



**UGI Utilities, Inc.**  
2525 N. 12<sup>th</sup> Street  
Suite 360  
PO Box 12677  
Reading, PA 19612-2677  
  
610-796-3400

November 16, 2017

VIA HAND DELIVERY

The Honorable Gladys M. Brown  
Chairman  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street  
Harrisburg, PA. 17120

RE: 2017 Prepare Now Campaign

Dear Chairman Brown,

Please accept this letter as UGI's commitment to support the Pennsylvania Public Utility Commission's (PUC) 2017 "Prepare Now" customer education campaign. UGI commends the PUC for its annual "Prepare Now" campaign efforts. Now in its 15<sup>th</sup> year, the campaign has provided a worthwhile service to Pennsylvania energy consumers with limited or fixed incomes by urging them to "Call Now" if they need assistance paying their utility bills.

The "Prepare Now" campaign will provide critical support this heating season. UGI's weather advisory services are predicting more normal winter for the coming heating season, as compared to the warmer than normal weather we have experienced over the past two seasons. If this prediction holds, we expect certain UGI customers will experience challenges in managing utility bills this heating season.

As in previous years, the PUC's "Prepare Now" letter focuses on informing utility customers-in-need that they should call their utility company about available Company assistance programs. UGI fully supports this effort. Indeed, we have already commenced a number of initiatives aimed at providing information to qualifying customers about our assistance programs. For example, UGI once again proactively implemented targeted outreach campaigns early in the Fall of 2017. This outreach effort provided information to customers targeted through our collection process and focused on making referrals as well as increasing enrollments into UGI's assistance programs. Our programs and resources include: funds available through the federal Low Income Home Energy Assistance Program (LIHEAP); the UGI Customer Assistance Program (CAP); Operation Share, UGI's fuel fund; our Customer Assistance and Referral Evaluation Services program (CARES); and our Low Income Usage Reduction Program / Weatherization Program (LIURP).

As you will recall, on September 5, 2017 UGI successfully launched its new customer relationship and billing system. The customer relationship and billing system provides

UGI customers with easier access to their accounts, increased convenience, and more mobility.

Regarding referrals of low-income consumers to CAP, UGI's participation as of November 10, 2017 is 19,468 customers enrolled. Efforts aimed at linking qualifying customers to information and programs that can help them restore and maintain service include: a UGI website feature allowing customers to enter income updates to determine if they qualify for CAP; regular interaction and collaboration with UGI's community based organizations (CBOs) through targeted campaign periods; and an Operation Share automated referral process to assist UGI's participating agencies in soliciting our qualifying customers-in-need. In addition to the above-mentioned programs, UGI offers budget billing and provides a third-party notification program. UGI also offers customers several convenient ways to pay their bills, including electronic bill-pay and a mobile device bill payment App.

For your information, UGI has already launched our LIHEAP outreach campaign for this heating season. We began by conducting our annual LIHEAP training session for all Company Call Center representatives. This training included an overview of this year's LIHEAP information, as well as the delivery of a LIHEAP information tool to each UGI Call Center Representative. The LIHEAP Information tool serves as a reminder to each Call Center representative to provide information and promote awareness of LIHEAP during a customer contact calls.

UGI's Outreach Team and the Company's Community Relations Team also collaborated in conducting customer information programs across the Company service territory. These information programs, which include the PUC's Be Utility Wise events, promote awareness of assistance programs, energy conservation, the safe use of energy, and the proper fuel-burning appliances in the home.

In Addition, we are conducting our usual extensive outreach efforts including advertising, media announcements, bill inserts, outbound telephone campaigns and special mailings. We are also utilizing digital tools such as updates posted to our website that include a special link for customers to use to print a LIHEAP application for submission.

UGI operates its own hardship fund for qualifying customers experiencing difficulty in paying their utility bills. This fund is called Operation Share and has been in place for more than 30 years assisting UGI's customers-in-need. UGI donates corporate funds to Operation Share, and solicits donations from our customers, employees and others in the community. An annual UGI corporate donation of \$165,000 has been provided to the Operation Share fund for the heating season. UGI promotes Operation Share via customer inserts, direct communications with qualifying customers and online check through the UGI website at: <http://www.ugioptionshare.org>. UGI provides information on its customer assistance programs in English and Spanish language versions.

