



Wellsboro Electric Company

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December 20, 2021

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

Dear Chairman Brown Dutrieuille;

Wellsboro Electric Company recognizes the financial effects as well as the health effects the coronavirus pandemic has had in our territory, our State and our country. As our community works to recover from the pandemic, Wellsboro Electric Company continues to assist our customers by:

Urging income-qualified consumers 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 Wellsboro Electric does not offer a Customer Assistance Program, we do promote budget billing and third-party notification through *The Energy Line* newsletter insert, our website and by phone when customers call requesting payment arrangements.

Remind households that they may be eligible for enhanced assistance this year under the federal Low-Income Energy Assistance Program (LIHEAP) and the Emergency Rental Assistance Program (ERAP). We make every effort to direct our customers where to seek assistance by referring them to the Low-Income Energy Assistance Program (LIHEAP) and the Emergency Rental Utility Assistance program (ERAP). Our office will provide hard copy applications and program brochures. We also provide information to our local community service agencies.

Exercising 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. Wellsboro Electric makes every effort to set up reasonable payment arrangements from our customers who express difficulty with paying their bill due to hardships from job loss, reduced income, illness or change in household income. We work diligently to engage with our customers with payment plans.

Educating consumers about conservation and ways to reduce energy usage. Our company website offers a self-audit tool which calculates energy use costs based on the information a customer inputs for their home appliances, televisions, and lighting, etc. It also provides energy conservation information and electricity fundamentals. We also promote energy conservation tips through bill print messages and radio advertising.

Increasing corporate donations to and fundraising for utility Hardship Funds and other local programs that assist consumers who need help paying their utility bills. Wellsboro Electric increased the Dollar Energy Fund donations in 2021 by matching contributions to \$5,000. We promote information about the Dollar Energy Fund through bill print messages, bill inserts and our customer newsletter.

If you have any questions, feel free to contact me.

Sincerely,

WELLSBORO ELECTRIC COMPANY

Danette Kerestes

Danette Kerestes
Consumer Services Manager