

August 28, 2026

VIA E-FILE

Secretary Matthew L. Homsher
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120

Re: Rulemaking to Further Amend the Provisions of 52 Pa. Code Chapter 56
Docket No. L-2025-3058767

Joint Comments of Pennsylvania Ratepayers

As Pennsylvania utility customers, we submit this letter in response to the Commission's proposed amendments to Chapter 56 and urge broader reforms that reflect customers' experiences trying to keep the lights on, heat their homes, protect their health, and navigate complicated utility processes. Pennsylvania families are facing energy and water bills that strain already tight budgets, forcing many households to forgo critical needs like food and medicine. Longer and more frequent extreme weather events also make the loss of utility service increasingly dangerous for households with limited means. Utility bills can be hard to understand, and assistance programs are often difficult to navigate. When households fall behind, they face unaffordable payment demands, long customer service calls, and fear of shutoff. The Commission should use this rulemaking to make Chapter 56 protections practical, understandable, and responsive to on the ground customer circumstances. Revised rules should help people start and maintain service, understand their rights, and access assistance before a billing problem becomes a crisis. At a minimum, we recommend that the Commission:

- **Improve access to payment arrangements based on what a household can afford.**
- **Prohibit utilities from shutting off service in the hottest and coldest months.**
- **Expand protections for uniquely vulnerable households, including individuals with a medical condition or disability, seniors, families with young children, and survivors of domestic violence.**

We urge the Commission to adopt consumer protections that reflect the experience of Pennsylvania families that are stressed over impossibly high bills and fearful of the consequences to the health, safety, and wellbeing of their family. The Commission's billing, collection, and termination standards should help customers stay connected, obtain clear information, and resolve problems before they become emergencies. We appreciate the opportunity to comment on these critical issues and urge the Commission to establish further ways for ratepayers to engage in this discussion over the coming months.

Respectfully,

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Alan Peterson, Lancaster County
Alan Reed, Washington County
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Andrew Block, Lehigh County
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Kelly Lynch, York County
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Kristina Mulville, Philadelphia County
Kurt Lindsey, Allegheny County
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Cassie Sandy, Indiana County
Cecilia Adam, Delaware County
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Cheryl Feldman, Philadelphia County
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Christine DeJesus, Philadelphia County
Christine Hartman, Lebanon County
Christine Resch, Lehigh County
Christine Sperling, Washington County
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Christopher Whitlatch, Butler County
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Cindy Veloric, Montgomery County
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Conrad Whyne, Northumberland County
Cori Bishop, Philadelphia County
Cortney Brock, Washington County
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Cynthia Clark, Allegheny County
Dana Driscoll, Indiana County
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David Baddorf, Cumberland County
David Gibson, Philadelphia County

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Linda Maule, Northampton County
Linda Myers, Huntingdon County
Linda Schmidt, Allegheny County
Lisa Hastings, Philadelphia County
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Mark Levin, Montgomery County
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Marlene Adkins, Philadelphia County
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Mary Austin, Delaware County
Mary E. Nesby, Allegheny County
Mary Ellen O'Connell, Northampton County
Mary Keil, Columbia County
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Maryanne Bush, Delaware County
MaryBeth Duffy, Washington County
Mattea LeWitt, Philadelphia County
Maureen McHugh, Franklin County
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Meg Chrisler, Delaware County
Megan Bair, Union County
Megan McCarthy, Cumberland County
Mel Sheets, Beaver County
Melinda Geiger, Beaver County
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Patrick Houston, Philadelphia County
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Peter Furcht, Philadelphia County
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Raelyn Jackson, Lycoming County
Raena Shirali, Philadelphia County
Rafael Hernandez, Delaware County
Randy Libros, Montgomery County
Regina Milione, Montgomery County
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Erin Johnson, Delaware County

Ethan Benedict, Chester County

Etta Albright, Cambria County

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Evelyn Christie, Allegheny County

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Helena Gallant, Philadelphia County

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Howard and Arlene Leiter, Bucks County

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Reverend Gary M Barraco, Northampton County

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 William Grove, Erie County
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