

---

Devin Ryan

dryan@postschell.com  
717-612-6052 Direct  
717-731-1985 Direct Fax  
File #: 207056

April 1, 2025

***VIA ELECTRONIC FILING***

Rosemary Chiavetta, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street, 2nd Floor North  
P.O. Box 3265  
Harrisburg, PA 17105-3265

**Re: UGI Utilities, Inc. - Gas Division and UGI Utilities, Inc. - Electric Division  
Universal Service and Energy Conservation Plan for 2026-2030  
Docket No. M-2025-**

Dear Secretary Chiavetta:

Enclosed for filing is the Universal Service and Energy Conservation Plan (“USECP”) of UGI Utilities, Inc. – Gas Division and UGI Utilities Inc. – Electric Division (collectively, “UGI”) for the Five-Year Period January 1, 2026, to December 31, 2030.

In addition, below are UGI’s responses to the deficiencies identified by the Pennsylvania Public Utility Commission’s Bureau of Consumer Services regarding Low Income Home Energy Assistance Program (“LIHEAP”) data sharing. See Docket Nos. M-2019-3014966, P-2020-3019196, and M-2023-3038944

*First, UGI does not address how or whether it will use the LIHEAP household data to enroll customers in non-CAP universal service programs (e.g., Low Income Usage Reduction Program (LIURP), Hardship Fund). UGI is encouraged to use the LIHEAP household data to determine a household’s eligibility for all of its universal service programs, not just CAP.*

**Response:** UGI cannot use LIHEAP household data as the sole qualifier for participation in Operation Share and LIURP. Just because UGI receives LIHEAP Household data for an Operation Share applicant, does not necessarily mean they qualify for the program. Primarily, the customer must have a demonstrated hardship that is temporary in nature. The applicant also must not have received the maximum Op Share grant in the last 12 months. Each application is fact based and

specific to the relevant circumstances. Similarly, LIHEAP Household data does not ensure a customer gets enrolled in LIURP. All LIURP participants must meet the applicable high usage criteria. A residence that has been weatherized previously may exclude the customer from participation until their payback period expires. Renters require written permission from landlords to participate.

*Second, it is not clear what timeframe UGI will apply to use household data provided by DHS. UGI states that it will use “current” LIHEAP household data to enroll customers into CAP but does not clarify what timeframe it will use to classify data as “current.” UGI is reminded that the temporary and partial waiver of household income timeframes granted through the June 2024 Order extends to income received by DHS in the prior 12 months and/or the current or prior LIHEAP program year.*

Response: According to the Pennsylvania DHS’s LIHEAP Handbook, a LIHEAP applicant verifies income in the following manner: “The household must provide income verification for the month prior to the month of application, or the household may provide income verification for the 12 months prior to the month of application.” Accordingly, UGI relies on the currentness of the income data provided by DHS, i.e., the “month prior” or “12 months prior” to submitting the LIHEAP application. To be current for enrollment in CAP, the household data received from DHS must fall within the month prior or 12 months prior requirement.

*Finally, UGI also does not describe if or how it will use LIHEAP household data to recertify CAP customers. UGI only commits to continuing its current process of extending recertification timeframes – up to three years – if the customer receives LIHEAP annually and to notifying the customers to report any changes in household size or income since applying for LIHEAP. UGI is encouraged to modify its current CAP recertification procedures to allow for auto-recertification if the CAP household’s LIHEAP data is shared with the public utility. In addition, UGI should inform CAP customers recertified with LIHEAP household data if or how their monthly CAP bill will change and how to contact the utility if their information has changed since completing the LIHEAP application.*

Response: The Company will auto recertify a CAP customer each year current LIHEAP household data is provided to UGI by customers who have agreed to share household data on their LIHEAP application. The Company will inform CAP customers recertified with LIHEAP household data if or how their monthly CAP bill will change and how to contact the utility if their information has changed since completing the LIHEAP application.

Copies of this filing are being served per the enclosed Certificate of Service.

Rosemary Chiavetta, Secretary  
April 1, 2025  
Page 3

Respectfully submitted,



Devin Ryan

DR/dmc  
Enclosures

cc: Certificate of Service  
Jennifer Johnson, BCS (*via Email jennifjohn@pa.gov*)  
Louise Fink Smith, Law Bureau (*via Email finksmith@pa.gov*)

## CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of this filing has been served upon the following persons, in the manner indicated, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a participant).

### VIA E-MAIL

Allison Kaster, Esquire  
Bureau of Investigation & Enforcement  
Commonwealth Keystone Building  
400 North Street, 2nd Floor West  
PO Box 3265  
Harrisburg, PA 17105-3265  
E-mail: [akaster@pa.gov](mailto:akaster@pa.gov)

NazAarah Sabree  
Office of Small Business Advocate  
555 Walnut Street  
Forum Place, 1<sup>st</sup> Floor  
Harrisburg, PA 17101  
E-mail: [ra-sba@pa.gov](mailto:ra-sba@pa.gov)

Darryl Lawrence, Esquire  
Office of Consumer Advocate  
555 Walnut Street  
Forum Place, 5th Floor  
Harrisburg, PA 17101-1923  
E-mail: [dlawrence@paoca.org](mailto:dlawrence@paoca.org)

Elizabeth R. Marx, Esquire  
Pennsylvania Utility Law Project  
118 Locust Street  
Harrisburg, PA 17101  
E-mail: [pulp@palegalaid.net](mailto:pulp@palegalaid.net)  
CAUSE-PA

Dated: April 1, 2025



---

Devin T. Ryan



UGI Utilities, Inc. – Gas Division  
UGI Utilities, Inc. – Electric Division

**Universal Service & Energy Conservation Plan  
For the Five-Year Period  
January 1, 2026 – December 31, 2030**

Docket Nos. M-2025-\_\_\_\_\_

Filing Date: April 1, 2025



# UGI 2026-2030 USECP

## Table of Contents

	<u>Page No.:</u>
I. INTRODUCTION .....	1
II. 2026-2030 USECP OVERVIEW .....	2
A. SUMMARY OF THE 2026-2030 USECP .....	2
1. USECP Programs.....	2
2. Customers Served .....	2
3. Administration .....	3
4. Communication.....	4
B. SUMMARY OF CHANGES TO PLAN .....	4
1. Operation Share Energy Fund .....	4
2. CAP.....	5
3. LIURP.....	6
C. NEEDS ASSESSMENT .....	6
III. THE CARES PROGRAM .....	6
A. DESCRIPTION OF THE CARES PROGRAM.....	7
1. Goals and Objectives .....	7
2. Program Design .....	7
B. FUNDING AND BUDGET.....	7
C. ELIGIBILITY CRITERIA.....	7
D. INTAKE / NETWORKING .....	8
IV. THE OPERATION SHARE ENERGY FUND.....	8
A. PURPOSE & OBJECTIVES .....	8
B. FUNDING AND BUDGET.....	8
C. ADMINISTRATION .....	9
D. ELIGIBILITY .....	9
E. PAYMENT OF GRANTS .....	11
V. CUSTOMER ASSISTANCE PROGRAM.....	11
A. INTRODUCTION .....	11
B. INTAKE/NETWORKING/EDUCATION.....	11
C. FUNDING AND BUDGET.....	12
D. ADMINISTERING AGENCIES .....	12
E. MONITORING.....	13

## UGI 2020-2025 USECP

F.	EVALUATION.....	14
G.	CUSTOMER ELIGIBILITY REQUIREMENTS .....	14
H.	MONTHLY CAP PAYMENT AMOUNT.....	17
1.	Determination of Monthly CAP Payment Amount .....	17
2.	Household Income Documents .....	19
3.	Use of LIHEAP Grants .....	19
4.	Late Fees & Security Deposits.....	20
I.	PARTICIPANT OBLIGATIONS.....	20
J.	PRE-PROGRAM ARREARAGE FORGIVENESS .....	20
K.	APPLICATION OF CAP CREDITS.....	21
L.	RECERTIFICATION POLICY .....	22
1.	CAP Recertification Requirements for LIHEAP and Non-LIHEAP Participants.....	22
2.	Recertification Reminder Schedule .....	23
3.	Use of Zero Income Statements for CAP Enrollment and Recertification.....	23
4.	Impact of Recertification .....	23
M.	REASONS FOR REMOVAL FROM CAP.....	24
N.	CAP NON-PAYMENT DEFAULT AND CREDIT AND COLLECTION POLICIES 25	
O.	REINSTATEMENT POLICY .....	<b>Error! Bookmark not defined.</b>
P.	CAP UNIVERSAL SERVICE REQUIREMENTS REPORTING .....	26
VI.	LIURP.....	26
A.	INTRODUCTION .....	26
B.	FUNDING AND BUDGET.....	27
C.	LIURP ENROLLMENT LEVELS.....	27
D.	LIURP REPORTING REQUIREMENTS.....	27
E.	LIURP WEATHERIZATION PROGRAM .....	27
1.	Weatherization Program Administration .....	28
2.	Weatherization Program Eligibility .....	28
3.	Weatherization Program Outreach and Intake Efforts.....	29
4.	Weatherization Program Identification & Referral of Low-Income Customers .....	30
5.	Weatherization Program Inter-Utility Coordination.....	30
F.	REHABILITATION PROGRAM .....	30
1.	Rehabilitation Program Eligibility .....	31

**UGI 2026-2030 USECP**

Appendix A - Funding Levels..... A-1

Appendix B – Needs Assessment .....B-1

Appendix C – CAP CBO Listing .....C-1

Appendix D – LIURP CBO Listing..... D-1

Appendix E – CAP Notification Process .....E-1

Appendix F – Zero Income Form ..... F-1

Appendix G – CAP Audit Scorecard .....G-1

Appendix H – CEOP.....H-1



# UGI 2026-2030 USECP

## I. INTRODUCTION

UGI Utilities, Inc. (“UGI”) hereby submits this revised Universal Service and Energy Conservation Plan (“USECP” or “Plan”) for the five-year period January 1, 2026, through December 31, 2030, to the Pennsylvania Public Utility Commission (“PUC” or “Commission”) for its review and approval in accordance with the Commission’s *Universal Service and Energy Conservation Reporting Requirements* at 52 Pa. Code §§ 54.71 – 54.78 and §§ 62.1 – 62.8. The USECP replaces and supersedes the UGI Companies’ Universal Service and Energy Conservation Plan for the period of January 1, 2020, through December 31, 2025 (the “2020-2025 USECP”) approved by the Commission at Docket No. M-2019-3014966 by Orders entered January 16, 2020, and subsequent amendments thereto approved by the Commission at Docket No. M-2019-3014966 by Order entered June 16, 2022. The USECP pertains to the universal service programs of UGI’s Electric Division (“UGI Electric”) and Gas Division (“UGI Gas”).

This 2026-2030 USECP sets forth the rules, terms and conditions and funding levels under which UGI will administer its universal service and energy conservation programs and policies (“Universal Service Programs” or “USPs”) to eligible customers for the period of January 1, 2026, through December 31, 2030. **Appendix A** of the Plan sets forth the committed funding levels and budgets for each of the UGI divisions during this time period. **Appendix B** of the Plan sets forth the projected needs assessment as required by the Commission’s regulations at 52 Pa. Code § 62.4(b)(3).<sup>1</sup> **Appendices C & D** provide a list of third-party, community-based organizations (“CBOs”) to be utilized by UGI to assist in administering the Universal Service Programs. **Appendix E** sets forth UGI’s notification process to prompt customers to recertify for CAP. **Appendix F** provides the Zero Income form to be used for CAP. **Appendix G** provides the CAP Agency Audit Scorecard. **Appendix H** provides UGI’s Communication Education and Outreach Plan (“CEOP”).

