



Administrative Offices  
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Scranton, PA 18509  
Phone: 570 348-2511  
www.aaa.com

Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120

RCVD PUC SEC BUR  
OCT 27 2025 AM 11:38

Subject: Description of Towing Operations – AAA Member and Nonmember Disabled or Wrecked Motor Vehicles

A-2025 - 3058002

Dear Mr. Matthew L. Homsher, Secretary:

AAA North Penn respectfully submits the following description regarding the nature of our towing operations within Lackawanna County, Pennsylvania, with a focus on the Moosic, Old Forge, and Taylor areas.

AAA North Penn recently purchased a flatbed tow truck that will be used to provide safe and efficient transportation for both AAA members and nonmembers whose vehicles are disabled, inoperable, or involved in an accident.

Our towing operations will primarily involve the pickup and transport of disabled or wrecked vehicles from public roadways, private residences, parking lots, and other locations where a vehicle may have become inoperable. Vehicles will typically be delivered to local repair facilities, body shops, or dealerships based on the member's or customer's request. In some cases, vehicles may be towed to the owner's home or another designated location for storage or repair.

For AAA members, towing services are performed as part of their roadside assistance membership benefits. These services are typically requested through the AAA dispatch system, where a member identifies the breakdown or accident location and desired drop-off point.

For nonmembers, towing services are offered on a fee-for-service basis under the same safety and professional standards.

Based on our operational data and historical averages in the region, the average tow distance is approximately 28 miles per call, though this may vary depending on the breakdown location and destination facility.

All towing activities are conducted in compliance with Pennsylvania Public Utility Commission regulations and applicable safety standards. AAA North Penn is committed to providing reliable, professional, and customer-focused roadside and towing services to the communities we serve.

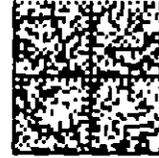
Please feel free to contact me at 570-348-2511 x. 562 or [asnyder@aaanorthpenn.com](mailto:asnyder@aaanorthpenn.com) should any additional information or clarification be required.

Sincerely,

A handwritten signature in black ink that reads "Andrew Snyder". The signature is written in a cursive style with a large initial "A".

Andrew Snyder, Vice President of Automotive Services and IT  
AAA North Penn  
1125 N. Washington Ave. Scranton, PA 18509

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North Penn Andrew Snyder

1125 N. Washington Avenue  
Scranton, PA 18509

TO:

Matthew Homsher, Secretary  
Pennsylvania PUC  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA 17120