

## NOTICE OF COMPLAINT

- A. You must file an Answer within twenty (20) days of the date of service of this Complaint. The date of service is the mailing date as indicated at the top of the Secretarial Letter for this Complaint and Notice, 52 Pa. Code §1.56(a). An Answer is a written explanation of circumstances wished to be considered in determining the outcome. The Answer should raise all factual and legal arguments that you wish to claim in your defense and must include the reference number of this Complaint. Your Answer must be verified and the original **mailed to**:

Matthew L. Homsher, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor  
Harrisburg, PA 17120

Or you may **eFile your Answer** using the Commission's website at [www.puc.pa.gov](http://www.puc.pa.gov). The link to eFiling is located under the Filing and Resources tab on the homepage. If your Answer exceeds 250 pages, you must also file a paper copy with the Secretary's Bureau.

In addition to filing your Answer with the Commission's Secretary, a copy should either be

Mailed to: Pennsylvania Public Utility Commission  
Bureau of Investigation and Enforcement  
Commonwealth Keystone Building  
400 North Street, 3W  
Harrisburg, PA 17120

Or, E-mailed to: [RA-PCCmplntResp@pa.gov](mailto:RA-PCCmplntResp@pa.gov)

- B. If you fail to answer this Complaint within twenty (20) days, the Bureau of Investigation and Enforcement will request that the Commission issue a Secretarial Letter imposing a penalty. The penalty could include a civil penalty, the suspension or revocation of your operating authority, or other such remedy.
- C. You may elect not to contest this Complaint by paying the civil penalty requested in this Complaint by certified check or money order. **Payment must be made to "Commonwealth of Pennsylvania"** and should be forwarded to:

Matthew L. Homsher, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2<sup>nd</sup> Floor  
Harrisburg, PA 17120

- D. Your payment is an admission that you committed the alleged violation and an agreement to cease and desist from further violations. Upon receipt of your payment, the Complaint proceeding shall be closed.
- E. If you file an Answer, which admits or fails to deny the allegations of the Complaint, the Bureau of Investigation and Enforcement will request that the Commission issue a Secretarial Letter imposing a civil penalty and/or other such remedy.
- F. If you file an Answer which contests the Complaint, the matter will be assigned to an Administrative Law Judge (ALJ) for hearing and decision. The ALJ is not bound by the requested civil penalty.
- G. If you are a corporation, you must be represented by legal counsel. 52 Pa. Code §1.21.
- H. Alternative formats of this material are available for persons with disabilities by contacting the Commission's ADA Coordinator at 717-787-8714.

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PENNSYLVANIA PUBLIC UTILITY COMMISSION,	:	
BUREAU OF INVESTIGATION AND ENFORCEMENT	:	
	:	
v.	:	DOCKET NO. C-2026-3060541
NORMAN C. GILMAN	:	
T/A ENJOY THE RIDE WITH NORM	:	
ENJOY THE RIDE TRANSPORTATION LLC	:	
27 NORTH CEDAR HOLLOW ROAD	:	
PAOLI, PA 19301	:	

**COMPLAINT**

The Pennsylvania Public Utility Commission (“Commission” or “PUC”) is a duly constituted agency of the Commonwealth of Pennsylvania empowered to regulate public utilities within the Commonwealth. The Commission has delegated its authority to initiate proceedings which are prosecutory in nature to the Bureau of Investigation and Enforcement and other bureaus with enforcement responsibilities. Pursuant to that delegated authority and Section 701 of the Public Utility Code, the Bureau of Investigation and Enforcement – Motor Carrier Division hereby represents as follows:

1. That NORMAN C. GILMAN, T/A ENJOY THE RIDE WITH NORM,/ENJOY THE RIDE TRANSPORTATION LLC, Respondent, maintains its principal place of business at 27 North Cedar Hollow Road, Paoli, PA.19301

2. That a certificate of public convenience issued by this Commission is required to transport passengers for compensation within the Commonwealth of Pennsylvania, based on review of records maintained by the Commission, Norman C. Gilman, Enjoy the Ride with Norm, and /or Enjoy the Ride Transportation LLC have not applied for or ever received a certificate of public convenience for passenger transportation service by this Commission.

3. That on or about September 4, 2024, PUC Motor Carrier Enforcement Officer Reynaldo Pierluisse was assigned to investigate unauthorized transportation by Respondent. On October 11, 2024, Officer Pierluisse contacted Respondent by telephone and advised Respondent to cease and desist operations as a motor carrier of passengers without authority. Officer Pierluisse subsequently emailed Respondent directions for applying for PUC authority. A Warning Letter, dated October 28, 2024, and docketed at Bp8#3051391, was mailed to Respondent confirming the information that Officer Pierluisse relayed on October 11, 2024, and included directions for applying for PUC authority.

4. That on or about February 19, 2026, Officer Pierluisse was assigned to investigate an additional instance of unauthorized transportation by Respondent. In March of 2026, Officer Pierluisse reviewed Respondent’s online presence, including advertising on Facebook and Nextdoor.

5. That on March 20,2026, Officer Pierluisse emailed Respondent, requesting a ride from Collegetown, Montgomery County to the Allentown Airport, Allentown, Lehigh County. The conversation transitioned to text message, whereupon Respondent replied it was not available but provided a list of other independent transportation providers. Officer Pierluisse further inquired about Respondent’s daily rate for a trip from Collegetown, Montgomery County, to Albrightsville, Carbon County, with various stops. Respondent quoted a price of \$45 per hour with a minimum of two hours, dependent on luggage and number of passengers.

6. That Respondent, by offering transportation services by vehicle for compensation on March 20, 2026, without first obtaining/holding a certificate/authority from the Commission, has violated 66 Pa. C.S. § §1101,1102(a) and 3310(a). The penalty for this violation is \$1,000.

**WHEREFORE**, the Bureau of Investigation and Enforcement hereby requests that

1. NORMAN C GILMAN, T/A ENJOY THE RIDE WITH NORM, ENJOY THE RIDE TRANSPORTATION LLC, be ordered to pay a civil penalty of one thousand dollars (\$1,000.00) for the violations set forth in this Complaint and order such other remedy as the Commission may deem to be appropriate.
2. Respondent be directed to cease and desist from transporting passengers between points in Pennsylvania for compensation until such time as the proper authority has been granted by the Commission.
3. If payment of the civil penalty is not made, the Bureau of Investigation and Enforcement requests that:
  - a. The Commission certify Respondent's motor vehicle registrations to the Pennsylvania Department of Transportation for suspension or revocation, pursuant to 75 Pa. C.S. §1375; and
  - b. The matter be referred to the Pennsylvania Office of Attorney General for appropriate action.

Respectfully submitted,



Brian B. Mehus, Chief  
Motor Carrier Enforcement  
Bureau of Investigation and Enforcement  
400 North Street 2<sup>nd</sup> Floor  
Harrisburg, PA 17120

**VERIFICATION**

I, Brian B. Mehus, hereby state that the facts above set forth are true and correct to the best of my knowledge, information, and belief and that I expect that the Bureau will be able to prove the same at any hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa.C.S. §4904 relating to unsworn falsification to authorities.

Date: 4 May 2026



Brian B. Mehus, Chief  
Motor Carrier Enforcement  
Bureau of Investigation and Enforcement