UGI Gas is a “public utility” and a “natural gas distribution company” (“NGDC”) as defined under the Public Utility Code, 66 Pa.C.S. §§ 102 and 2202, and is subject to the regulatory jurisdiction of the Commission. UGI Gas provides natural gas distribution service and supplier of last resort (“SOLR”) service. UGI Gas combined serves approximately 632,000 residential customers in 46 counties.

UGI Electric is a “public utility” and an “electric distribution company,” as defined under the Public Utility Code, 66 Pa.C.S. §§ 102 and 2803, and is subject to the regulatory jurisdiction of the Commission. UGI Electric provides electric distribution, transmission and default supply services to customers located in its certificated service territory. UGI Electric furnishes electric distribution service to approximately 55,000 residential customers located in portions of two northeastern Pennsylvania counties (Luzerne and Wyoming counties).

---

<sup>1</sup> The needs assessment was calculated for the total UGI Gas service territory. UGI Electric is not required to conduct a projected needs assessment because it serves fewer than 60,000 residential accounts. See 52 Pa. Code § 54.77.

# UGI 2026-2030 USECP

## II. 2026-2030 USECP OVERVIEW

### A. SUMMARY OF THE 2026-2030 USECP

#### 1. USECP Programs

To assist low-income and payment-troubled customers located in their service territories, UGI has established the USECP in accordance with the Commission’s regulations. UGI’s Universal Service Programs include the following:

- Customer Assistance and Referral Evaluation Services (“CARES” or the “CARES Program”);
- Hardship Fund or the “Operation Share Energy Fund” (“Operation Share”);
- Customer Assistance Program (“CAP”); and
- Low Income Usage Reduction Program (“LIURP”).

UGI also actively encourages payment-troubled, low-income customers to apply for grants from the Low-Income Home Energy Assistance Program (“LIHEAP”).

#### 2. Customers Served

In 2024, UGI assisted approximately 58,000 residential customers through its Universal Service Programs. The total number of participants by program for UGI Gas and UGI Electric in 2024 is set forth in Table 1:

<b>Table 1. Universal Service Customers Served in CY 2024</b>						
	CAP	LIURP	CARES*		Hardship Funds	Total
			CARES Referrals	LIHEAP Recipients		
South	12,743	253	210	9,976	1,092	24,274
North	8,992	172	184	9,596	444	19,388
Central	2,756	93	91	4,066	357	7,363
<b>UGI Gas</b>	<b>24,491</b>	<b>518</b>	<b>485</b>	<b>23,638</b>	<b>1,893</b>	<b>51,025</b>
Electric	4,643	77	42	1,539	536	6,837
<b>Total Gas + Electric</b>	<b>29,134</b>	<b>595</b>	<b>527</b>	<b>25,177</b>	<b>2,429</b>	<b>57,862</b>

\*CARES consists of number of CARES customers and # of LIHEAP (Cash and Crisis) recipients; LIHEAP data based on 2023-2024 LIHEAP Program Year.

A summary of UGI’s program expenditures for its Universal Service Programs in 2024 is provided below:

## UGI 2026-2030 USECP

<b>Table 2. 2024 Universal Service Program Expenditures CY 2024</b>					
<b>Company</b>	<b>CAP</b>	<b>LIURP</b>	<b>CARES</b>	<b>Hardship Fund</b>	<b>Total</b>
South	\$456,544	\$2,030,078	\$5,333	\$16,425	\$2,508,380
North	\$332,788	\$1,270,560	\$2,823	\$6,705	\$1,612,876
Central	\$85,312	\$757,417	\$1,673	\$5,355	\$849,757
<b>UGI Gas</b>	<b>\$874,644</b>	<b>\$4,058,055</b>	<b>\$9,829</b>	<b>\$28,485</b>	<b>\$4,971,013</b>
UGI Electric	\$148,936	\$334,904	\$627	\$8,100	\$492,567
<b>Total Gas + Electric</b>	<b>\$1,023,580</b>	<b>\$4,392,959</b>	<b>\$10,456</b>	<b>\$36,585</b>	<b>\$5,463,580</b>

### 3. Administration

UGI has dedicated employees who are trained and committed to ensuring eligible customers are referred to all appropriate Universal Service Programs (“USP Staff”) in order to provide the greatest benefits to customers. The USP staff is structured as follows:

- Senior Manager, Customer Programs<sup>2</sup> (1 full-time): Responsible for strategy, supervision, and regulatory oversight.
- Manager, Universal Services<sup>3</sup> (1 full-time): Responsible for the day to day supervision of the group and all reporting requirements.
- Senior Analyst (1 full-time): Responsible for the analysis and reporting requirements of all Universal Service Programs.
- Universal Service Program Administrator (1 full-time): Responsible for assisting Senior Analyst with reporting requirements of all Universal Service Programs; provides training to UGI staff and CBO caseworkers.
- Senior Customer Outreach Representative (1 full-time): Responsible for leadership support of LIHEAP representatives, Operation Share, and CAP.
- Customer Outreach Representatives (6 full-time): Responsible for the day-to-day operations of LIURP, CAP, Operation Share Energy Fund, CARES and LIHEAP. Each maintains daily contact with the CBOs responsible for the administration of each program.
- LIHEAP Outreach Representatives (2 full-time)<sup>4</sup>: Responsible for the day-to-day operations of LIHEAP. Each maintains daily contact with County Assistance Organizations (“CAO”) responsible for the administration of LIHEAP.

<sup>2</sup> In October 2021, the Senior Manager Customer Programs position was created replacing the former Senior Manager, Credit Collections & Regulatory Compliance position.

<sup>3</sup> In March 2022, the Manager Universal Services position was created replacing the former Customer Outreach Senior Supervisor position.

<sup>4</sup> In February 2020, UGI moved from four to two full-time LIHEAP Outreach Representatives.

## UGI 2026-2030 USECP

UGI contracts with CBOs to assist the USP Staff with customer referrals and administration of the USPs. Together, the USP Staff and the CBOs have the capability to screen, enroll, and refer customers for all available Universal Service Programs. The USP Staff incorporates all USP referrals into existing processes (Cold Weather Interim Procedure (“CWIP”), collection, compliance and contract management). In addition to referrals to all USP components, referrals are also made to LIHEAP and State Weatherization programs.

### **4. Communication**

There are numerous means by which the USP Staff and its CBO partners provide residential customers with information on available programs (as detailed in Appendix H, the CEOP) and assist them in receiving assistance from CBOs. Information about the USPs is delivered to customers through various communication channels and through the USP Staff upon customer inquiry. UGI has a dedicated toll-free telephone number, 1-800-UGI-WARM that customers can call to get program information. UGI also maintains a page on its website that provides information on universal service programs and eligibility: <https://www.ugi.com/customer-services/customerassistance/>.

UGI utilizes additional communication channels permitting its customers to apply and/or recertify for CAP over the phone with provision of supportive documentation through mail, or additional means, as permitted by the CBOs. Additionally, UGI Gas provides detailed information regarding its USPs in its new customer welcome packet that is sent to UGI Gas customers who recently converted to natural gas.<sup>5</sup> Moreover, UGI Electric: (1) solicits Electric customers who self-reported Level 1 income in the prior 12 months for enrollment in the Company’s CAP two times a year until at least the effective date of the Company’s next USECP; (2) accepts verbal self-reported income eligibility for electric customers at or below 250% of the FPL during the Winter Moratorium for purposes of winter shutoff protections, requests for deferred payment arrangements, or any other electric customer contact with the call center for an unpaid bill; and (3) automatically enrolls electric LIHEAP recipients into CAP according to specific conditions.<sup>6</sup>

### **B. SUMMARY OF CHANGES TO PLAN**

As required by Section 62.4 of the Commission’s regulations, 52 Pa. Code § 62.4, this section of the Plan describes the modifications and enhancements made to UGI’s Commission-approved 2020-2025 USECP. Set forth below is a description of the changes made to the individual Universal Service Programs. Changes that touch on more than one program include: (1) identification requirements and Household Income Documents necessary for program enrollment; and (2) revisions to enrollment and budget projections.

#### **1. Operation Share Energy Fund**

UGI is clarifying in this USECP that awarded hardship grant amounts can be used to pay

---

<sup>5</sup> See Paragraph 45 of UGI Gas’s 2022 Rate Case Settlement at Docket No. R-2021-3030218.

<sup>6</sup> See Paragraph 60(a) of UGI Electric’s 2023 Rate Case Settlement at Docket No. R-2022-3037368.

## UGI 2026-2030 USECP

for restoration fees, including reconnection fees, to the extent of the awarded grant amount for customers or applicants who are income-qualified for the program, regardless of the customer or applicant's prior or current enrollment in CAP. UGI also is clarifying that CAP customers are eligible to receive Operation Share grants.

UGI is removing language regarding Company matching of Operation Share contributions made by customers, employees or other sources. Such matching has been replaced by the Company's annual contribution amounts.

Additionally, customers with delinquent balances are encouraged to contact the Credit Department to discuss their options, however, customers whose service has been terminated must contact the Credit Department to discuss their options because CBOs cannot provide benefits on an inactive account.

Finally, this USECP includes the flexibility to reallocate up to 25% of UGI Gas's regional (South, North, Central) annual Operation Share budget.

### **2. CAP**

The 2026-2030 Plan includes the following changes to CAP:

If a UGI customer checks the box on their LIHEAP application to share data with utilities, UGI will utilize DHS data sharing income information. DHS's income and household member information will be utilized to have UGI Gas customers "opt in" to participate in CAP.

The Company also will use the DHS data for recertification purposes. If UGI Gas and UGI Electric customers have income and household member information that is being shared with utilities from the LIHEAP application, the customer will not need to recertify every 3 years. The Company will inform CAP customers recertified with LIHEAP household data if or how their monthly CAP bill will change and how to contact the utility if their information has changed since completing the LIHEAP application.

CAP customers that are removed for failing to recertify and have missed CAP payments, must first satisfy their missed CAP payments prior to being reinstated into CAP.

Customers who have not participated in LIHEAP, or who have not gone through the Company's income verification process, must provide identification as described in the CAP Identification for CAP Eligibility section below to enroll in a Universal Service Program. Additionally, these identification eligibility requirements are being standardized across all of UGI's USECP programs, except for the CARES program, to streamline the application process.

For purposes of program standardization, and for non-LIHEAP recipients, UGI is applying the Household Income Documents provisions in the CAP section to the other USECP programs,

## UGI 2026-2030 USECP

except for CARES, to demonstrate program eligibility based on the applicable income guideline levels.

The Company revised its CAP requirements such that it will not remove customers from CAP if they do not apply for and direct to UGI LIHEAP Cash or Crisis grants.

The Company is clarifying that CAP customers who request to be removed from the program, even though they benefit from it, will forfeit all program benefits upon removal. Additionally, if CAP is no longer beneficial to the customer and they choose to be removed, there is no 12 month wait to re-apply.

### **3. LIURP**

The 2026-2030 Plan includes the following changes to the LIURP program:

UGI Gas is increasing the maximum spending per LIURP job, where gas furnace or boiler replacement is not required, from \$8,000 to \$10,000.

UGI Electric has included a Minimum Usage Criteria threshold of 6,000 kWh for electric baseload (non-heating) LIURP jobs.

For this 2026-2030 USECP, the LIURP budgets for UGI Gas and UGI Electric will increase commensurate with the residential percentage rate increase approved in any UGI Gas or UGI Electric base rate case that is adjudicated within the term of this USECP. If there is not any applicable base rate case, the LIURP budgets will increase by 3% over the prior year budgets. There will be no carryover of unspent funds to the next year.

