



Wellsboro Electric Company

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November 12, 2013

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

Dear Sasha Oberheim:

In conjunction with the Commission's "Prepare Now" campaign, Wellsboro Electric Company continues to promote the LIHEAP program and Compass, the Dollar Energy Fund and budget billing through our customer newsletter, *The Energy Line*. Our website's homepage displays links to the Commission's "Prepare Now," "Conservation Tips," "Home Heating Safety Tips" and LIHEAP's Compass. A printed version of this information is available in our lobby as well as LIHEAP applications and brochure guidelines and Energy Saver booklets from the U.S. Department of Energy.

To help educate our customers, we are currently preparing a bill insert containing information on LIHEAP, Compass, budget billing and winter energy conservation tips. This insert is scheduled to be mailed with the January bill statements.

We offer energy conservation information on our company website. Our homepage offers an online tool called Home Energy Suite. This link is designed to help residential customers analyze their home's energy use and to plan for improved energy efficiency. At least fifty percent of our residential customers have a two-way automated meter reader which allows the customer; through our online bill payment program or mobile app, monitor their daily and hourly usage. The customer has the ability to set up and receive peak usage notifications by text or email. We also offer home energy audits at no charge.

Wellsboro Electric Company does not offer a LIURP or CAP program however we make every effort to set up reasonable payment arrangements that are acceptable to both the customer and the company. When a customer contacts the company to request a payment arrangement or if they express difficulty in paying their bill, they are referred to the programs available along with phone numbers of community assistance organizations.

The company continues to accept any combination of LIHEAP, Crisis, hardship fund grant or grants from charitable organizations in order to restore service. The company will waive the reconnect fee to restore service to a low-income customer and the company does not charge a security deposit if the customer is at or below two hundred and fifty percent of the poverty line.

Sincerely,

WELLSBORO ELECTRIC COMPANY

Danette Kerestes
Consumer Service Manager