

## 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, 3<sup>rd</sup> Floor  
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-2026-3059414
	:	
WHC PA LLC	:	
1101 BEAVER AVENUE	:	
PITTSBURGH, PA 15233	:	

**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 WHC PA LLC, Respondent, maintains its principal place of business at 1101 Beaver Avenue, Pittsburgh, PA 15233.
2. That Respondent was issued certificates of public convenience by this Commission for taxi and limousine authority on December 3, 2019, paratransit authority on May 4, 2020, Transportation Network Company service on February 02, 2022, and group and party 15 or less authority on December 12, 2023, at PUC Utility Code 6322525.
3. That on or about January 5, 2026, PUC Motor Carrier Enforcement Officer Catherine Davis was assigned to investigate a customer complaint alleging Respondent refusing taxi service on December 18, 2025. The customer alleged that after requesting transportation, a driver called the customer asking for the total miles and cost of the trip along with the length of time to the destination, The customer did not know these details to provide to the driver, and the driver ended the call. The customer subsequently requested transportation again from Respondent; however, Respondent did not send a taxi to complete transportation services for this customer.
4. That on or about February 12, 2026, Officer Davis visited Respondent’s principal place of business and spoke with George Delk, Respondent’s director of taxi operations. Mr. Delk informed Officer Davis that the customers’ initial request was made through an automated system, to which the driver accepted the trip but 3 minutes later the meter turned off and the trip ended. Mr. Delk confirmed that the customer then ordered another taxi through the automated system, but that the computer was unable to find another taxi available. Mr. Delk alleged that there were multiple issues with taxi complaint on December 18, 2025, possibly due to weather or traffic concerns. Officer Davis was later able to verify that there were no weather issues or related accident reports that potentially could have affected the customer’s December 18, 2025, trip..
5. That on or about March 20, 2026, Officer Davis emailed Mr. Delk, requesting the driver’s information and the reason why the driver refused the trip. Respondent provided with the driver’s name as Abdullah Musa, driver number 9261 and stated that Mr. Musa “fast metered” the trip and did not go to the pick-up location. Officer Davis asked again why the driver did not pick up the customer and, to date, has not received an answer.
6. That Respondent, by allowing a driver to refuse service, has violated 52 Pa. Code §29.313(a). The penalty for this violation is \$500.

**WHEREFORE**, the Bureau of Investigation and Enforcement hereby requests that the Commission impose a civil penalty of five hundred dollars (\$500.00) upon WHC PA LLC for the violation described in this Complaint and order such other remedy as the Commission may deem to be appropriate. If payment of the civil penalty is not made, the Bureau of Investigation and Enforcement requests that the Bureau of Administration, Financial & Assessments Office, be directed to refer the matter to the Pennsylvania Office of Attorney General for collection of the civil penalty.

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 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