This USECP includes the flexibility to reallocate up to 25% of UGI Gas's regional (South, North, Central) annual funding in the event that certain LIURP agencies are underspent, and their budgets could be better utilized in other areas.

### **C. NEEDS ASSESSMENT**

As required by 52 Pa. Code § 62.4(b)(3), UGI Gas has performed and included a needs assessment for this Plan, which is presented on a combined basis in Appendix B.<sup>7</sup> UGI Electric is not required to conduct a projected needs assessment because it serves fewer than 60,000 residential accounts. See 52 Pa. Code § 54.77.

## **III. THE CARES PROGRAM**

---

<sup>7</sup> In the last USECP, UGI indicated that future USECPs would include needs assessments on a combined basis.

## UGI 2026-2030 USECP

### A. DESCRIPTION OF THE CARES PROGRAM

#### 1. Goals and Objectives

The goal of the CARES Program is to provide personal assistance and referrals to payment-troubled customers and to help improve their delinquent bill payment problems. The CARES Program identifies special needs customers and guides them to the appropriate program or agency. CARES concentrates on, but is not exclusively for, the low-income segment that may lack the knowledge of energy conservation, budget counseling, and fuel assistance programs. Unlike other USPs administered by UGI, the CARES Program is geared toward the customer who has a temporary, immediate need, such as loss of income, loss of head of household, illness or any other temporary situation resulting in an inability to pay. CARES is intended to be a short-term assistance referral program to guide a customer through a difficult time and to help inform and educate them about the available assistance. The CARES Program also provides extensive LIHEAP outreach to help increase awareness of the program and encourage all eligible households to apply for grants. All customers who provide UGI with a copy of their Protection from Abuse (“PFA”) order are handled by the smaller number of CARES representatives for specific program referrals and payment options.<sup>8</sup>

#### 2. Program Design

The CARES Program was developed as an outreach and referral service to assist customers with special hardships. CARES is available to any residential customer who is confronted with a temporary hardship that could result in the loss of utility service. Assistance is obtained through UGI’s programs and the established network of social agencies. CARES is designed to help a select group of customers with special circumstances, which may include, among other things, the need for help in paying their utility bill or assistance from a social agency. UGI offers information, guidance and referrals to obtain energy assistance and other social help programs from the Customer Outreach Department. Each CARES customer may receive an informational mailing. The mailing contains educational material on each of the assistance programs and any other referral information that may be helpful to the customer.

At appropriate times of the year, eligible CARES customers receive information on additional Customer Outreach programs, such as LIURP, CAP, and the Operation Share Energy Fund, as well as referrals to LIHEAP.

### B. FUNDING AND BUDGET

See **Appendix A** for the UGI’s budgets for the CARES Program.

### C. ELIGIBILITY CRITERIA

Any residential customer with a delinquent balance or a negative ability-to-pay and special

---

<sup>8</sup> See Paragraph 53 of the Settlement approved in UGI Gas’s 2016 Rate Case at Docket Nos. R-2015-2518438, *et al.*

## UGI 2026-2030 USECP

circumstance may be eligible for CARES. For example, recent unemployment, disability, loss of head of household, inability to understand their bill, temporary illness or need for senior citizen assistance, would render a customer eligible for CARES. .

### **D. INTAKE / NETWORKING**

Customer Outreach employees maintain contact with CBOs through referrals and educational services. Upon request, employees organize and/or conduct community meetings and workshops to educate customers in energy conservation and to increase public awareness of the various CARES Program services. Presentations are made throughout the service territory and brochures and literature are distributed to communicate the social services that are available to customers. Employees maintain communication with appropriate professional and local organizations to strengthen skills and remain current on local issues.

## **IV. THE OPERATION SHARE ENERGY FUND**

### **A. PURPOSE & OBJECTIVES**

A number of causes, foreseen and unforeseen, could potentially affect the ability of customers to pay their bills. UGI's hardship fund – Operation Share Energy Fund – has been formed for the purpose of providing assistance to residential customers faced with a hardship in paying their energy bill due to an unforeseen situation. To achieve its purpose, the Operation Share Energy Fund includes the following objectives:

- Provide customers, employees, and the public an opportunity to contribute money to help their less fortunate neighbors who are unable to pay their energy bills due to unforeseen circumstances;
- Give financial assistance to current customers that have fixed or low incomes or are unemployed, disabled, or faced with some catastrophic event or crisis situation;
- Contribute additional funds and support to community organizations that are dedicated to this same purpose.

Awarded hardship grant amounts can be used to pay for restoration fees, including reconnection fees, to the extent of the awarded grant amount for customers or applicants who are income-qualified for the program, regardless of the customer or applicant's prior or current enrollment in CAP.

### **B. FUNDING AND BUDGET**

Operation Share funding will be used to make payments directly to residential customers declared eligible by the designated administering agency, less amounts used for administrative expenses. Employees of UGI are encouraged to make a donation directly to Operation Share. Additional fundraising events also may be organized. It is intended that an appeal will be made at least once during the year to all of UGI's customers, via a billing insert, to make a contribution to

## UGI 2026-2030 USECP

Operation Share. The insert describes Operation Share and requests support with a donation for any amount.

See **Appendix A** for UGI's funding for the hardship fund.

### **C. ADMINISTRATION**

Operation Share is administered by UGI's USP Staff using the Customer Outreach System ("COS"). The COS provides customer information, such as eligibility criteria, account balance, recent bills and payments. UGI contracts with CBOs that have the ability to process grants using web-based applications, which then use the account information from the COS to determine the amount of grant awarded to the customer. The COS also maintains the financial aspects of the program.

A specific role is established in the COS for the representative that has the final authority to approve or deny assistance for a customer. This designated person is responsible for the Operation Share funds assigned to a CBO. UGI's personnel will not participate in the determination of grants, other than to refer applicants to the CBO for consideration.<sup>9</sup>

Operation Share Energy Fund is designated as a public charity under section 501(c)(3) of the Internal Revenue Code. All donations from customers, employees, and outside sources are kept in a separate Operation Share bank account and passed directly to the participating agencies to permit them to make direct payments to energy vendors for those applicants who qualify.

### **D. ELIGIBILITY**

The guidelines for grants from Operation Share allow for administrative flexibility in providing assistance. See the CAP Identification for CAP Eligibility section below for identification requirements applicable to the Operation Share program. To ensure fair treatment of all applicants, however, the following guidelines must be followed (unless UGI or the CBOs agree to waive or modify a guideline in extraordinary circumstances):

- The customer must have a residential account with UGI and the customer's premise is the customer's primary residence;
- The customer must have an active heating or non-heating utility account;
- The customer must not have received the maximum Operation Share grant amount within the last 12 months;
- The customer must have an outstanding balance on their utility bill;
- The maximum income of a gas or electric customer's<sup>10</sup> household must be at or below

---

<sup>9</sup> There are some occasions where personnel will approve Operation Share on a customer's behalf, for example, in the instance of a legislative request to supplement LIHEAP grants.

<sup>10</sup> See Paragraph 58 of UGI Electric's 2023 Rate Case Settlement.

## UGI 2026-2030 USECP

the current federal poverty income guidelines (“FPIG”) of 250%;

- The customer must provide proof of identification and adequate information to demonstrate inability to pay energy bills (as set forth in the Household Income Documents provisions in the CAP section) ;<sup>11</sup>
- Customers with delinquent balances are encouraged to contact the Credit Department to discuss their options, however, customers whose service has been terminated must contact the Credit Department to discuss their options because CBOs cannot provide benefits on an inactive account.
- CAP participants are eligible to receive Operation Share for their past due CAP under circumstances that warrant a grant being awarded, such as death, loss of job, increased medical costs, protection from abuse orders, etc.
- Hardship funds through Operation Share may be used for restoration of service, including reconnection fees for income-qualified UGI customers or applicants, regardless of the customer’s or applicant’s prior or current enrollment in CAP.

Residential accounts with the following indicators are not eligible for this program:

- Health care facilities;
- Landlord/tenant (account is in the landlord’s name);
- Ratepayer/occupant (the ratepayer does not reside at the property);
- Foreign load (one-meter supplies more than one unit);
- Theft of service; and
- Landlord if Shut-off (“LIFSO”) agreement (account is in the name of the owner or landlord).

To ensure fair treatment of all customers, the following amounts represent the maximum grant to be awarded per eligible customer in each of UGI’s divisions and rate districts.

<b>Division</b>	<b>Maximum Amount</b>
UGI Gas	\$600 <sup>12</sup>
UGI Electric	\$600 <sup>13</sup>

---

<sup>11</sup> Necessary information includes evidence of income of all members of the household. In addition, the applicant will authorize the CBO (verbally or written) to obtain account history information from their energy vendor. There is no requirement that each household member must verify household expenses as part of the Operation Share application process.

<sup>12</sup> See Paragraph 49 of the 2022 Gas Rate Settlement.

<sup>13</sup> See Paragraph 58 of the 2023 Electric Rate Case Settlement.

## UGI 2026-2030 USECP

Exceptions to the maximum grant amount may be approved for special circumstance customers.

### **E. PAYMENT OF GRANTS**

The designated CBO is granted a maximum amount against which payments can be allocated. As long as the CBO's maximum amount is not exceeded, a payment to the customer's account will be honored and applied by UGI.

All cash funds must be retained by the CBO in its Operation Share account and payments from this account shall only be made to UGI. Under no circumstances will any payments be made directly to a customer. In accordance with Paragraph 58 of the 2023 Electric Rate Case Settlement, on January 1, 2024, UGI Electric increased its annual Operation Share funding in the amount of \$30,000, bringing the annual funding to a total of \$117,423 for 2024 and each year thereafter until a change in hardship fund contribution levels is otherwise ordered in a subsequent proceeding. In this USECP, UGI proposed maintaining its hardship fund contribution for UGI Electric at \$117,423.

## **V. CUSTOMER ASSISTANCE PROGRAM**

### **A. INTRODUCTION**

CAP provides all eligible low-income, payment-troubled residential customers that reside in UGI's service territory a more affordable way to pay their natural gas or electric bill. Each month, CAP participants are billed an equal CAP payment amount based on the participant's gross income or average bill,<sup>14</sup> depending on which option provides the most affordable monthly CAP payment.

In this 2026-2030 USECP, UGI will continue the practice instituted in the 2014-2017 USECP to place no limit on CAP enrollment or set a maximum CAP credit per customer.

### **B. INTAKE/NETWORKING/EDUCATION**

Customer Outreach employees maintain contact with CBOs through referrals and educational services. Upon request, employees organize and/or conduct community meetings and workshops to educate customers of the benefits of CAP. Presentations are made throughout the service territory, and brochures and literature are distributed to communicate the social services that are available to customers. Employees maintain communication with appropriate professional and local organizations to strengthen skills and remain current on local issues. UGI will seek feedback during its Universal Service Advisory Committee ("USAC")<sup>15</sup> meetings regarding

---

<sup>14</sup> A customer's average bill will be determined based upon 12 months of historical usage for the residence or, if usage data is not available for the residence, the customer's average bill will be set using the average bill for all residential customers.

<sup>15</sup> UGI's USAC convenes at least twice per calendar year and consists of interested stakeholders, including, but not limited to, the active parties at this docket, CBOs, and the Commission's Bureau of Consumer Services.

## UGI 2026-2030 USECP

opportunities to provide consistent consumer education to CAP customers during their participation in CAP.

### C. FUNDING AND BUDGET

See **Appendix A** for a more detailed description of CAP funding.

