

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

**Rulemaking to Further Amend the Provisions
of 52 Pa. Code Chapter 56**

**Public Meeting of February 19, 2026
3058767-LAW
Docket No. L-2025-3058767**

STATEMENT OF VICE CHAIR KIMBERLY BARROW

As I stated back at the November 2025 public meeting, since Chapter 14 sunset the end of December 2024,¹ I agree that the time is right to determine the next steps on utility and customer protections. I fully supported the Commission taking the initiative to provide confidence and expectations for customers and utilities when facing such uncertain times as terminations or past due balances. However, I do not believe that the expired Chapter 14 provisions should be the ultimate goal for this rulemaking. The Commission's mission is to balance the needs of consumers and utilities; ensure safe and reliable utility service at reasonable rates; and protect the public interest. Ignoring lessons learned in the past 10-20 years Chapter 14 had been in place and ignoring the current landscape of affordability and vulnerability faced by Pennsylvania customers today does not achieve this mission. Simply copying and pasting the prior Chapter 14 into our regulations is not in the public interest, and is frankly a disservice. Accordingly, I would have appreciated seeking comments on and potentially incorporating into Chapter 56 the following topics:

- Adjusting payment arrangement lengths and levels;
- Adding an increased change in income as a justification for a new payment arrangement;
- Extending payment arrangements to small businesses;
- Creating a term length for restarting the clock for defaulted and fulfilled payment arrangements;
- Expanding the group of people who can sign a medical certificate;
- Establishing a summer termination prohibition procedure based upon heat advisories;
- Updating and/or creating provisions reconciling termination notices, or lack thereof, and LIHEAP eligibility for crisis grants;
- Updating provisions relating to personal contact prior to termination or other interruption or disruption of service; and

¹ 66 Pa.C.S. § 1419.

- Increasing minimum federal poverty levels for: waiver of late payments, prohibiting reconnection fees, and prohibiting in-person meter reading fees.

The Commission has had 20 years to evaluate what works and what doesn't work for customers with regard to affordability and utilities with regard to collections under Chapter 14, and this is the opportunity to utilize the knowledge gained over those two decades. I'm disappointed that the Commission is wasting this opportunity to provide meaningful guidance in this area.



February 19, 2026

Kimberly Barrow, Vice Chair