



**COMMONWEALTH OF PENNSYLVANIA**  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
COMMONWEALTH KEYSTONE BUILDING  
400 NORTH STREET  
HARRISBURG, PENNSYLVANIA 17120

IN REPLY, PLEASE  
REFER TO OUR FILES

M-2019-3014966  
R-2021-3030218

**January 18, 2023**

To: All Parties of Record at Docket Nos.:  
M-2019-3014966 – UGI Gas and Electric Joint 2020-2025 USECP  
R-2021-3030218 – UGI Gas 2022 Gas Base Rate Case

**RE: UGI Further Revised Joint 2020-2025 Universal Service and Energy Conservation Plan**

*Overview*

On December 28, 2022, UGI Utilities, Inc. – Gas Division (UGI Gas) filed and served a revised Joint 2020-2025 Universal Service and Energy Conservation Plan (Further Revised 2020 USECP) at Docket No. M-2019-3014966<sup>1</sup> with the Pennsylvania Public Utility Commission (Commission) to provide clarifications requested by the Commission’s Bureau of Consumer Services (BCS) in a Secretarial Letter issued on December 8, 2022 (December 8 Secretarial Letter).

*Background*

On October 28, 2022, UGI Gas filed and served a revised Joint Universal Service and Energy Conservation Plan (Revised 2020 USECP) to incorporate certain provisions as approved in the general rate increase proceeding at *Pa. PUC, et al., v. UGI Gas*, Docket Nos. R-2021-3030218, *et al.*, (Order entered on September 15, 2022) (2022 UGI Gas Base Rate Case).<sup>2</sup> The changes in the Revised 2020 USECP were found to be consistent with the universal service provisions approved in the 2022 UGI Gas Base Rate Case. However, the December 8 Secretarial Letter requested, *inter alia*, that UGI Gas define the term “Warm Referral” in its Further Revised 2020 USECP. December 8 Secretarial Letter at 3.

In its Further Revised 2020 USECP, UGI Gas clarifies that a “Warm Referral” is a process that automatically refers customers to other low-income programs that may assist the customer (*e.g.*, low income usage reduction programs, hardship funds, and customer assistance referral and evaluation programs). UGI Gas determines if these customers qualify for benefits under these programs without requiring the customer to apply. Benefits to qualifying customers include weatherization measures at residences and/or energy assistance grants for heating bills. Further Revised 2020 USECP at 8, 16.

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<sup>1</sup> The Joint 2020-2025 USECP reflects the universal service policies and procedures for both UGI Gas and UGI Utilities Inc. – Electric Division.

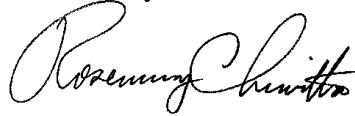
<sup>2</sup> The universal service changes approved in the 2022 UGI Gas Base Rate Case apply only to UGI Gas.

*Conclusion*

BCS has determined that the explanation of UGI Gas' Warm Referral process addresses the request for clarification in the December 8 Secretarial Letter. Parties have the right to seek reconsideration of this staff action. These staff determinations relative to the review of the December 2022 Filing will be deemed to be the final action of the Commission unless reconsideration is sought from the Commission within 20 days after service of this Secretarial Letter. *See* 52 Pa. Code § 5.44 (relating to petitions for appeal from actions of the staff).

If you have any questions, please contact Jennifer Johnson at [jennifjohn@pa.gov](mailto:jennifjohn@pa.gov).

Sincerely,



Rosemary Chiavetta  
Secretary

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Natural Gas Assistants