### D. ADMINISTERING AGENCIES

CAP is administered by a variety of CBOs, listed in **Appendix C** of this Plan (the “CAP CBOs”), that are overseen by UGI’s Manager, Universal Services.<sup>16</sup>

With the help of the COS, the CAP CBOs are responsible for taking the following steps to enroll customers in the CAP<sup>17</sup>:

- Verify the application is complete and consent has been obtained;
- Properly complete the CAP enrollment;<sup>18</sup>
- Verify eligibility, proof of identification, proof of income and family size;
- Assist applicant to properly complete LIHEAP and other grant applications;
- Fully explain the program benefits and responsibilities to the customer;
- Discuss the payment amount, based on guidelines provided by UGI;
- Inform applicants in writing, or orally during in-person engagements that may occur, of missing information along with steps the applicant can follow to provide that information;
- Confirm customer’s acceptance in the program; and
- Inform applicants in writing if CAP application is denied along with steps the applicant can follow to contest denial.

The CAP CBOs will provide customer education in the areas of:

- Usage reduction education consistent with that outlined in LIURP below;
- Low cost/no cost energy conservation tips;
- Basic household budget counseling; and
- Related items specific to the individual applicant’s needs, including providing an energy education session for customers who historically have an above average

---

<sup>16</sup> Prior to March 2022, the former Customer Outreach Senior Supervisor position oversaw the CAP CBOs.

<sup>17</sup> UGI’s USP and/or Call Center Staff may also enroll eligible customers in CAP.

<sup>18</sup> The CAP enrollment process will include application completion via telephone or mail when an in person visit is not required or feasible.

## UGI 2026-2030 USECP

usage.<sup>19</sup>

The CAP CBOs are responsible for: (1) referring participants to any other assistance, social, or governmental programs that may provide help for any other present needs; (2) monitoring each account monthly based on UGI's prompted tasks as listed in the COS, such as past due balance phone calls and recertification; and (3) providing energy education sessions to above average usage customers (i.e., customers exceeding the CAP high usage criteria in Table 4).

Finally, while the CAP Administering Agencies will be responsible for processing the annual recertification of all requirements, UGI itself will process appeals for reconsideration from participants removed from CAP within 30 days.

### *Alternative Means of Communication for CAP Enrollment and Recertification*

UGI will allow customers and applicants for service to apply and/or recertify for CAP over the phone, with provision of supportive documentation through mail or other means (including but not limited to fax, email, or text messaging) that are reasonably available to the Company's CBO serving that portion of UGI's service territory. Once the CBO has verified that all of the documentation is received and accurate, the Company will send a Welcome Letter to the applicant, which will: (1) confirm that the applicant has been approved for CAP; (2) provide the applicable CBO contact information; and (3) explain that at any time the customer may unenroll from CAP. In-person appointments with a CBO will remain available to those individuals who choose to apply in person. The available means of communication for each CBO is indicated on **Appendix C**.

### *Direct Solicitation*

UGI solicits customers who self-reported Level 1 income in the prior 12 months for enrollment in the Company's CAP 2 times a year until at least the effective date of the Company's next USECP.<sup>20</sup> Beginning in 2023, the solicitations have occurred and will continue to occur in spring and fall of each year thereafter.

On 10/10/24 DHS began its data sharing initiative providing income verification data to utilities. On 12/18/24, DHS instructed utilities to stop using the data it provides due to concerns with accuracy. As soon as DHS data sharing data is available to be used, the Company will begin sending customers a communication alerting them they are eligible to enroll in CAP. This will be an "opt in" enrollment where the customer must confirm they wish to participate.

## **E. MONITORING**

UGI will provide routine information and metrics to the CAP CBO pertaining to the performance of the administration of the program. In addition, UGI will make routine contact with the agencies and will also conduct annual training updates for CAP caseworkers. Further, UGI

---

<sup>19</sup> UGI will monitor CAP customer usage and implement controls to avoid excessive CAP customer usage.

<sup>20</sup> See Paragraph 60(a) of the 2023 UGI Electric Rate Case Settlement as applicable to UGI Electric customers. UGI Gas also performs these solicitations.

## UGI 2026-2030 USECP

will audit agency performance by reviewing enrollments, re-certifications, and completed tasks. The audit will include confirmation that the appropriate paperwork is signed and when required, income verification and customer identification were obtained. The COS will maintain specific agency statistics such as: number of program participants; percentage of CAP customers that are past due; and an active list of customers that require re-certification. UGI's audit checklist is outlined in **Appendix G**.

### **F. EVALUATION**

As required by the Commission's regulations, 52 Pa. Code § 62.6, both a program process evaluation and impact evaluation were performed in 2024 by an independent, third-party evaluator (APPRISE), which provided a report of findings addressing the following areas:

- Program design;
- Administrative costs;
- Program costs;
- Payment behavior;
- Consumption habits; and
- Energy assistance participation.

The deadline for filing UGI's next USECP evaluation report will be determined as part of this proceeding. *See Universal Service & Energy Conservation Plan (USECP) Filing Schedule and Independent Evaluation Filing Schedule*, 2017 Pa. PUC LEXIS 289, at 18 (Order entered Oct. 3, 2019) ("As part of the USECP approval process based on this filing schedule, the Commission will set deadlines for the filing of each utility's next proposed USECP and third-party universal service impact evaluation.").

### **G. CUSTOMER ELIGIBILITY REQUIREMENTS**

To be eligible for CAP, customers may be referred by UGI or CAP CBOs. To be eligible, a customer must: (1) complete the CAP application and have gross household income verified at 150% of FPIG or less;<sup>21</sup> (2) be a residential heating or non-heating customer with active energy service from UGI; and (3) if a previous participant, a review will be completed to assure that the reason for the prior default has been cured or that the customer has been out of the program for a minimum of 12 months for a voluntary removal. UGI Gas and Electric customers between 151% and 200% FPIG, who are rejected from CAP as being over-income have received and will continue to receive a WARM referral.<sup>22</sup> A WARM referral automatically refers these customers to other low-income programs that may assist the customer (e.g., LIURP, Operation Share Grant, CARES). The Company proactively determines if these customers qualify for benefits under these other programs without any need for the customer to apply for benefits. Benefits to qualifying customers

---

<sup>21</sup> A customer with no income will be eligible to participate in CAP and be responsible to make the minimum monthly CAP payment. Customers who received LIHEAP within the past 12 months are eligible for simplified enrollment and do not need to complete a CAP application.

<sup>22</sup> See Paragraph 44(c) of UGI Gas's 2022 Rate Case Settlement.

## UGI 2026-2030 USECP

include weatherization measures at residences and/or energy assistance grants for heating bills.

### *UGI Electric Auto-Enrollment Pilot*

Since the Final order issued in the 2023 UGI Electric Rate Case, UGI has engaged in an Auto-Enrollment Pilot.<sup>23</sup> UGI Electric implemented an interim pilot to manually process auto-enrollments until DHS began sharing its data after which UGI Electric would be given a reasonable period to implement IT modifications to auto enroll non-shopping LIHEAP recipients into CAP, including recertification. Because DHS paused its data sharing initiative, UGI Electric is currently engaged in its interim process. The interim pilot involves UGI Electric auto-enrolling non-shopping customers who have received LIHEAP within the past 12 months into CAP. The following provisions apply to automatically enrolled LIHEAP recipients:

- Deemed as being confirmed low income customers<sup>24</sup> eligible for winter shutoff protections.
- Placed on CAP average bill, until proof of income documentation is received from the customer demonstrating qualification to be placed on the lesser of a PIP bill or minimum bill amount.
- Notice with opportunity to opt out or be placed on lesser of minimum bill or PIP with income verification.
- Must recertify within a year.
- Auto-enrolled CAP customers can include arrearages less than \$300 as pre-program arrearage (“PPA”) debt forgiveness if they later reenroll in the program
- Eligible for a one-time payment agreement (after they leave or are removed from CAP) on arrears while enrolled at CAP average bill.

### *Identification for CAP Eligibility*

UGI customers who have not participated in LIHEAP, or who have not gone through the Company’s income verification process, must provide identification as described herein to enroll in a Universal Service Program, except for the CARES program. These identification eligibility requirements are being standardized across all of UGI’s USECP programs, except for CARES, to streamline the application process, except as specified herein. An applicant’s Social Security Number (“SSN”) is requested on UGI Universal Service Program application(s), except Customer Assistance and Referral Evaluation Services (“CARES”), as a form of customer identification but is not required for enrollment into any Universal Service Program (Low Income Usage Reduction

---

<sup>23</sup> See Paragraph 60(c)-(d) of the 2023 UGI Electric Base Rate Case Settlement.

<sup>24</sup> Confirmed low-income customers are income verified, with income at or below 150% of the Federal Poverty Level, plus customers who have received an Operation Share grant. Pursuant to settlement of the 2022 Gas Base Rate Case (Docket No. R-2021-3030218), UGI expanded eligibility for Operation Share grants up to 250% FPL. Additionally, per Paragraph 44(c) of the 2022 Gas Rate Case Settlement, UGI Gas expanded LIURP access to Gas customers between 151% and 200% of the FPL commencing on January 1, 2023.

## UGI 2026-2030 USECP

Program (“LIURP”), Customer Assistance Program (“CAP”), Operation Share). UGI will accept Individual Tax Identification Numbers (“ITIN”) in lieu of the applicant’s SSN. For those applicants who do not provide either an SSN or ITIN, UGI will waive this requirement provided that the customer provides two other acceptable forms of identification, one of which must be a valid photo identification. If a customer does provide a SSN or ITIN, then the customer also must provide either one permitted government issued photo identification or in the alternative two permitted forms of alternative identifications, one of which must be a photo identification. The permitted forms of identification are set forth below:

1. One government issued photo identification such as:
  - Driver’s License;
  - Passport;
  - Military ID card;
  - ID cards issued by the Federal, State, or Local Government; or
  - Any valid foreign government ID.
  
2. Two alternative forms of identification if a government issued photo identification is not available, such as:
  - College student ID card;
  - Social security card;
  - Voter registration card;
  - Birth Certificate;
  - U.S. Citizen ID card/ Permanent Resident Card;
  - Native American Tribal Card; or
  - ITIN (individual Taxpayer Identification Number).

All forms of identification must be valid and not expired.

Residential accounts with the following indicators are ineligible for CAP, and all other USECP programs, or will be removed from CAP, and all other USECP programs:

- Health care facilities;
- Landlord/tenant (account is in the landlord’s name);
- Ratepayer/occupant (the ratepayer does not reside at the property);
- Foreign load (one-meter supplies more than one unit);
- Theft of service;
- LIFSO agreement (account is in the owner’s name);
- Choice customers;
- Utility service used to operate a swimming pool; or

## UGI 2026-2030 USECP

- A residential property where more than 50% of the anticipated usage served through a single meter is used to operate a business.

UGI further reserves the right to deny enrollment if the customer is deemed to lack good faith, honesty, or fair dealing while working with the CAP CBO or UGI during the application process or if the customer fails to engage in good faith efforts to conserve energy. Demonstration of lack of good faith, honesty, and fair dealing may be evidenced by fraud or theft of service. The Company defines “fraud” as the intentional misrepresentation of CAP eligibility criteria. “Theft of Service” occurs when a person obtains utility service by deception, tampering with Company facilities, or other means designed to avoid payment for utility service provided by the Company. The two most common examples of theft of service are: (1) a customer’s physical bypass of a meter so that all or part of the energy usage is not recorded; and (2) the magnetic tampering of a meter to impede the registration of usage. However, this list is not conclusive, and other instances of theft may arise that result in a customer’s disqualification from CAP.

