

November 12, 2013

The Honorable Robert F. Powelson
Chairman
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105

Dear Chairman Powelson:

This is in response to your letter dated October 15, 2013 regarding the tenth annual "Prepare Now" campaign.

As we enter the winter heating season, Peoples Natural Gas recognizes the importance of working with customers to have their service restored. We have provided training to our customer service representatives on our credit procedures and the programs that are available for income eligible customers.

We make every effort to help our customers to maintain/restore utility service by offering payment arrangements and accepting the combination of grants for restoration of service as appropriate. We also will waive the requirement that security deposits and reconnection fees be paid prior to service restoration for eligible customers.

Outlined below are a number of programs and services that we support to assist our customers.

- The media, website, and bill inserts are used to promote programs that are available to help our customers and others in the communities that we serve.
 - A summary of Peoples' customer assistance programs is incorporated into a "Customer Referral Guide" that is provided to area social service agencies. <http://www.peoples-gas.com/EnergyAssistancePrograms.aspx>
 - Peoples Natural Gas and its employees provide support to many organizations throughout our service territory.
Peoples' award winning safety campaign includes bill inserts, television advertisements and bill boards. Information about the safety campaign can be found on our website.
- Participation in fairs, events and joint projects such as: Be Utility Wise, Senior Fairs, furnaces clean/tune up programs, and Re-Energize Pittsburgh.
- We support community weatherization projects to promote energy education and conservation and we partner with Conservation Consultants and Community Action Agencies to provide comprehensive weatherization services as well as administer an emergency furnace/house and service line repair program.
 - As part of our Community Partnership, energy conservation programs have been conducted in Allegheny, Beaver, Blair, and Cambria Counties.

- We conduct extensive outreach about the Low Income Home Energy Assistance Program (LIHEAP) and are part of the “Partners for Warmth” with Columbia Gas, Equitable Gas and Peoples TWP. This is the twenty-second year that Franco Harris has donated his time and talent to help to promote LIHEAP. www.PartnersforWarmth.org
 - On November 4, 2013, a LIHEAP kick off was held at our Customer Service Center and the Partners for Warmth conducted a press conference at the Bidwell Training Center.
 - Speakers included Lourdes Padilla from the PA Department of Public, Welfare, State Representative Erin Mulchany and Franco Harris.
 - Utility representatives provided assistance in completing LIHEAP applications.
 - The Partners for Warmth television and radio advertising campaign provides customers with information on LIHEAP and how they can access the program.
 - Peoples is also conducting separate LIHEAP advertising campaigns in the Johnstown/Altoona market.
- An outbound calling campaign is being performed to encourage potentially eligible customers to apply for LIHEAP.
- Fliers and informational packets are being distributed to food banks, social service agencies and senior centers.
- Peoples developed a web portal to provide easy access for county assistance offices and social service agencies to verify customer information. Peoples conducted a meeting for area social service agencies to provide updated information about its programs and services and also to introduce its web portal.
- Our field personnel have received pocket cards with referral information, including our CARES program. Referral information is included with termination notices and incorporated with the Cold Weather Survey.
- We promote all of our programs internally and provide training on universal service programs, payment arrangements, budget plans and third party notifications.
- Specially trained customer service representatives provide referrals for income eligible customers. A separate 800 number is available for universal service programs, including the Customer Assistance Program (“CAP” Program).
 - Customers who enroll in the CAP program will have their security deposits waived upon eligibility certification and if their service is off, service will be restored for first time participants. More than 18,000 customers participate in our CAP program.
- Peoples contracts with Dollar Energy Fund to provide “one stop shop” referral assistance.
- Customers can also apply for CAP at selected community based organizations (CBOs). The CBOs can conduct outreach for those customers who have not contacted Peoples for assistance.
- Peoples has been a member of Dollar Energy Fund for more than thirty years and has donated more than \$10 million in shareholder and administrative funds and has helped to raise more than \$6 million in customer and third party donations. We encourage our customers to make donations to the Dollar Energy Fund by providing information on our website, bill inserts and on billing statements.

- A check off donation box appears on the back of its bill.
- Peoples will continue to partner with Dollar Energy Fund to promote the seventh annual “Warmathon” which will be held next February. This two day event, held in conjunction with KDKA Radio/Television, accepts pledges to the Dollar Energy Fund. To date, the Warmathon has raised \$1,630,028 including utility matching donations; of that amount, \$328,838 was distributed to Peoples’ customers. www.warmathon.org
- For the fifth year, Peoples, Peoples TWP and Hearth and Home Furnishings, are conducting a fundraising campaign, “Warm Your Hearth...Touch A Heart,” to benefit Dollar Energy Fund. We have raised more than \$60,000 year to date. Hearth and Home Furnishings donates a portion of the proceeds from the sale of gas related appliances. Peoples matches the donations as well as the funds raised at the campaign’s kick-off event. The campaign is promoted through the print media as well as local television stations.
- This is the fourth year that Peoples has partnered with the Altoona Curve and sponsored a “Dollar Energy Fund” night at the Peoples Natural Gas Field resulting in donations of almost \$4,300 to Dollar Energy Fund.
- Peoples is also a strong supporter of Dollar Energy Fund’s other fund-raising events throughout the year including Golf for A Goal and the agency’s annual meeting.
- As part of the Tennessee Pipeline Refund, Peoples provided more than \$1.9 million to Dollar Energy Fund for additional assistance to needy customers.
- Peoples supports numerous charitable efforts to assist its neighbors including donations to food banks and community based organizations.

We hope that this information is helpful. Please feel free to contact me or contact Sadie Kroeck at 412-208-6556 or Sadie.J.Kroeck@peoples-gas.com for additional information.

Sincerely,



Morgan O'Brien
President/CEO
Peoples Natural Gas

Enclosures

CC: Commissioners
Alexis Bechtel, Director, Bureau of Consumer Services
Grace McGovern, Bureau of Consumer Services