



**Pennsylvania Public Utility Commission
Disaster Recovery Center
Reference Sheet**

Life-safety Issues

- If experiencing an imminent life-safety issue, please call 9-1-1.

Utility Payments or Service Issues

- If the consumer is having issues with utilities such as billing, service restoration, facility damage, etc., the consumer should contact the utility first to give them the chance to resolve the situation. Note that if the consumer contacts the Public Utility Commission (PUC) with the issue, the consumer will be directed to contact the utility if that has not already occurred.
- If the consumer is not satisfied with the utility's response, or if the consumer has general utility questions, they may contact the PUC's Bureau of Consumer Services (BCS) at 1-800-692-7380, Monday through Friday, 8AM-4:15PM.
- The PUC notes that consumers and small businesses who have experienced financial difficulty are encouraged to contact their utilities as soon as possible (#CallUtilitiesNow) to discuss the options to remain connected to vital utility services before some extended payment plan options expire at the end of September. More information may be found here: <https://www.puc.pa.gov/press-release/2021/callutilitiesnow-puc-strongly-encourages-consumers-small-businesses-to-contact-utilities-about-affordability-options>.
- Individuals that are not satisfied with the utility's response may also file an informal complaint with the PUC by utilizing the online Informal Complaint Form found here: <https://www.puc.pa.gov/complaints/informal-complaints/>.

Miscellaneous Needs

- For miscellaneous information regarding assistance that may be available in the community, the consumer may dial 2-1-1, or visit 211.org.
- Assistance may be available for a wide range of issues: housing assistance; bill assistance; finding food; mental health; substance abuse; health care expenses, etc.

Utilities Regulated by the PUC

- In general, the PUC regulates investor-owned utilities that provide transportation, electric, natural gas, land-line telephone, and water and sewer services for compensation. With limited exceptions, the PUC does not regulate municipal or borough utilities or authorities. To find a list of utilities regulated by the PUC, visit the PUC's website at www.puc.pa.gov and click on the industry type.
- A list of utility contacts can be found under the tab "Company and Suppliers" or "Utility."

Utilities NOT Regulated by the PUC

- The PUC does not regulate wireless telephone service, cable, or satellite services. For these services the consumer may file a complaint with or contact the Federal Communications Commission (FCC) at <https://consumercomplaints.fcc.gov/hc/en-us>, or by calling 1-888-225-5322.
- The PUC, with some limited exceptions, does not regulate municipal or borough water and sewer utilities. The PUC does not regulate stormwater service with the exception of the Pittsburgh Water and Sewer Authority. For questions on municipal or borough entities, the consumer may contact the Pennsylvania Municipal Authorities Association at 717-737-7655. Stormwater service and/or stormwater authority issues should be directed to the local municipality or borough.

PUC Tips on Flooding and Electric Utility Safety

- Utilities will inspect flooded areas and will assess when it is safe to restore service to their systems – but homeowners and businesses should work with licensed electricians regarding repairs to customer-owned lines and appliances.
- The utility may require you to have your system inspected by a licensed electrician before it restores power if the utility removed your electric meter and cut power to your home due to flooding (contact your utility for any clarification).
- Do not attempt to plug in or turn on any water-damaged appliances until they have been inspected by a qualified electrician and determined to be safe.
- Consult professionals regarding the need to repair or replace water-damaged devices.

PUC Tips on Flooding and Natural Gas Utility Safety

- Check Gas Appliances - electric power outages can affect home appliances that operate on natural gas. If they do not function properly when power is restored, call a professional for service.
- Contact a licensed professional to clean, repair and test all appliances and pipes if your home or business has flooded and any of your natural gas appliances (including furnaces, boilers, water heaters and dryers) have been affected.

Consumer & Catastrophes Guide (published by the National Association of Regulated Utility Commissioners)

- The handbook highlights how a particular catastrophe or emergency might impact your utility service (telecommunications, electric, gas, and/or water) and how to prepare, respond, and recover and is available here: <https://pubs.naruc.org/pub.cfm?id=16F6F370-92B2-5780-4C6D-D1754303DA02>.