UTILITIES, INC.

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November 9, 2012

The Honorable Robert F. Powelson, Chairman
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA. 17120

RE: Prepare Now Campaign

Dear Chairman Powelson:

UGI continues to support the Commission's "Prepare Now Campaign". As the winter heating season approaches, it is important that we reach out to each customer whose service has been terminated or is under threat of termination. Once again, we are prepared to use our resources to communicate and inform customers of the programs that are available to them, including LIHEAP, CAP, Operation Share and LIURP.

As in prior years, extensive efforts to promote LIHEAP are planned. Outreach activities include: media announcements, bill inserts, outbound telephone campaigns, special mailings, and website updates that include a link for customers to print a LIHEAP application. In addition, all call center representatives attend annual training, and are provided scripts, to ensure promotion of LIHEAP on each contact.

UGI will donate $165,000 to our company's hardship fund, Operation Share. This is in addition to the donations from our customers, employees and others in the community. Within the past year, UGI updated its website to highlight Operation Share. Donor testimonials and the ability to allow for on-line donations are just two of the enhancements that can be found at http://www.ugioperationshare.org UGI continues with an ongoing solicitation for additional donations to the Operation Share fund in order to assist those customers in need.
Through UGI's Universal Service Programs, we continue to refer eligible customers to our CAP program as soon as we identify the need through contacts in our call centers, our broad network of community based organizations and other customer contacts. We have conducted various CAP enrollment campaigns to solicit known low income customers for assistance programs. New this year, UGI conducted a conservation day education event for all call center employees. This additional education will ensure all representatives emphasize the availability of UGI's programs to all eligible callers.

Currently, UGI is completing our cold weather survey of customers whose service has been terminated within the past year through a series of letters, phone calls, and field visits to advise customers of the available funding and services in order to get reconnected. Although the survey is still underway, UGI anticipates the number total number of accounts to be surveyed will be less than last year. This year we conducted meetings with appropriate field operation offices

throughout our service territory to review the cold weather survey process. We also will continue to work with our community agencies throughout the winter to get service restored for our customers who are without service.

For customers whose service is off, we accept any combination of LIHEAP, Operation Share and crisis grants (if eligible) in order to establish service. In many cases, leveraging assistance funds in this manner limits the customer's contribution for restoration. For customers whose service is in threat of termination, additional efforts are made for payment arrangement eligible customers who are delinquent. In addition, accepting payment agreement catch up amounts has limited terminations. We offer budget billing and have an existing third party notification program. We have free payment options to customers who enroll in UGI's On Line bill payment program or auto deduction program. We recognize customers who are struggling to pay their winter bills may not be comfortable with or have the means to sign up for these programs. We continue to offer a number of flexible ways for customers to pay their bill. We will continue to provide service to customers who are making a good faith effort to pay.

In August, UGI hosted its 3rd annual LIURP Contractor's workshop. This is a one-day event that encompasses the many aspects of LIURP and includes the importance of home heating safety. This year's featured theme was Effective Weatherization Auditing Techniques. UGI is committed to education for its outreach agencies and is planning a CAP training workshop in November, 2012.

Regarding item 11 from your letter, the newest addition to UGI's website is "The Energy Guy at UGI". This website comes as part of our Electric Energy Education and Conservation program. Through "The Energy Guy", customers can conduct an online energy audit, get energy saving tips and potentially qualify for appliance rebates.

UGI is committed to supporting the Commission 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 programs, and increase awareness of safe home heating.

Please do not hesitate to contact me or others at UGI with any questions or comments that you may have. I have attached the names and contact information of the UGI employees who can readily respond to any urgent "hardship" accounts or legislative questions.

Sincerely,

Robert F Beard

Robert F. Beard
President and CEO

cc: Vice Chairman, John F. Coleman
Commissioner Wayne E. Gardner
Commissioner Pamela A. Witmer
Commissioner James H. Cawley
Grace McGovern, Bureau of Consumer Services (Via E-mail and U.S. Mail)
Rosemary Chiavetta, Secretary

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