

# RULES AND REGULATIONS

## Title 52—PUBLIC UTILITIES

### PENNSYLVANIA PUBLIC UTILITY COMMISSION

[52 PA. CODE CH. 64]

#### Corrective Amendment to 52 Pa. Code § 64.191

The Pennsylvania Public Utility Commission (Commission) has discovered a discrepancy between the agency text of § 64.191 (relating to public information), as deposited with the Legislative Reference Bureau, and the official text published at 28 Pa. B. 3394, 3410 (July 18, 1998) and as currently appearing in the *Pennsylvania Code*. Subsection (g) was not printed.

Therefore, under 45 Pa.C.S. § 901: The Pennsylvania Public Utility Commission has deposited with the Legislative Reference Bureau a corrective amendment to § 64.191. The corrective amendment to § 64.191 is effective as of July 18, 1998, the date the defective official text was printed in the *Pennsylvania Bulletin*.

The correct version of § 64.191(g) appears in Annex A, with ellipses referring to the existing text of the regulation.

#### Annex A

#### TITLE 52. PUBLIC UTILITIES

#### PART I. PUBLIC UTILITY COMMISSION

#### Subpart C. FIXED SERVICE UTILITIES

#### CHAPTER 64. STANDARDS AND BILLING PRACTICES FOR RESIDENTIAL TELEPHONE SERVICE

#### Subchapter I. PUBLIC INFORMATION; RECORD MAINTENANCE

#### § 64.191. Public information.

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(g) In addition to the notice requirements set forth in this chapter, before July 1, 1985, each LEC shall prepare a summary of the rights and responsibilities of the LEC and its customers under this chapter. This written information shall be subject to Commission review and approval and shall be reproduced by the LEC, displayed prominently, available at LEC locations open to the general public, printed in each telephone directory, and made available to each customer. Thereafter, the information shall be delivered or mailed to each new customer when service begins and shall be available at all times upon request. The written information shall indicate conspicuously that it is being provided in accordance with this chapter and shall contain information including, but not limited to, the following:

- (1) Billing procedures.
- (2) Methods of customer verification of billing accuracy.
- (3) Payment requirements and procedures.
- (4) Security deposit and guarantee requirements.
- (5) Procedures for suspension, termination and reconnection of service.
- (6) Dispute, informal complaint and formal complaint procedures.
- (7) Third-party notification procedures.
- (8) Telephone numbers and addresses of the LEC and of the nearest Regional Office of the Commission where further inquiries may be made.
- (9) Definitions of terms or abbreviations used by the telephone company on its bills.

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