Upon request, subject to the recertification process, a CAP participant must provide evidence of continued program eligibility, which they may do so via the communication means indicated on **Appendix C**.

If a CAP participant changes residences, the following conditions will apply and be communicated to the customer: (1) as long as all eligibility requirements and other terms and conditions continue to be met, the participant may remain eligible to participate in CAP; and (2) so long as the participant remains enrolled in the program, no late payment charges will be imposed.

An applicant determined ineligible receives written notification specifying the reason(s) for ineligibility. If the applicant is not satisfied with the determination of eligibility, the Company will use dispute procedures set forth in Sections 56.151 and 56.152 of the Commission’s regulations. The applicant may also appeal the denial of eligibility to the Bureau of Consumer Services in accordance with 52 Pa. Code §§ 56.162-56.166, relating to informal complaint procedures and may pursue a formal complaint against the Company. Notice of right to appeal will be provided with the written notification of ineligibility.

### **H. MONTHLY CAP PAYMENT AMOUNT**

#### **1. Determination of Monthly CAP Payment Amount**

The amount to be paid by a CAP customer each month will be based on the lower of the percentage of the customer’s monthly income, as described below, or the customer’s otherwise applicable average monthly bill.<sup>25</sup> To determine the customer’s monthly CAP payment amount based on the percentage of the customer’s income, the customer’s monthly income is compared to

---

<sup>25</sup> Exceptions to the payment schedule and grant application practice will be made based on individual needs.

## UGI 2026-2030 USECP

the FPIG, and the payment amount is set based on the following guidelines:

### Electric and Natural Gas Non-Heating Customers

Household Income as Percent of FPIG	Monthly CAP Payment
0-50%	2% of Participant's Monthly Income
51-100%	4% of Participant's Monthly Income
101-150%	4% of Participant's Monthly Income

### Natural Gas Heating Customers

Household Income as Percent of FPIG	Monthly CAP Payment
0-50%	4% of Participant's Monthly Income
51-100%	6% of Participant's Monthly Income
101-150%	6% of Participant's Monthly Income

### Electric Heating Customers

Household Income as Percent of FPIG	Monthly CAP Payment
0-50%	6% of Participant's Monthly Income
51-100%	8% of Participant's Monthly Income
101-150%	9% of Participant's Monthly Income

Both gas and electric customers with no income will be responsible to make the minimum monthly CAP Payment.

If a customer's monthly CAP payment amount as a percentage of the customer's monthly income, as calculated above, exceeds the customer's otherwise applicable average bill amount, the customer's average bill will be set as the customer's monthly CAP payment amount.

At any time during the program should a participant's monthly income change, the monthly CAP payment amount will also be reviewed and changed, where appropriate. It is the customer's obligation to notify the company or the CAP Administering Agency of the change in income. UGI reserves the right to require that the customer provide proof of the change in income. A recertification will be processed using the updated income and historical usage to determine the new monthly CAP payment amount.

Additionally, the participant's monthly CAP bill will be reevaluated quarterly to ensure that the participant is actively on the most affordable billing option. For example, if the customer entered into CAP with a percent-of-income plan, and upon a quarterly review, the customer's average bill is deemed to be the most affordable at the time of the review, the customer's new CAP

## UGI 2026-2030 USECP

will be based on their average bill until the next review.

UGI's minimum monthly CAP payment is within the suggested range set forth in the Commission's Policy Statement on Customer Assistance Programs at 52 Pa. Code § 69.265(3)(i)(A)-(C). The CAP payment is set at \$25 for gas heating accounts, \$15 for non-heating accounts, and \$30 for electric heating accounts.

### **2. Household Income Documents**

To determine CAP eligibility and the appropriate CAP monthly payment, proof of income at or below 150% of FPIG must be provided by the customer to the Company. However, for customers receiving LIHEAP, who have already been determined to have income under 150% of the FPIG by DHS, the Company will accept self-certification of income level for the purpose of calculating the customer's monthly payment and no documentation of income is required for such customers. UGI Electric accepts verbal self-reported income eligibility for Electric customers at or below 250% of the FPIG during the Winter Moratorium for purposes of winter shutoff protections, requests for deferred payment arrangements, or any other customer contact with the call center for an unpaid bill. Normal income verification requirements maintained by the Company shall apply upon the end of the Winter Moratorium period.<sup>26</sup> The following acceptable income documents also apply to the Company's other USECP programs, except for CARES. Proof of income is required to demonstrate program eligibility based on the applicable income guideline levels.

Acceptable income documents are:

- Recent paystubs or W-2 forms;
- Verified copy of rent receipts for rental income;
- Benefit letter or copy of bank statement for social security, pension, disability, or supplemental security income;
- Verification letter for alimony support;
- Unemployment determination letter;
- Notarized letter stating income; or
- Zero income form.

Additional Notes:

- Interest does not need to be counted as income.
- UGI does not include income earned from an occupant under the age of 18, nor does it include income received for the benefit of a minor, in its calculation of household income.

### **3. Use of LIHEAP Grants**

LIHEAP grants received will be applied consistent with the Commonwealth of

---

<sup>26</sup> See Paragraph 60(b) of UGI Electric's 2023 Rate Case Settlement.

## UGI 2026-2030 USECP

Pennsylvania's Low-Income Home Energy Assistance Program – Final State Plan (“Final State Plan”) and any subsequent amendments or changes thereto.

### **4. Late Fees & Security Deposits**

While actively participating in the program, late payment charges will not be imposed on CAP customers. Security deposits are also not imposed on CAP customers.

#### **I. PARTICIPANT OBLIGATIONS**

To remain eligible for participation in CAP, a customer must agree to (in writing) and perform the following obligations:

- Make the monthly CAP payments;
- Conserve energy and, if eligible, participate in LIURP and any other weatherization services offered through local and state weatherization agencies (unless residence was previously weatherized under these programs);
- Provide access to the meter for an actual meter reading, if required;<sup>27</sup>
- Participate in good faith and comply with all educational, assistance, social or governmental programs recommended by the Company or by the CBO;
- Report immediately to the CBO any change in family size, or change in income;
- Comply with the recertification requirements; and
- Apply for any assistance grant for which he/she may be eligible.<sup>28</sup>

To ensure fair treatment of all participants, however, UGI will administer the aforementioned obligations with sufficient flexibility to provide the assistance intended by the program. Therefore, UGI or CAP CBOs may agree to waive or modify one or more of the participant obligations in extraordinary circumstances.

#### **J. PRE-PROGRAM ARREARAGE FORGIVENESS**

UGI forgives a CAP customer's pre-program arrearage balance on a one thirty-sixth (1/36th) basis upon receipt of each timely and in-full CAP monthly payment. This practice provides immediate incentive for a CAP customer to continue the positive payment behavior. UGI also provides no less than a \$10.00 per month pre-program arrearage forgiveness. UGI applies arrearage forgiveness for each timely and in-full monthly payment, regardless of arrears, and

---

<sup>27</sup> CAP Credit and Pre-Program Arrearage forgiveness may be held up if an actual meter reading is not available.

<sup>28</sup> CAP participants are encouraged to apply for LIHEAP Cash of Crisis grants and direct them to UGI. However, CAP participants are not removed from CAP if they do not apply for these grants and do not direct them to UGI.

## UGI 2026-2030 USECP

retroactively for any months missed once those months are paid. For example, if a CAP customer is delinquent for three months of payments, and makes catch-up payments for two of those three months, the customer will receive forgiveness for those two months.

To be eligible for pre-program arrearage forgiveness, participants must maintain all program requirements in each month since enrolling in the program.

### **K. APPLICATION OF CAP CREDITS**

Pursuant to 52 Pa. Code § 62.2 and UGI's effective tariffs, a CAP credit is set as the difference between the CAP customer's actual usage bill calculated at the standard residential rate and the CAP monthly bill. UGI applies CAP credits on a monthly basis with each full CAP payment received. Any CAP credits associated with missed CAP payments will be applied once the customer brings their payments up to date.

UGI eliminated its per-customer maximum CAP credit since its 2014-2017 USECP. UGI's 2026-2030 USECP will likewise not have a per-person CAP credit maximum.

UGI institutes the following CAP control features to encourage energy conservation:

High Annual Usage at Enrollment: UGI uses the following thresholds to determine when a customer is considered to be a high usage customer. These thresholds were determined by identifying the top 5% of the highest usage customers and then utilizing that data to establish the respective high usage criteria for Gas and Electric customers.

<b>Division</b>	<b>High Usage</b>
UGI Gas	1,787 ccf
UGI Electric	32,632 kwh

The following provisions apply to any customer who applies for CAP and any existing CAP customer with usage above these assigned thresholds:

- The customer must participate in an interview with the CAP caseworker. The CAP caseworker will review data specific to the customer's residence to determine potential reasons for the customer's high usage.
- The CAP caseworker will then conduct an energy education session.
- If applicable, referrals will be made for the LIURP program.
- If enrolled, high usage will continue to be monitored for additional outreach and referrals.

This high-usage evaluation will take place annually for existing CAP customers.

## UGI 2026-2030 USECP

### Removal from CAP

1. A CAP customer may be removed from CAP for refusing to participate in the LIURP program.
2. A customer may be removed for failure to comply with these high usage controls.<sup>29</sup>

### **L. RECERTIFICATION POLICY**

#### **1. CAP Recertification Requirements for LIHEAP and Non-LIHEAP Participants**

Participants must provide evidence of continued program eligibility. The recertification process is a mandatory requirement in order to ensure proper participation and continued program eligibility.

UGI has a triennial recertification requirement for known LIHEAP participants. CAP customers who are not known LIHEAP participants are required to recertify for CAP annually. A customer will not be deemed ineligible for CAP on the basis of failure to participate in LIHEAP. Non-LIHEAP CAP customers who recertify annually for CAP will remain enrolled in CAP. To recertify, participants must provide:

- For LIHEAP Participants - When the LIHEAP income guidelines are the same as CAP; LIHEAP participants who have received a LIHEAP Cash or Crisis grant within the last 12 months will only be required to provide income documentation every three years to UGI.<sup>30</sup> When DHS allows utilities to utilize income and household member information from LIHEAP applications, LIHEAP recipients who have shared their data with utilities will be recertified as long as DHS data sharing is received each year.
- For Non-LIHEAP Participants - Income documentation must be provided annually to verify that the participant's household income is at or below the current 150% of the FPIG.

Should the participant fail or refuse to recertify within two billing cycles of being notified to do so, UGI may remove the customer from CAP. UGI believes this practice encourages those participants who continue to have household incomes at or below 150% of the FPIG to complete the recertification process and, therefore, maintain affordable energy bills. The customer is responsible to reenroll in the program.

If a CAP customer is removed for failing to recertify and has missed CAP payments, the customer must satisfy missed CAP payments prior to being reinstated into CAP.

---

<sup>29</sup> Exceptions may be granted where the factors giving rise to the customer's increased consumption are beyond the customer's reasonable control.

<sup>30</sup> Historically the income criteria for CAP have matched that for LIHEAP. Should the LIHEAP and CAP income requirements differ, UGI will notify the LIHEAP-participating CAP customer of the responsibility to recertify on an annual basis.

## UGI 2026-2030 USECP

### 2. Recertification Reminder Schedule

UGI actively reminds CAP participants of their obligation to recertify income eligibility as per the following schedule:<sup>31</sup>

- A recertification notice letter is mailed a month prior to the anniversary date (recertification due date);
- A contact from the CBO is made 15 days prior to the anniversary date;
- A reminder letter is mailed from the Company on the anniversary or on the recertification due date; and
- A contact from the CBO is made 1 month past the anniversary date.

