

National Fuel

Donna L. DeCarolus
President

November 19, 2021

The Honorable Gladys Brown Dutrieuille, Chairman
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

**Re: The Pennsylvania Public Utility Commission's
2021 "Prepare Now" Campaign**

Dear Chairman Brown Dutrieuille:

Thank you for your November 12, 2021 letter stressing the importance of the Pennsylvania Public Utility Commission's (the "**Commission**") "Prepare Now" campaign. As stated in your letter, as Pennsylvanians enter this heating season, they do so amidst the backdrop of the COVID-19 pandemic and economic uncertainty, making this year's "Prepare Now" campaign of particular importance.

Like the Commission, National Fuel Gas Distribution Corporation ("**National Fuel**") wholeheartedly agrees that public utilities provide essential services every day to millions of Pennsylvanians and play a powerful role in linking struggling households with much needed assistance. As a natural gas utility serving the coldest region of Pennsylvania, National Fuel has historically spent significant effort in educating customers regarding the availability of various assistance programs, and means to reduce heating costs and conserve energy.

National Fuel plans to further such efforts this heating season – mindful that this winter, Pennsylvanians are additionally facing the continuing effects of the COVID-19 pandemic, economic hardships, and related challenges. More specifically, and in response to the bulleted items in your letter, National Fuel highlights the following actions it plans to undertake for the 2021-2022 heating season:

1. National Fuel takes every opportunity to link customers to available assistance programs ("**Programs**"), including National Fuel's Customer Assistance Program ("**CAP**"), LIHEAP, CRISIS, ERAP and Neighbor for Neighbor hardship funds by educating them about the programs and assisting them to access and retain these benefits.

National Fuel participates in senior and legislative expositions throughout the year to inform consumers about available Universal Service Programs and benefits they could provide. Additionally, National Fuel has provided its Neighbor for Neighbor community partners with information on available Programs at Neighbor for Neighbor Advisory Board meetings. Refresher

training for National Fuel field and office staff was completed to help identify "vulnerable" customers to refer to these Programs.

2. National Fuel will accept any appropriate combination of LIHEAP, CRISIS, ERAP and Neighbor for Neighbor funds to turn on or reconnect service. If these funds are insufficient and a customer payment is also required, National Fuel will be reasonably lenient considering all appropriate circumstances. Customers may also be reconnected and referred to National Fuel's CAP if the customer is eligible.
3. National Fuel strives to reach solutions that provide support for customers in need. National Fuel evaluates customers' circumstances to find the program or solution that will best fit their needs. Where a payment arrangement is appropriate, National Fuel will continue to consider the application of LIHEAP, CRISIS, ERAP, Neighbor for Neighbor grants, as well as other available funding sources when establishing a payment arrangement.
4. National Fuel provides information on all Programs and services through use of paid media campaigns in multiple formats, social media, and through our corporate website designed to reach all audiences. National Fuel has multiple resources available to help customers understand their consumption and also ways to manage it. Moreover, National Fuel continues to promote its LIURP program and to assist customers in obtaining information relative to LIURP.
5. National Fuel believes strongly in its current generous donations to a wide-variety of nonprofit organizations as well as shareholder contributions to its Neighbor for Neighbor Heat Fund. National Fuel routinely monitors its charitable contributions and evaluates any increased need.

In close, I would like to personally thank you for the Commission's efforts in educating Pennsylvanians on how to best prepare for winter energy costs – a matter of particular importance this year. If you need any additional information please feel free to contact me.

Very truly yours,



Donna L. DeCarolis
President

National Fuel Gas Distribution Corp.

cc: Vice Chairman John F. Coleman, Jr.
Commissioner Ralph V. Yanora