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**INDEPENDENT REGULATORY REVIEW COMMISSION**  
333 MARKET STREET, 14TH FLOOR, HARRISBURG, PA 17101

October 19, 2000

Honorable John M. Quain, Chairman  
Pennsylvania Public Utility Commission  
104 North Office Building  
Harrisburg, PA 17105

Re: Regulation #57-204 (IRRC #2036)  
Pennsylvania Public Utility Commission  
Cramming and Slamming

Dear Chairman Quain:

The Independent Regulatory Review Commission approved your regulation on October 19, 2000. Our Order is enclosed and is available on our website at [www.irrc.state.pa.us](http://www.irrc.state.pa.us).

We appreciate the joint effort that went into producing a regulation that met the criteria and intent of the Regulatory Review Act.

Sincerely,

Alvin C. Bush  
Vice Chairman  
wbg  
Enclosure

cc: Honorable Chris R. Wogan, Majority Chairman, House Consumer Affairs Committee  
Honorable Keith R. McCall, Democratic Chairman, House Consumer Affairs Committee  
Honorable Clarence D. Bell, Chairman, Senate Consumer Protection & Professional Licensure Committee  
Honorable Lisa M. Boscola, Minority Chairman, Senate Consumer Protection & Professional Licensure Committee  
Sherri DelBiondo, Regulatory Coordinator, Pennsylvania Public Utility Commission  
Terrence J. Buda, Pennsylvania Public Utility Commission  
Janice Ragonese, Pennsylvania Public Utility Commission

**INDEPENDENT REGULATORY REVIEW COMMISSION  
APPROVAL ORDER**

Commissioners Voting:

Public Meeting Held October 19, 2000

John R. McGinley, Jr., Chairman, by proxy  
Alvin C. Bush, Vice Chairman  
Arthur Coccodrilli  
Robert J. Harbison, III  
John F. Mizner

Regulation No. 57-204  
Pennsylvania Public Utility Commission  
Cramming and Slamming

On May 19, 1999, the Independent Regulatory Review Commission (Commission) received this proposed regulation from the Pennsylvania Public Utility Commission (PUC). This rulemaking amends 52 Pa. Code Chapter 64. The proposed regulation was published in the May 29, 1999 *Pennsylvania Bulletin* with a 30-day public comment period. The final-form regulation was submitted to the Commission on September 21, 2000.


This regulation standardizes local exchange company responses to customer complaints on cramming and slamming. Cramming is adding an unauthorized charge for products or services to a customer's bill. Slamming is changing a customer's telecommunications service provider without authorization.

We have determined this regulation is consistent with the statutory authority of the PUC (66 Pa.C.S. § 1501) and the intention of the General Assembly. Having considered all of the other criteria of the Regulatory Review Act, we find promulgation of this regulation is in the public interest.

**BY ORDER OF THE COMMISSION:**

This regulation is approved.



  
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Alvin C. Bush, Vice Chairman