duncannon and Victor Gas factors for abandonment of gas service and found that the factors supported abandonment of service to Burhans-Crouse; and (3) the Commission's decision to approve abandonment was supported by substantial evidence.

The Court focused its analysis on the four Duncannon factors for abandonment of utility service. First, the Court agreed with the Commission that the evidence established that the loss to Columbia Gas from replacing the main — which would cost approximately \$300,000 and result in an annual revenue deficiency of \$31,688 — was significant. In addition, the Court agreed that the evidence established that (2) the loss to Columbia Gas outweighed the hardship to the public from discontinuance of service; (3) there was no prospect for additional users on the section of the main serving Burhans-Crouse that could reduce the annual revenue deficiency to an extent that would justify replacement of the line; and (4) electricity was an available alternate energy source (as proven by the estimate for converting the funeral home to electricity obtained by Burhans-Crouse itself). Accordingly, the Court agreed with the Commission that the Duncannon factors weighed in favor of abandonment.

City of Lancaster et al. v. Pa. PUC, 251 MD 2019. Decided Oct. 3, 2024. The Commonwealth Court discontinued the appeal of City of Lancaster, Borough of Carlisle, and Borough of Columbia's Petition for Review resulting in the Supreme Court decision on Apr. 25, 2024. The Supreme Court concluded that the General Assembly never enacted a statute vesting the Commission with any legislative authority to locate gas meters in historic districts. Accordingly, the Supreme Court reversed the Commonwealth Court's conclusion that Section 59.18 of the Commission's regulations constituted an unlawful delegation by the General Assembly authorizing NGDCs to determine the location of gas meters in historic districts.

Richard C. Culbertson v. Pa. PUC, No. 90 C.D. 2023. Decided Sept. 30, 2024. The Commonwealth Court issued an unreported Memorandum Opinion and Order affirming the Dec. 8, 2022, Order of the Pa PUC. The Court found that Richard Culbertson failed to establish that the Commission violated his constitutional rights, erred as a matter of law or procedure, or made findings not supported by substantial evidence in the record. The Court acknowledged that Mr. Culbertson presented multiple issues in his Petition for Review and brief that the Court summarized in three overarching questions: (1) whether the Commission conducted a legally adequate investigation into Columbia's proposed rate increase; (2) whether the Commission's settlement process deprived Culbertson of due process; and (3) whether the rates contained in the Commission-approved "black box" settlements are just, reasonable, and in furtherance of the public interest. The Court found in favor of the Commission on these three issues.

TELEPHONE DIRECTORY

CHAIRMAN

DEFRANK, STEPHEN M.(717) 783-1197

VICE CHAIR

BARROW, KIMBERLY M.(717) 772-8840

COMMISSIONER

YANORA, RALPH V.(717) 705-6767

COMMISSIONER

ZERFUSS, KATHRYN L.(717) 783-1763

COMMISSIONER

COLEMAN JR., JOHN F.(717) 772-0692

EXECUTIVE DIRECTOR

BERRIER, JENNIFER.....(717) 783-1240

DEPUTY EXECUTIVE DIRECTOR

MONAGHAN, KELLY.....(717) 772-0312

BUREAU OF ADMINISTRATION

GRAMOLA, ROBERT C. (DIRECTOR).....(717) 783-5375

OFFICE OF ADMINISTRATIVE LAW JUDGE

RAINEY, CHARLES (DIRECTOR & CHIEF ALJ).....(717) 787-1191

BUREAU OF AUDITS

YOTHER, CHRIS (DIRECTOR).....(717) 772-0312

OFFICE OF COMMUNICATIONS

CHARLES, TOM (DIRECTOR).....(717) 787-9504

HAGEN-FREDERIKSEN, NILS (PRESS SECRETARY).....(717) 787-5722

OFFICE OF COMPETITIVE MARKET OVERSIGHT

MUMFORD, DAN (DIRECTOR).....(717) 783-1957

BUREAU OF CONSUMER SERVICES

MOHR, LORI (DIRECTOR).....(717) 346-1509

OFFICE OF CYBERSECURITY, COMPLIANCE AND OVERSIGHT

HOLKO, MICHAEL (DIRECTOR).....(717) 425-5327

OFFICE OF HUMAN RESOURCES

ROBERTS, MICHAEL (DIRECTOR).....(717) 787-8714

BUREAU OF INVESTIGATION & ENFORCEMENT

KASTER, ALLISON (CHIEF PROSECUTOR).....(717) 783-7998

LAW BUREAU

SCREVEN, DAVID E. (CHIEF COUNSEL).....(717) 787-5000

OFFICE OF LEGISLATIVE AFFAIRS

LIVINGSTON, JJ (DIRECTOR).....(717) 772-0399

SECRETARY'S BUREAU

HOMSHER, MATT (SECRETARY).....(717) 787-8009

OFFICE OF SPECIAL ASSISTANTS

HAFNER, KIMBERLY (DIRECTOR).....(717) 705-3822

BUREAU OF TECHNICAL UTILITY SERVICES

DISKIN, PAUL (DIRECTOR).....(717) 783-6162



Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120
www.puc.pa.gov
1-800-692-7380

