



Over a Century  
of Service

November 11, 2020

Chairman Gladys M. Brown Dutrieuille  
Pennsylvania Public Utility Commission  
Commonwealth of Pennsylvania  
P.O. BOX 3265  
Harrisburg, PA 17105-3265

Dear Chairman Brown Dutrieuille,

As we head into this winter heating season, we recognize the effects of the COVID-19 pandemic which has put many households in a financial crisis. Citizens' Electric Company will assist those low-income "protected" customers, as well as other customers who are struggling to pay their winter electric bills by taking the following actions:

- **Urging income-qualified consumers – especially those who may not have been reached in past years – to apply for assistance from programs designed to help make energy bills more affordable, including Customer Assistance Programs, Low-Income Usage Reduction Programs (LIURPs) and budget billing.** *Although Citizens' does not have a CAP program, Citizens' Customer Service Representatives ("CSRs") provide information about the benefits of budget billing and third-party notification. This information is also distributed through Company newsletters and bill inserts as well as the Company's website.*
- **Reminding households that they may be eligible for grants under the federal Low-Income Home Energy Assistance Program (LIHEAP) or Hardship Funds.** *Citizens' CSRs provide information about the availability of Dollar Energy, our hardship fund for customers that are struggling to pay their electric bill, and about LIHEAP. Our CSRs also give information regarding our community-based organizations ("CBOs") which can provide assistance to our low-income customers. We also post frequent advisories to social media regarding the availability of assistance.*
- **Exercising leniency when establishing payment arrangement plans for all consumers, including consideration for circumstances such as lost or reduced income, extended illness of a household member, or increased household size and accompanying expenses.** *Citizens' does exercise leniency with all customers when providing payment arrangements. We consider changes in circumstances such as lost or reduced income, extended illness of the ratepayer or a household member, or increased household size and accompanying expenses when we are setting up those arrangements. CSRs use good judgement to establish reasonable payment arrangements for customers struggling to pay their electric bills. Adjustments can be made to this agreement as circumstances change. We give our low-income customers every opportunity to make a reasonable payment arrangement to avoid termination.*

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*Serving the Wonderful Lewisburg-Buffalo Valley since 1911*

- **Educating consumers about conservation and ways to reduce energy usage.** *Citizens' CSRs provide information regarding energy conservation and weatherization programs. CSRs refer to SEDA-COG's Home Weatherization Program. This information is also routinely provided in Company newsletters. There are energy efficiency and weatherization booklets and brochures available in the Company office which are mailed to customers upon request. The Company's website also has a great deal of useful energy conservation information including energy use calculators to help customers determine the relative magnitude of various energy users in their home, including heat sources, TVs, lighting and appliances. These online tools also offer tips on actions our customers can take to reduce their bills through improved efficiency.*
- **Increasing corporate donations to and fundraising for utility Hardship Funds and other local programs that assist consumers who need help paying their utility bills.** *The Company increased its donations in 2020 to certain local agencies that provide assistance to our customers that need help paying their bills. Citizens' matches contributions to the Dollar Energy fund up to \$5,000. We provide information about donating to the Dollar Energy fund using bill messages, inserts, social media posts, our website, and customer newsletters.*

If you have any questions or require additional information, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "John A. Kelchner". The signature is fluid and cursive, with a long horizontal stroke at the end.

John A. Kelchner,  
President & CEO