

**PENNSYLVANIA PUBLIC UTILITY COMMISSION
HARRISBURG, PENNSYLVANIA 17120**

**CHAPTER 14, TITLE 66
OF THE PENNSYLVANIA
PUBLIC UTILITY CODE**

**PUBLIC MEETING OF NOV. 20, 2025
3052328-LAW
Docket No. M-2024-3052328**

MOTION OF CHAIRMAN STEPHEN M. DeFRANK

In 2004, the General Assembly added Chapter 14 to the Public Utility Code seeking, among other things, to eliminate opportunities for customers capable of paying utility bills to avoid paying those utility bills on time. This was the first significant change to rules regarding utilities' residential service standards with respect to billing and related issues in more than 25 years.¹ In Chapter 14, the General Assembly determined that the prior rules had not successfully managed the issue of bill payment and that increasing amounts of unpaid bills threatened paying customers with higher rates due to other customers' delinquencies.² Chapter 14 was reenacted in 2014 for an additional 10-year period.

By its own terms, Chapter 14 subsequently sunset on December 31, 2024.³ In anticipation of Chapter 14 sunset, the Commission entered a Statement of Policy on December 24, 2024 to provide certainty to the utilities, consumers and all affected stakeholders regarding, among other things, payment arrangements and utility terminations, until further guidance was provided by the General Assembly.⁴ It is the Commission's obligation at all times to ensure the provision of safe and reliable utility service at just and reasonable rates.⁵

As such, it is now appropriate that the Commission take the next steps following the sunset of Chapter 14. Therefore, I propose that the Law Bureau, in conjunction with the Commission's Bureau of Consumer Services and other relevant Commission staff, be directed to submit a Notice of Proposed Rulemaking incorporating into the Commission's regulations the provisions of Chapter 14, as was in effect prior to its sunset, including those currently being followed by the Commission via our Statement of Policy. This includes, among other things, the four-tiered process establishing the length of payment arrangements previously articulated in former Section 1405.

Moving forward with this rulemaking at this time will instill a consistent regulatory framework for utilities, utility customers, and all other interested parties. Doing so will help to ensure

¹ 66 Pa.C.S. § 1402(1).

² *Id.*

³ 66 Pa.C.S. § 1419.

⁴ See, Sunset of Chapter 14, Title 66 of the Pennsylvania Public Utility Code, Docket No. M-2024-3052328, Statement of Policy (entered Dec. 24, 2024) (Statement of Policy).

⁵ See e.g., 66 Pa.C.S. §§ 1301 and 1501.

clarity for utility operations and allow customer households to budget for essential utility services accordingly. As noted in the Statement of Policy, the Commission will continue to ensure that public utility service is provided on a reasonably continuous basis without unreasonable interruptions or delay and that every public utility tariff governing the conditions of service is reasonable to maintain adequate, efficient, safe and reasonable service.⁶ Doing so mitigates unnecessary expenses and administrative burdens for the utilities and the Commission and is in the public interest.

THEREFORE, I MOVE:

1. That the LAW Bureau submit for the Commission's consideration at the January 15, 2026 Public Meeting a Notice of Proposed Rulemaking incorporating into the Commission's regulations those provisions of Chapter 14 currently being followed by the Commission via the Statement of Policy entered on December 24, 2024 at docket number M-2024-3052328, consistent with this motion.

November 20, 2025
Date



Stephen M. DeFrank
Chairman

⁶ Statement of Policy at 3.