



November 20, 2018

In response to the "Prepare Now" campaign, please see PCLP's plan below.

PCLP has a station with printed packets for LIHEAP and our CAP applications readily available in the lobby of our office. We also continually discuss payment assistance programs with customers, in the office and over the phone, and if they are interested in applying to the programs but cannot pick up applications, mail packets. We exercise leniency on payment arrangements and accept all combinations of LIHEAP, Crisis Grants and Hardship funds as sufficient funds to initiated or reconnect service for low income customers. We advertise and offer budget plans to customers whenever possible. We advertise weatherization tips and conservation tips and suggest tips in person and over the phone.

We've also created an advertisement that we intend to include in our bill mailing, promoting the prepare now campaign, LIHEAP, our CAP, Budget Billing and a conservation tip. We advertise each of these items on our Facebook page and our annual holiday advertisements, in the local newspaper, will include energy conservation tips.