### 3. Use of Zero Income Statements for CAP Enrollment and Recertification

UGI customers who report zero household income at the time of CAP enrollment and recertification are required to complete a “Zero Income Form,” as set forth in **Appendix F**. The Zero Income Form need not be notarized. The Zero Income Form must be filled out by the individual who holds the account with UGI. The following information is required: (1) customer name; (2) date of application; (3) account number; (4) service address; (5) a list of adult household members with zero income; and (6) an explanation of how household expenses were met for food and shelter during the applicable period. The Zero Income Form must be signed by both the account holder and a CAP CBO representative. As stated on the form, by signing the Zero Income Form, the customer provides consent to UGI to verify income with government agencies. UGI CBOs have reported that use of the form does not hinder participation in the UGI universal service programs. Therefore, UGI will continue to use the Zero Income Form without modification under the 2026-2030 USECP.

As outlined in the participant obligations, customers must report a change in household size or income. Specifically, for a customer who reports zero income, UGI will require the customer update their income (if they have not already done so) six months following the report of zero income.

### 4. Impact of Recertification

Appropriate changes in the percentage of income and/or average bill payment will be made upon completion of the recertification process. If income or average bill payment at the time of recertification dictates a change in the monthly payment, the new amount will be used for future monthly payments. Future bills issued upon completion of recertification will reflect an appropriate CAP bill amount, but past CAP bills issued are the customer’s responsibility to pay. During the recertification process, if a participant is deemed ineligible for continued participation in CAP, the customer will be notified that they are no longer eligible to participate and the reason(s) why they are no longer eligible for CAP.

---

<sup>31</sup> See **Appendix E** for a schematic of UGI’s recertification process.

**M. REASONS FOR REMOVAL FROM CAP**

- Failure to make CAP payments that results in termination and the customer has not cured his/her payments within 109 days of termination;
- Failure to comply with any customer obligation set forth in the program;
- Failure to comply with the obligation of good faith, honesty, and fair dealing while working with the CAP CBO or UGI;
- Household income increases to greater than 150% of the FPIG;
- Failure to comply with established high usage controls;<sup>32</sup>
- Refusal to participate in LIURP;
- Any reason for which the customer's service may be terminated under Chapter 56 of the Commission's regulations or Chapter 14 of the Public Utility Code;
- Failure/refusal to recertify in CAP;
- Bankruptcy - at the time of the filing of bankruptcy, all receivable amounts that may include frozen pre-program arrearages will fall under the jurisdiction of the bankruptcy court and will no longer be eligible for CAP benefits; or
- Legal action - should UGI have reason to take legal action against a participant that encompasses any receivable owed it, all receivable amounts that may include pre-program arrearages will fall under the jurisdiction of the applicable court and will no longer be eligible for CAP benefits. Participants removed from the CAP will receive a written statement indicating the reason(s) for the dismissal. Customers defaulting and dropped from the CAP will be referred to the Company's Credit and Collection Department for further action, if necessary.

Any CAP participant may voluntarily request to be removed from the program. However, if a CAP participant requests to be removed from CAP for the reason that their seasonal usage bills total less than the monthly CAP amount ("seasonal short-term benefit"), or if the customer otherwise requests to be removed even though CAP benefits the customer, the customer will be removed from the program and will forfeit all program benefits. The customer will then be required to remain out of CAP for a period of 12 months before they can re-apply for the program, provided that exceptions will be granted on a case-by-case basis based on demonstrated hardship. The customer will be mailed a letter to confirm the request to be voluntarily removed from CAP. UGI will accept the request for removal via phone with a UGI representative. If CAP is no longer a benefit to the customer and they choose to be removed, there is no 12 month wait to re-apply.

UGI removes CAP participants when they voluntarily discontinue service and are no longer

---

<sup>32</sup> Exceptions may be granted where the factors giving rise to the customer's increased consumption are beyond the customer's reasonable control.

## UGI 2026-2030 USECP

customers. All unpaid bills and unforgiven dollars are due upon the removal from CAP, as this is considered a broken payment arrangement.

UGI also reserves the right to remove any CAP customer if the program is deemed non-beneficial without having to receive the customer's consent.

### **N. CAP NON-PAYMENT DEFAULT AND CREDIT AND COLLECTION POLICIES**

Customers who miss a CAP payment are provided two payment notifications prior to the Company initiating its termination procedures. After the customer's first missed payment, assuming the payment has not been made, the CAP CBO sends a notification to the customer at 15 days and 25 days after the missed payment. The 15-day notification may be a letter or telephone call. The 25-day notification is a mailed letter. Both the 15- and 25-day notifications advise the customer that their CAP payment is overdue.

Upon the customer's second missed CAP payment, UGI moves forward with the appropriate notifications and shut-off procedure and will send a termination notice stating the past-due amount. The customer will be required to pay the amount set forth in the termination notice, prior to the scheduled termination date to avoid shut-off. If the customer fails to pay per the terms of the termination notice, service is shut off.

When the service is shut off for non-payment, the terminated customer has up to 109 days to pay the full catch-up CAP amount, including any CAP bills that may have come due during the shut-off process, plus reconnection fees. Upon receipt of the full catch-up amount and the reconnection fee, the customer will be returned to CAP. If the terminated customer does not pay the full catch-up amount within 109 days, the customer will be removed from CAP and the customer will be responsible to make full payment of any outstanding balance and reconnections fees prior to the reconnection of service. Upon full payment and service restoration, the customer may then re-apply to enroll in CAP. One additional exception to the reinstatement policy would be when the customer's actual balance is less than the CAP balance.

As stated above in the operation share section, awarded Operation Share Hardship Grant amounts can be used to pay for restoration fees, including reconnection fees, to the extent of the awarded grant amount for customers or applicants who are income-qualified for the program, regardless of the customer's or applicant's prior or current enrollment in CAP.

### **O. REINSTATEMENT POLICY**

Customers requesting reinstatement must comply with and agree to all applicable program eligibility requirements and customer obligations. As a condition of reinstatement, a customer must:

- Provide adequate assurance that the reason(s) for the prior default and resulting program dismissal have been removed or corrected; and

## UGI 2026-2030 USECP

- Make up all missed CAP payments or full balance when appropriate before reinstatement.

As a condition of reinstatement, a customer may also be required, depending upon individual circumstances, to make an up-front payment. This upfront amount would represent the customer's missed CAP payments that would need to be satisfied prior to reinstatement. Upfront payments are most common for a customer that is looking to restore service and remain on CAP. A reconnection charge can be required as an upfront payment. Another scenario where an upfront payment is required is when it is a prerequisite for the customer's receipt of additional grants or program services.

If a customer voluntarily removes themselves from CAP for seasonal short-term benefit, the customer will not be eligible again until after a one-year waiting period. The customer, could, however, have their CAP reinstated before the year if they, at the time of their request, satisfy the CAP amount covering both the missed CAP payments while on CAP, and the month(s) they spent out of the program (i.e., CAP catch-up amount).

Finally, consistent with Paragraph 48(b) of the 2022 UGI Gas Rate Case Settlement, UGI Gas will continue to conduct outreach to active customers who have been removed from CAP due to failure to recertify. If these UGI Gas customers submit income documentation, they will be reenrolled, and any arrearage accrued will be included with their existing pre-program arrearages.

### **P. CAP UNIVERSAL SERVICE REQUIREMENTS REPORTING**

By April 1<sup>st</sup> of each year, UGI will file and serve a report at this docket detailing the following information, FPIG level, and account type for the preceding calendar:

- CAP Participation Rate;
- Average Annual CAP Credits;
- Number of CAP accounts that exceeds the previous maximum CAP Credit limit;
- Total dollars above previous maximum CAP Credit limit;
- Average of CAP credits above previous maximum CAP Credits;
- Gross Write-Offs in Dollars by Residential Customers and Confirmed Low-Income Customers; and
- The difference in pre-program and current energy usage (+/-) of CAP customers who exceeded energy usage thresholds but received energy conservation assistance from a CAP caseworker (stated as an average yearly percentage).

## **VI. LIURP**

### **A. INTRODUCTION**

UGI's LIURP consists of a Weatherization Program.

## UGI 2026-2030 USECP

### B. FUNDING AND BUDGET

For the term of this 2026-2030 USECP, the LIURP budgets for UGI Gas and UGI Electric will increase commensurate with the residential percentage rate increase approved in any UGI Gas or UGI Electric base rate case that is adjudicated within the term of this 2026-2030 USECP. If there is not any applicable base rate case, the LIURP budgets will increase by 3% over the prior year budgets. There will be no carryover of unspent funds to the next year. See Table A-3 below for a breakdown of the division budgets.

### C. LIURP ENROLLMENT LEVELS

The table shows the number of jobs completed per Company and the associated spending for the period of 2022 through 2024.

<b>Company</b>	<b>Number of Jobs</b>	<b>Cost</b>
UGI South	812	\$6,389,229
UGI North	533	\$3,863,617
UGI Central	282	\$2,104,733
<b>UGI Gas</b>	<b>1,627</b>	<b>\$12,357,579</b>
UGI Electric	163	\$861,713
<b>Total UGI Gas + Electric</b>	<b>1,790</b>	<b>\$13,219,292</b>

### D. LIURP REPORTING REQUIREMENTS

The Companies report all data required by the LIURP codebook.

### E. LIURP WEATHERIZATION PROGRAM

The LIURP Weatherization Program is offered to reduce the energy consumption of low-income customers through the installation of energy conservation measures and energy conservation education. By reducing the energy consumption of these customers, the intent of LIURP is to reduce customer arrearage, collection and termination costs. The program places top priority on the health and safety of all LIURP participants.

Program services are provided free of charge to the customer. Upon verification of program eligibility by the LIURP agency, each LIURP heating customer will receive an on-site energy survey/audit. Energy saving measures for gas customers and electric space heat customers may include, but are not limited to, the following: insulation, furnace repair/replacement, water heater repair/replacement, furnace efficiency modification, windows and baseboard caulking, door and window weather stripping, door sweeps and thresholds, replacement of broken window panes, storm windows, attic ventilation, electrical outlet and switch plate gaskets on outside walls, water conservation measures, energy education, infiltration measures and incidental repairs (necessary to the effective performance of weatherization materials). Low cost energy saving measures for

## UGI 2026-2030 USECP

electric non-heating customers may include but are not limited to refrigerator replacement, high efficiency lighting, window air conditioner replacement and other measures necessary to the effective performance of weatherization materials within the job limit costs. Eligible electric non heating customers may receive an in home or telephonic energy education sessions.

Energy saving measures installed will be those Commission-approved measures in the LIURP codebook. Job inspections are completed by a third-party agency.

UGI Gas will maintain its per-job LIURP funding cap up to \$14,000 where furnace or boiler replacement is necessary.<sup>33</sup> For LIURP jobs where Gas furnace replacement is not necessary, the per job maximum will be \$10,000. In its August 8, 2019 Order, at Docket Nos. M-2017-2598190, *et al.*, the Commission approved UGI Gas's petition to waive the LIURP regulation payback requirement at 52 Pa. Code § 58.11(a) and the high-use criteria at 52 Pa. Code § 58.10(a)(1) for customers needing furnace repair or replacement.

### 1. Weatherization Program Administration

Refer to **Appendix D** for the CBOs currently contracted for the provision of energy survey and measure installation. Per Paragraph 59(a) of the 2023 UGI Electric Rate Case Settlement, UGI Electric contracted with Agency for Community Empowerment of NEPA in December 2023 based on their capability to perform 20 additional baseload and 10 additional heating jobs annually, beginning February 1, 2024. UGI Electric renewed this contract for 2025. In addition, UGI engages a third-party to independently verify that home weatherization was completed in accordance with LIURP standards.

