



Wellsboro Electric Company

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November 27, 2018

Pennsylvania Public Utility Commission
Bureau of Consumer Services
PO Box 3265
Harrisburg PA 17105-3265

Ladies and Gentlemen;

Wellsboro Electric Company continues to support the Commission's "Prepare Now" campaign. We promote LIHEAP, the Dollar Energy Fund hardship program and budget billing through our customer newsletter and bill print messages. Consumers can access the LIHEAP Compass and PA Power Switch link from our website's homepage. LIHEAP guidelines and applications, printed versions of the Commission's "Conservation Tips," "Home Heating Safety Tips" and Energy Saver booklets from the U.S. Department of Energy are available in our lobby or mailed if requested by the consumer. Energy conservation tips are promoted through radio sponsors and bill print messages.

On our website homepage, customers can find the Home Energy Suite self-audit tool. This tool is designed to help residential consumers analyze their home's energy usage and to plan for improved energy efficiency and conservation. Customers with advanced metering (AMI) allows the consumer to monitor their monthly, daily and hourly usage and receive peak usage alerts through SmartHub, our customer management program which can be viewed online or through their mobile device. If a consumer does not have computer access, this information is provided to them at their request. We also offer home energy audits at no charge to the consumer.

Wellsboro Electric Company makes every effort to set up reasonable payment arrangements or a budget billing amount that is acceptable to both the customer and the company. Customers expressing difficulty in paying their bill caused from a hardship are referred to the hardship programs available along with phone numbers of local community assistance organizations as well as Third Party notification information.

As the cold weather approaches, we will make an extra effort to reduce terminations to low income households. We are diligent to survey all households where service has been terminated and make every effort to restore service by setting up a reasonable payment plan and referring the customer to hardship programs to assist with restoring service. The company continues to accept any combination of LIHEAP, Crisis, hardship fund grants or grants from charitable organizations in order to restore service. For accounts who have been terminated and require restoration, the company will waive the reconnect fee and security deposit to low-income households at or below the poverty line.

Sincerely,

WELLSBORO ELECTRIC COMPANY

Danette Kerestes
Consumer Service Manager