

**PENNSYLVANIA PUBLIC UTILITY COMMISSION  
HARRISBURG, PENNSYLVANIA 17120**

**UGI Utilities Inc - Gas Division and  
UGI Utilities Inc – Electric Division**

**Public Meeting October 28, 2021  
3023839-LAW  
Docket No. P-2021-3023839  
P-2021-3023992  
M-2019-3014966**

**STATEMENT OF CHAIRMAN GLADYS BROWN DUTRIEUILLE**

Before the Commission for consideration and disposition are the Petitions filed by UGI Utilities on behalf of its Gas and Electric divisions requesting approval to establish a second phase of the Emergency Relief Program (ERP) previously implemented for UGI’s Gas division in the Settlement of UGI Gas’ rate case approved by the Commission on October 8, 2020.

Phase 1 of the ERP, among other things, provided arrearage forgiveness to gas customers that accumulated overdue balances between the March and December 2020 billing cycles as a result of the COVID-19 Pandemic. The instant Petitions for UGI’s COVID-19 ERP Phase II would include, among other things, the following benefits for both gas and electric customers at or below 300% of the FPIG, that enroll in the ERP through April 30, 2021:

- Expanding eligibility for hardship funds (Operation Share) up to 250% of the FPIG through December 31, 2021, to the extent funds are available.
- Increasing the maximum hardship fund grant amount from \$400 to \$600 through December 31, 2021, to the extent funds are available.
- Accepting self-verification of income for customer assistance program (CAP) eligibility and CAP payment determinations.
- Suspending CAP recertification requirements through April 30, 2021.
- Adjusting its low-income usage reduction program (LIURP) thresholds and job cost limitations to cover personal protective equipment (PPE) costs for the duration of the program year.
- Suspension of collection efforts for any amounts due for service beginning with the March 2020 billing cycle and continuing through April 30, 2021;
- Eligible customers that have accumulated arrears during the applicable period will be given a one-time bill credit of up to \$400.
- Eligible customers that have not accumulated any arrears during the applicable period will be given a one-time bill credit of up to \$200;

Due to the passage of time, certain requests in the Petitions which were structured to end in April of 2021 are now moot. However, I support granting the expansion of eligibility for UGI's hardship fund, Operation Share, and the increase in Operation Share's maximum grant from \$400 to \$600 through the end of this year, as requested by the Company.

A substantial number of households remain at-risk of utility shut-offs as we move into the fall season but I wish, once again, to get the word out that there are millions of dollars in financial assistance currently available for customers experiencing payment difficulties. There are national programs like the Low Income Home Energy Assistance Program (LIHEAP) which is now up and running in Pennsylvania for the 2021 heating season, and the Emergency Rental Assistance Program which provides funding for housing and utility costs. Utilities understand the assistance programs available in their communities for income-qualified consumers including utility-run Customer Assistance Programs (CAP) and various hardship fund programs operated by utilities and non-profit organizations. Please CALL UTILITIES NOW to review the many resources available to stay connected and secure through the coming fall and winter season.

I have previously commended UGI for working to ensure reasonable access to service to protect public health during these extraordinary times. I once again extend that commendation.



**October 28, 2021**

**Date**

---

**Gladys Brown Dutrieuille, Chairman**