### 2. Weatherization Program Eligibility

See the CAP Identification for CAP Eligibility section below for identification requirements applicable to the LIURP program. To be eligible for the LIURP Weatherization Program, the customer must be able to demonstrate the following:<sup>34</sup>

- The customer is an active residential gas heating customer or residential electric customer;<sup>35</sup>
- The customer's gross household income is between 151 and 200% of the FPIG, pursuant to the Household Income Documents provisions set forth in the CAP sections.
- Also, for UGI Electric customers between 151% and 200% of the FPIG, a limit of 20% of the overall UGI Electric LIURP budget shall apply for jobs related to UGI Electric

---

<sup>33</sup> Consistent with Paragraph 44(b) of the 2022 UGI Gas Rate Case Settlement, UGI Gas increased its per-job LIURP funding cap to \$14,000 where furnace replacement is necessary.

<sup>34</sup> Exceptions may be granted.

<sup>35</sup> UGI Gas will waive the requirement that the customer be an active gas heating customer for the purpose of furnace repair or replacement spending.

## UGI 2026-2030 USECP

customers falling between 151% and 200% of the FPIG.<sup>36</sup>

- The customer’s annual consumption is above average usage, which is defined as a customer who exceeded the average residential threshold by 25% for electric customers (baseload and heat) and 30% for natural gas customers (note: the threshold will be reviewed annually to consider significant changes in usage patterns);

<b>Table 6. Minimum Usage Criteria - LIURP</b>	
<b>Division</b>	<b>High Usage</b>
UGI Gas – Heating	877 ccf
UGI Electric - Heating	12,788 kWh
UGI Electric – General	6,000 kWh

- The customer has had continuous service for 12 months;
- The customer’s premise is suitable for weatherization services;<sup>37</sup>
- The customer’s premise is the customer’s primary residence;<sup>38</sup> and
- The premise has not received LIURP weatherization services for the past seven (7) years.

Residential accounts with the following indicators are not eligible for the LIURP Weatherization Program:

- Health care facilities;
- Landlord/tenant (account is in the landlord’s name);
- Ratepayer/occupant (the ratepayer does not reside at the property);
- Foreign load (one-meter supplies more than one unit);
- LIFSO agreement (account is in the owner’s name);
- Utility service used to operate a swimming pool; and
- A residential property where more than 50% of the anticipated gas usage served through a single meter is used to operate the business.

### **3. Weatherization Program Outreach and Intake Efforts**

---

<sup>36</sup> See Paragraph 59(b) of UGI Electric’s 2023 Rate Case Settlement.

<sup>37</sup> Program measures follow applicable payback periods; therefore, a customer’s residence that has been previously weatherized may not be eligible for LIURP until the applicable payback period has expired.

<sup>38</sup> The program is available to both homeowners and renters. Renters can qualify with written permission from landlords.

## UGI 2026-2030 USECP

UGI is in regular contact with weatherization CBOs, local government, weatherization providers, and any other appropriate agencies for input and advice on the most efficient and effective methods to provide LIURP weatherization services without duplication or exclusion. Through the use of local CBOs, such as LIURP providers found in **Appendix D**, integration of federal, state, and local funds for LIURP weatherization participants are more easily accomplished. UGI will inform each LIURP weatherization participant of any and all appropriate services.

#### **4. Weatherization Program Identification & Referral of Low-Income Customers**

With the use of COS for the administration of LIURP, UGI reviews its customer records to identify high usage, high arrearage, low-income customers. In addition, UGI accepts referrals from CBOs, community groups, and customer inquiries. LIURP referrals may also come from UGI's Energy Efficiency and Conservation Plan program management.

#### **5. Weatherization Program Inter-Utility Coordination**

UGI maintains contact with appropriate gas and electric utilities within their service territories to initiate inter-utility coordination with both NGDCs and EDCs when applicable.<sup>39</sup> UGI and the other utilities coordinate comprehensive program services to better serve LIURP weatherization customers. In many cases, UGI and the corresponding utility employ the same LIURP measure installer. Therefore, inter-utility coordination may be accomplished without the need for written contract or inter-utility billing. As previously stated in the CAP section, UGI will form a USAC that will hold two annual meetings. UGI will include the electric utilities that overlap its gas service territory to these meetings to continue to discuss the coordination of the provision of LIURP services, and particularly, to improve identification of customers with inoperable natural gas furnaces who may be using electricity for space heating so as to improve the provision of LIURP services for those customers.

### **F. REHABILITATION PROGRAM**

Through the Rehabilitation Program, UGI funds the installation of energy efficient measures at the time of construction or rehabilitation of low-income residential housing. These measures include the installation of ENERGY STAR rated high efficiency natural gas furnaces, hot water heaters, upgraded installation, and energy efficient windows.

The Rehabilitation Program achieves usage reduction by: (1) allowing identified low-income and special needs customers to benefit from a variety of energy efficient measures which will avoid future high usage, and (2) maximizing the LIURP dollars spent on installed weatherization measures. Specifically, this program treats low income housing at the construction/rehabilitation phase in order to maximize material and labor dollars. The expectation is that these homes could eventually receive LIURP services. Therefore, through this program,

---

<sup>39</sup> UGI restates its commitment to coordinating with EDCs in overlapping service territories who may be providing similar services pursuant to Act 129.

## UGI 2026-2030 USECP

these customers receive service at the construction/rehabilitation phase to assist in covering the costs of the project(s) and to avoid future high usage and arrearage problems. By implementing energy efficiency measures at the rehabilitation or construction phase, the overall cost of the measures can be more economical than implementing them after the construction is complete. UGI periodically joins forces with rehabilitation projects within its service area to assure energy efficiency in low income housing.

### **1. Rehabilitation Program Eligibility**

Each Rehabilitation Program project must have the following criteria to qualify for LIURP services and/or funds:

- The customer is an active residential gas heating customer or residential electric customer;
- The customer's premise is the customer's primary residence.
- The customer's gross household income is at or below the current 200% of the FPIG;
- Existing gas heat or electric heating customer; and
- Coordination with a CBO(s).

Possible CBOs that would become involved in this project include:

- Neighborhood Housing Services;
- Habitat for Humanity;
- Housing Authorities; and
- Community Development Offices.

Residential accounts with the following indicators are not eligible for the LIURP Rehabilitation Program:

- Health care facilities;
- Landlord/tenant (account is in the landlord's name);
- Ratepayer/occupant (the ratepayer does not reside at the property);
- Foreign load (one-meter supplies more than one unit);
- LIFSO agreement (account is in the owner's name);
- Utility service used to operate a swimming pool; and
- A residential property where more than 50% of the anticipated gas usage served through a single meter is used to operate the business.

All LIURP required information will be collected for each dwelling.

UGI will reserve up to 10% of its total current year LIURP budget for Rehabilitation Project Funding. If the entire budgeted amount is not expended, the remainder will be returned to traditional LIURP services funding.



**UGI 2026-2030 USECP**

**APPENDIX A**

**FUNDING COMMITMENTS FOR EACH UNIVERSAL SERVICE PROGRAM**

**I. UGI PROJECTED PARTICIPATION AND BUDGET PER PROGRAM**

Projected participation and budgets for USECP programs are set forth below. For LIURP and Operation Share, participation and budget figures are provided for the geographic footprints of the UGI Gas Division’s former three rate districts consistent with Paragraph 38 of the 2019 UGI Gas Rate Case Settlement.

**A. CAP**

**1. UGI Gas**

UGI Gas’s projected participation levels and budget for CAP is shown below:

<b>Table A-1. UGI Gas CAP Annual Participation Levels &amp; Budget for 2026 - 2030</b>		
<b>Year</b>	<b>Projected Participation Levels</b>	<b>Projected Budget</b>
2026	26,695	\$23,486,391
2027	27,871	\$24,520,570
2028	29,098	\$25,600,287
2029	30,379	\$26,727,547
2030	31,717	\$27,904,444

**2. UGI Electric**

UGI Electric’s projected participation levels and budget for CAP is shown below:

<b>Table A-2. UGI Electric CAP Annual Participation Levels &amp; Budget for 2026 - 2030</b>		
<b>Year</b>	<b>Projected Participation Levels</b>	<b>Projected Budget</b>
2026	5,043	\$8,852,945
2027	5,256	\$9,226,504
2028	5,478	\$9,615,826
2029	5,709	\$10,021,576
2030	5,950	\$10,444,446

**B. LIURP**

The projected LIURP participation levels and budgets for the geographic footprint of the former UGI Gas rate districts and the UGI Electric service territory are set forth in Table A-3. The LIURP budgets for UGI Gas and UGI Electric will increase commensurate with the residential percentage rate increase approved in any UGI Gas or UGI Electric base rate case that is adjudicated within the term of this 2026-2030 USECP. If there is not any applicable base rate case, the LIURP

## UGI 2026-2030 USECP

### APPENDIX A

budgets will increase by 3% over the prior year budgets. There will be no carryover of unspent funds to the next year.

The Company may reallocate up to 25% of a natural gas region’s (South, North, Central) annual funding in the event that certain agencies are underspent, and their budgets could be better utilized in other areas. The Company will engage with LIURP agencies to actively monitor funding levels and make determinations regarding the reallocation of funds.

<b>Table A-3. LIURP Participation Levels &amp; Budget 2026 – 2030</b>		
<b>Geographic Area</b>	<b>Projected Participation Levels</b>	<b>Projected Budget</b>
South	245	\$2,065,870
North	168	\$1,416,129
Central	87	\$732,351
UGI Electric	94	\$403,679

#### **C. OPERATION SHARE HARDSHIP FUND**

<b>Table A-4. UGI Operation Share Company Annual Funding Level for 2026 - 2030</b>	
<b>Geographic Area</b>	<b>Initial Company Contribution</b>
South	\$ 310,500
North	\$ 177,500
Central	\$ 96,500
Total Gas	\$ 584,500
Electric	\$ 117,423
Total Gas + Electric	\$ 701,923

<b>Table A-5. UGI Operation Share Annual Costs by Geographic Area for 2026 – 2030</b>					
<b>Geographic Area</b>	<b>Projected Participation Levels</b>	<b>Initial Company Contribution</b>	<b>Projected Cash Donations</b>	<b>Total Donations</b>	<b>Projected Administrative Budget</b>
<b>South</b>	1,111	\$310,500	\$ 64,587	\$375,087	\$16,666
<b>North</b>	551	\$177,500	\$10,200	\$187,700	\$8,266
<b>Central</b>	285	\$96,500	\$7,100	\$103,600	4,282
<b>Electric</b>	360	\$117,423	\$5,600	\$123,023	\$5,400

UGI proposes to allocate available funds to administering agencies, based on the 2018 Census Data, as updated in 2022, and the Commission’s estimate of the number of residents under 150% of the FPIG, as shown in Table A-6.. However, the Company is requesting flexibility to

**UGI 2026-2030 USECP**

**APPENDIX A**

allow reallocation of up to 25% of a natural gas region’s (South, North, Central) annual funding in the event that certain agencies are underspent, and their budgets could be better utilized in other areas. The Company will engage with the agencies below to actively monitor funding levels and make determinations regarding the reallocation of funds.

