



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
HARRISBURG, PA

November 12, 2021

Dear Utility CEO:

As Pennsylvania consumers, businesses, and public utilities move into another heating season, our state and country continue to face health and economic uncertainty. The stress on our neighbors and our communities is further compounded by volatile energy prices and forecasts for colder weather.

We reach out annually to you – our public utility leadership – to emphasize the importance of identifying and assisting consumers struggling with their energy bills. At the same time, the PUC also continues to encourage consumers to **#CallUtilitiesNow** to explore various utility assistance programs and other options to help manage their energy use and keep bills affordable.

Our public utilities are the first and most direct mechanisms to link struggling households with much-needed assistance – whether those financial difficulties are related to the COVID pandemic, the ongoing state and national recovery or other challenging circumstances. Considering this important link between our utilities and our communities, we encourage you to continue to work closely to:

- Urge income-qualified consumers to apply for programs designed to help make energy bills more affordable, including Customer Assistance Programs, Low-Income Usage Reduction Programs (LIURPs), Hardship Fund programs and other available options.
- Remind households that they may be eligible for enhanced assistance this year under the federal Low-Income Home Energy Assistance Program (LIHEAP) and the Emergency Rental Assistance Program (ERAP).
- Exercise flexibility 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.
- Educate consumers about conservation and ways to reduce energy usage.
- Increase support and fundraising for utility Hardship Funds and other local programs that assist consumers who need help paying their utility bills.

The PUC will continue strongly encouraging families to **#CallUtilitiesNow** to explore all the available options – and we appreciate the work you do answering those calls and connecting people with essential programs. Working together, we want to foster those important conversations between customers and utilities. Feel free to offer any additional suggestions you may have that would improve our efforts. Send any comments to Sasha Oberheim in the Bureau of Consumer Services at soberheim@pa.gov.

Thank you for your cooperation and continued efforts to help customers.

Gladys Brown Dutrieuille
Chairman

John F. Coleman Jr.
Vice Chairman

Ralph V. Yanora
Commissioner