UGI's Low Income Usage Reduction Program (LIURP), also known as Weatherization, offers free energy conservation measures to high usage, low income households to help make energy bills more affordable. This year UGI is also offering a further Weatherization program called the Rehabilitation Program. This program allows UGI to contribute funding to a qualifying community organization for the installation of approved energy efficiency measures at the time of new home construction, or when

rehabilitation work is performed on an existing property. Information about the UGI LIURP program and the Rehabilitation Program is available to customers on the Company website, through UGI service territory social agency partners, and by contacting the UGI Call Center.

UGI's Cold Weather Survey is underway in accordance with 52 PA Code Section 56.100(h) and Section 56.100(i). As recommended by the PUC, UGI utilizes a series of letters, phone calls, and field visits to complete this survey. Meetings for UGI staff located at various Company field offices were held to review this annual regulatory requirement. The focus of these meetings was to clearly communicate (1) the categorization of accounts as vacant and (2) describe and explain the need to provide special informational materials to affected properties. As we move through the month of November, UGI is implementing a systematic approach to limit new terminations.

UGI works to leverage funds, whenever possible, to reduce a customer's restoration payment. For customers whose service is under threat of termination, whether due to receiving a termination notice or a less-than-full payment of a bill, UGI works diligently with customers who are making a good faith effort to pay their bills to keep their utility service on. For customers whose service is off, we accept any combination of LIHEAP and Operation Share funds to re-establish service. UGI Call Center staff attempt to update the customer's household and financial information and review all options with them. These options may include: a re-negotiated payment agreement, a referral or enrollment into CAP, a review of other assistance programs, and explanations of the Medical Certification process, Protection from Abuse rights, and the option to call the PUC if the customer is not satisfied.

Regarding home heating safety, UGI issues regular media releases and social media postings throughout the year regarding safety, proper appliance and chimney maintenance, and carbon monoxide (CO) awareness. Since the onset of cooler weather this Fall, UGI has:

- Issued multiple news releases encouraging residents to take safety and energy efficiency steps to ensure the safe and proper operations of their gas and electric appliances
- Issued multiple carbon monoxide (CO) awareness public service announcements (PSA) promoting awareness of the signs and symptoms signaling the presence of CO in homes or businesses
- Issued a news release on the opening of this year's LIHEAP Program
- Included Customer Assistance information in recent editions of Firstline, a UGI newsletter delivered to elected and appointed officials in Harrisburg and across the Commonwealth
- Posted all of the above items on UGI's website and social media channels.

UGI also uses traditional bill inserts to provide safety information to customers. In addition, the [UGI.com](http://UGI.com) website has an extensive section devoted to safety-related topics. UGI also continues to offer an "Energy Safe Kids" section on our website to provide age-appropriate information on the safe use of energy to children and youths.

Concerning the PUC's recommendation to provide information to consumers regarding how they can reduce their heating costs, UGI sponsors weather-related television and digital advertising, and provides a wide range of information on its website. Regarding Customer Choice, UGI provides a number of resources to customers on our website. Information is provided on such topics as:

- Choosing a supplier
- How Choice works
- Identifying 'Price to Compare'
- Tips for shopping for a supplier
- Frequently asked questions, and Glossary of terms

As you can see from the information provided in this letter, UGI is committed to fully support the PUC in its effort to increase customer awareness of winter heating costs, explore ways to reduce energy usage, educate customers about the availability of low income assistance programs, and increase awareness of the safe use of energy in the home.

Please do not hesitate to contact me or others at UGI with any questions or comments you may have. Listed below are the names and contact information of the UGI employees who can readily respond to any urgent "hardship" account concern, or any question you or a member of the PUC staff may have regarding payment or service issues.

Sincerely,



Robert F. Beard, President and CEO

Yvette Belfort  
Supervisor, Customer Outreach, (610) 736-5570

Rose Williams  
Supervisor, Regulatory Compliance, (610) 736-5519

Chris Rossi  
Director, Customer Accounting Services, (610) 736-5555

cc: Hon. Andrew G. Place, Vice Chairman (via Hand Delivery)  
Hon. John F. Coleman, Jr., Commissioner (via Hand Delivery)  
Hon. David W. Sweet, Commissioner (via Hand Delivery)  
Hon. Norman J. Kennard, Commissioner (via Hand Delivery)  
Rosemary Chiavetta, Secretary (via Hand Delivery)  
Grace McGovern, Bureau of Consumer Services (Via E-mail and First Class Mail)  
Michael Kasputis, Bureau of Consumer Services (Via E-mail and First Class Mail)  
Sasha Oberheim, Bureau of Consumer Services (Via E-mail and First Class Mail)