



Real Possibilities in

3087

30 North 3rd Street, #750 | Harrisburg, PA 17101
1-866-389-5654 | Fax: 717-236-4078 | TTY: 1-877-434-7598
aarp.org/pa | pa@aarp.org | twitter: @AARPPA | facebook.com/AARPPA

Pennsylvania

April 10, 2015

Pennsylvania Public Utility Commission
Attn: Rosemary Chiavetta, Secretary
PO Box 3265
Harrisburg, Pennsylvania 17105-3265

Amendment to 52 Pa Code Chapter 53; Paper Billing Fees; Doc. No. L-2014-2411278

Dear Commissioners,

On behalf of our 1.8 million members in Pennsylvania, AARP wishes to comment on the proposed order issued by the Pennsylvania Public Utility Commission regarding the issuance of paper bills to customers of public utilities.

The Public Utility Commission undertook an investigation to determine if public utilities would be justified in charging a supplemental fee to customers who received a paper bill in lieu of receiving their bills through electronic means. On March 20, 2014 the Commission issued an order that imposing a separate line item charge to recover the costs of monthly paper bills is not consistent with the Public Utility Code, Commission regulations, long-standing precedent, and well-established practices of Pennsylvania public utilities. The Commission subsequently denied a petition for reconsideration and proceeded to issue proposed rulemaking.

AARP strongly supports the Commission's proposed rule as follows:

"A public utility may not impose a supplemental fee, charge or other rate for furnishing a paper bill or invoice for the services provided by the public utility."

Although the percentage of Pennsylvanians with access to electronic means of receiving bills and invoices is growing, a significant number of consumers still rely on paper bills and invoices for notice of the charges for service. AARP is particularly cognizant of older Pennsylvanians who do not use a computer, live on relatively fixed incomes, and must carefully monitor their utility costs. These individuals rely on paper bills and invoices for critical information and should not be subject to additional costs and fees from their utility providers to obtain this information.

AARP believes the Commission has recognized the important role that the ability to receive a paper bill or invoice plays for many Pennsylvania consumers. AARP commends the Commission for issuing a proposed rule that is simple, straight-forward, and which guarantees that utility customers will continue to maintain the right to receive a paper copy of their utility bill or invoice at no additional cost.

Sincerely,

Ray Landis
Advocacy Manager
AARP Pennsylvania

2015 APR 23 PM 3: 36

RECEIVED
IRRC

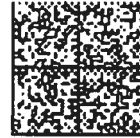
RECEIVED
2015 APR 13 AM 10: 47
PA P.U.C.
SECRETARY'S BUREAU



Real Possibilities

AARP Pennsylvania
Harrisburg Office
30 North 3rd Street, Suite 750
Harrisburg, PA 17101

HARRISBURG
PA 171
11 APR '15
PM 4 L



U.S. POSTAGE >> PITNEY BOWES



ZIP 17101 \$ 000.48⁰
02 1W
0001398302 APR 10 2015

RECEIVED
2015 APR 13 AM 10:47
PA.P.U.C.
SECRETARY'S BUREAU

Pennsylvania Public Utility Commission
Attn: Rosemary Chiavetta, Secretary
PO Box 3265
Harrisburg PA 17105-3265

17105326565

