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

November 2, 2000

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

Re: Regulation #57-213 (IRRC #2093)
Pennsylvania Public Utility Commission
Reporting Requirements for Quality of Gas Service
Benchmarks and Standards

Dear Chairman Quain:

The Independent Regulatory Review Commission approved your regulation on November 2, 2000. Our Order is enclosed and is available on our website at 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,

A handwritten signature in cursive script, appearing to read "Alvin C. Bush".

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
Rhonda Daviston, Assistant Counsel, Pennsylvania Public Utility Commission
M. J. Frymoyer, Bureau of Consumer Services, Pennsylvania Public Utility Commission

**INDEPENDENT REGULATORY REVIEW COMMISSION
APPROVAL ORDER**

Commissioners Voting:

Public Meeting Held November 2, 2000

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

Regulation No. 57-213
Pennsylvania Public Utility Commission
Reporting Requirements for Quality of Gas
Service Benchmarks and Standards

On February 3, 2000, the Independent Regulatory Review Commission (Commission) received this proposed regulation from the Pennsylvania Public Utility Commission (PUC). This rulemaking adds §§ 62.31 – 62.37 to 52 Pa. Code. The proposed regulation was published in the February 19, 2000 *Pennsylvania Bulletin* with a 45-day public comment period. The final-form regulation was submitted to the Commission on October 2, 2000.

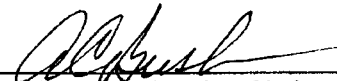
The final-form regulation establishes standard measurement and reporting requirements for customer service performance of natural gas distribution companies. The regulation implements portions of the Natural Gas Choice and Competition Act (Act). Under the Act, customer service for retail gas customers must be maintained at the same level of quality, under retail competition, that was in effect prior to the implementation of the Act.

We have determined this regulation is consistent with the statutory authority of the Pennsylvania Public Utility Commission (66 Pa.C.S. §§ 501 and 1308) 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.





Alvin C. Bush, Vice Chairman