

A. Reasonable Service:

66 Pa.C.S.A. § 1501. Character of service and facilities.

Every public utility shall furnish and maintain adequate, efficient, safe, and reasonable service and facilities, and shall make all such repairs, changes, alterations, substitutions, extensions, and improvements in or to such service and facilities as shall be necessary or proper for the accommodation, convenience, and safety of its patrons, employees, and the public. Such service also shall be reasonably continuous and without unreasonable interruptions or delay. . . ¹

B. Shortest Trip:

§ 29.313. Service standards and requirements.

(b) Shortest route to be followed. A driver of a call or demand vehicle shall transport passengers to their destinations by the shortest practical route, unless directed by a passenger to take a different route.

C. Overcharging:

66 Pa.C.S.A. § 1303

§ 1303. Adherence to tariffs

No public utility shall, directly or indirectly, by any device whatsoever, or in anywise, demand or receive from any person, corporation, or municipal corporation a greater or less rate for any service rendered or to be rendered by such public utility than that specified in the tariffs of such public utility applicable thereto. The rates specified in such tariffs shall be the lawful rates of such public utility until changed, as provided in this part. Any public utility, having more than one rate applicable to service rendered to a patron, shall, after notice of service conditions, compute bills under the rate most advantageous to the patron.²

¹ Used by the PUC Admin Court on a taxi who didn't accept a fare. Pennsylvania Pub. Util. Comm'n, Bureau of Investigation & Enforcement, C-2012-2249031, 2013 WL 5912555 (Oct. 8, 2013)

² Used by the Commonwealth Court of PA when a taxi didn't dispute overcharging for a certain distance. Radell v. Pennsylvania Pub. Util. Comm'n, 74 Pa. Cmwlth. 232, 459 A.2d 887 (1983)