

Pennsylvania

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Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility in the State of Pennsylvania. Customers that receive service from a municipal utility or electric cooperative are not covered by these policies.

52 Pa. Code § 56.2, 56.1; 66 Pa.C.S. § 102, 501

Weather Protections

During the winter period (Dec. 1 to Mar. 31), customers with household incomes at or below 250% of the Federal poverty level cannot have their service terminated. There are no similar protections that limit disconnections during times of hot weather.

52 Pa. Code §56.100

Medical Protections

Protection from shutoff is possible in Pennsylvania if a member of the customer's or applicant's household is seriously ill or afflicted with a medical condition that will be aggravated by cessation of service. To receive protection for a medical condition, the customer must provide a medical certificate from a licensed physician, nurse practitioner or physician assistant. The certificate must provide information such as the anticipated length of the affliction. It must certify that a member of the customer's or applicant's household is seriously ill or afflicted with a medical condition that will be aggravated by cessation of service. Whether a condition is serious and will be aggravated by a cessation of service is completely under the discretion of the medical professional. Shutoff will initially be delayed for up to 30 days. The medical certificate can be renewed one time for a maximum delay of 60 days. A utility will delay shutoff for at least 3 days if the customer notifies the utility that he intends to obtain a medical certificate.

52 Pa. Code §56.111, 56.112, 56.113, 56.114

Other Customer Protections

There are no specific protections for households with children, elderly residents, individuals with disabilities, or military personnel.

General Exemptions

None specified.

Notification Requirements

Customers must be given at least 10 days of notice before their disconnection. Written notification is required. In-person and phone notice are not required.

52 Pa. Code § 56.91, 56.93

Payment Information, Delinquency, and Fee Information

Customers are given 20 days to pay their bills. The bill will become late if it is not paid within this period.

There is no minimum arrearage requirement before disconnection can occur.

Customers may be charged fees associated with a disconnection or a reconnection.

Payment plans are available to customers.

66 Pa.C.S. § 1509; 52 Pa. Code § 56.421, 69.265

Landlords and Tenants

During the period of December 1 through March 31, a public utility may not terminate service to a premises when the account is in the name of a landlord ratepayer.

52 Pa. Code § 56.100

Availability of Protection Policies

A list of customer protections shall be provided with the disconnection notice. Utilities are not required to provide information on available sources of financial assistance.

52 Pa. Code § 56.91