<b>Table A-6. UGI Allocations by Geographic Area</b>		
<b>Geographic Area</b>	<b>Agency</b>	<b>Inter-Area Funding Allocation</b>
<b>UGI South</b>	Allentown Salvation Army	15%
	Bethlehem Salvation Army	7%
	Easton Area Neighborhood Center	7%
	Harrisburg Salvation Army	23%
	Hazleton Commission on Economic Opportunity	4%
	Lancaster Community Action Program	17%
	Lebanon Christian Ministries	6%
	Reading Salvation Army	11%
	NHS	10%
<b>North</b>	AGAPE	6%
	Commission on Economic Opportunity	38%
	Scranton Salvation Army	36%
	S.T.E.P., Inc.	11%
	TREHAB, Inc.	2%
	Union-Snyder Community Action Agency	7%
<b>Central</b>	Central PA Community Action	7%
	Central Susquehanna Opportunities	11%
	Commission on Economic Opportunity	10%
	East Stroudsburg Salvation Army	6%
	Hamburg Salvation Army	21%
	Northern Tier Community Action Corp	15%
	Schuylkill County Community Action	4%
	S.T.E.P., Inc.	2%
	TREHAB, Inc.	23%
	Union-Snyder Community Action Agency	1%

**D. CARES**

UGI Gas’s projected participation levels and budget for CARES Outreach are shown below:

**UGI 2026-2030 USECP**

**APPENDIX A**

<b>Table A-7. UGI Gas CARES Participation Levels &amp; Budget 2026-2030</b>	
<b>Projected Participation Levels</b>	<b>Projected Budget</b>
1,100	\$115,000

UGI Electric’s projected participation levels and budget for CARES is shown below:

<b>Table A-8. UGI Electric CARES Participation Levels &amp; Budget 2020-2025</b>	
<b>Projected Participation Levels</b>	<b>Projected Budget</b>
20	\$20,000

**II. UGI RIDER USP**

In accordance with the Company’s Gas Tariff<sup>40</sup> and Electric Tariff<sup>41</sup> available at <https://www.ugi.com/tariffs/>, UGI is permitted to recover costs for the USECP under its USP Riders with an annual reconciliation for costs and recoveries. The Rider USP rate shall be calculated to recover costs for the following programs: LIURP; CAP; Hardship Funds; and any other replacement or Commission-mandated USP or low-income program that is implemented during the period that the Riders are in effect.

---

<sup>40</sup> UGI Gas – Pa. P.U.C. No. 7.

<sup>41</sup> UGI Electric Pa. P.U.C. No. 6.

## UGI 2026-2030 USECP

### APPENDIX B

#### PROJECTED NEEDS ASSESSMENT

Per 52 Pa. Code § 62.4(b)(3), NGDCs with more than 100,000 residential accounts are required to provide a projected needs assessment for each Universal Service Program component and provide an explanation of how each program component responds to one or more identified needs. UGI Electric is not required to conduct a projected needs assessment since it serves approximately 62,000 residential accounts, as per 52 Pa. Code § 54.77.

The UGI Gas needs assessment for this Plan is presented on a combined basis, based on the 2018 Census Data, as updated in 2022, included the number of estimated and identified low-income customers, the number of estimated and identified payment-troubled, low-income customers, the number of customers still needing LIURP services and the cost to serve them and the enrollment size of CAP to serve all eligible customers.

<b>Table B-1 Projected Needs Assessment UGI Gas</b>	
	Total Gas
1. Number of Identified Low-Income Customers	40,879
2. Estimate of Number of Low-Income Customers	147,552
3. Number of Identified Payment-Troubled Low-Income Customers	2,156
4. Number of Customers in Need of LIURP Services	13,780
5. Cost of Serving the Number of Customers in Need of LIURP Services	\$99,209,945
6. Enrollment Size of CAP to Serve All Eligible Customers	40,879



UGI 2026-2030 USECP

APPENDIX C

CAP COMMUNITY BASED ORGANIZATIONS

<b>Agency</b>	<b>Communication Methods</b>	<b>Areas Served</b>
AGAPE	Email, Mail, Phone	South
Agency for Community EmPOWERment of NEPA/ACE	Email, Mail, Phone	North
Allentown Salvation Army	Email, Mail, Phone	South
Central PA Community Action	Email, Mail, Phone	Central
Central Susquehanna Opportunities	Email, Mail, Phone	Central
Commission on Economic Opportunity	Email, Mail, Phone	All Gas & Electric
Community Action Partnership of Lancaster County	Email, Mail, Phone	South
East Stroudsburg Salvation Army	Email, Mail, Phone	Central
Easton Area Neighborhood Center	Email, Mail, Phone	South
Hamburg Salvation Army	Email, Mail, Phone	Central
Harrisburg Salvation Army	Email, Mail, Phone	South
Lebanon County Christian Ministries	Email, Mail, Phone	South
Neighborhood Housing Services of Greater Berks	Email, Mail, Phone	South
Northern Tier Community Action Corp	Email, Mail, Phone	Central
Reading Salvation Army	Email, Mail, Phone	South
S.T.E.P., Inc.	Email, Mail, Phone	Central, North
Schuylkill County Community Action	Email, Mail, Phone	Central
TREHAB	Email, Mail, Phone	Central
Union Snyder Community Action Agency	Email, Mail, Phone	Central, North



**UGI 2026-2030 USECP**

**APPENDIX D**

**LIURP AGENCIES**

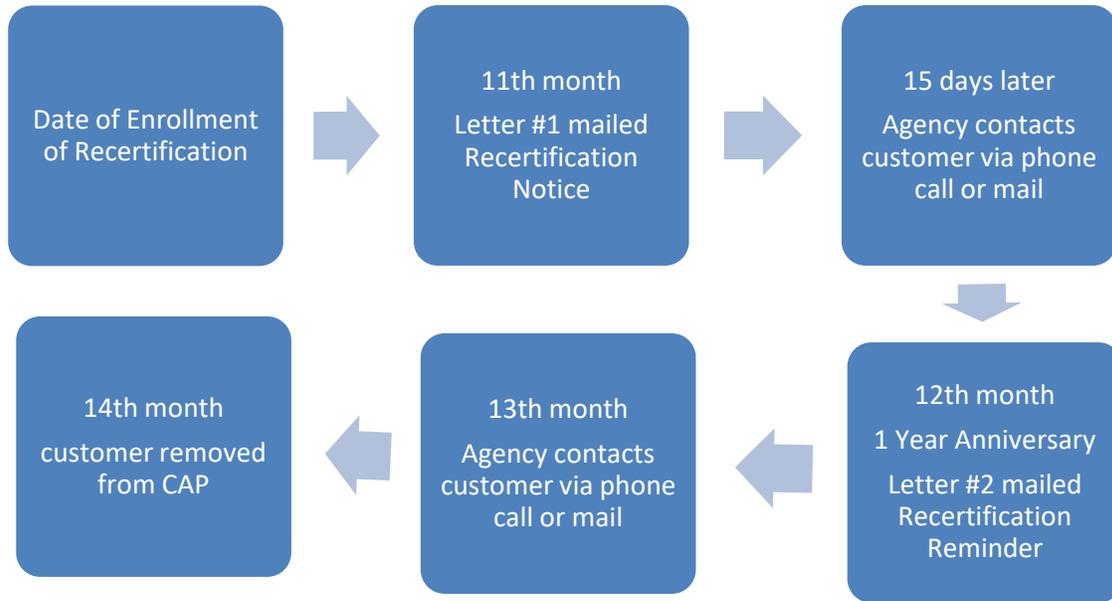
<b>Table D-1</b>		
<b>CBO</b>	<b>City</b>	<b>Geographic Area</b>
Advanced Efficiency Worx	York	South
Agency for Community Empowerment of NEPA	Scranton	North, South, Electric
Berks Community Action Program	Reading	South
Carbon County Action Committee for Human Services	Lehighton	Central
Central PA Community Action	Clearfield	Central
CLEAResult	Scotrun, York	South, Central, North
Commission on Economic Opportunity	Kingston	South, North, Electric
Community Action Committee of the Lehigh Valley and Central PA	Bethlehem	South
Green Kite	Gratz	South, Central
Harron's Insulation and Ceilings	Temple	South
Northern Tier Community Action	Emporium	Central
South Central Community Action Program	Gettysburg	South
SOLAIRE, Inc.	Canton	Electric
SEDA-COG	Lewisburg	North, Central, Electric
York Home Performance	Glen Rock	South



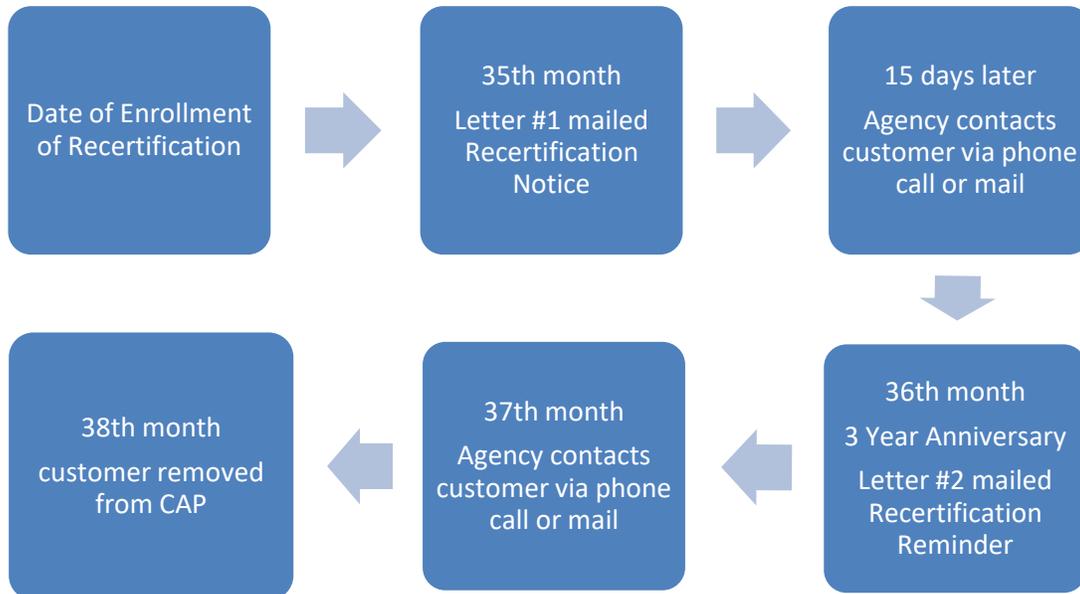
UGI 2026-2030 USECP

APPENDIX E

**Notification Schedule for CAP Recertification Process-NO LIHEAP (Annual Certification)**



**Notification Schedule for CAP Recertification Process-LIHEAP (Triennial Certification)**





**UGI 2026-2030 USECP**

**APPENDIX F**

**UGI  
Universal Service Customer Assistance Program**

Customer Name: \_\_\_\_\_

Date of Application: \_\_\_\_\_

Account #: \_\_\_\_\_

Service Address: \_\_\_\_\_

**Verification of Zero Income Claim**

To be completed and signed by the UGI customer who had no income during the 30-day, 90 day or 1-year period before the date of this CAP application.

Verification:

I, (print) \_\_\_\_\_, state that I have had no income from any source. I understand that participation in CAP can be denied for making false statements and do affirm that all claims made here are true and correct to the best of my knowledge, information and belief. Any change in household income or occupants will be immediately reported to my assigned CAP agency. I give UGI and/or my assigned CAP agency permission to verify income with government agencies.

List all adult household members with zero income:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

During the above period, how were household expenses met for food and shelter?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Customer Signature: \_\_\_\_\_

Agency Representative: \_\_\_\_\_

UGI 2026-2030 USECP

APPENDIX G



CAP- Agency Audit Scorecard

Agency \_\_\_\_\_

Account Number \_\_\_\_\_ Customer Name \_\_\_\_\_

Does the account being audited contain the following:

- | YES                      | NO                       | N/A                      |   |
|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> |                          | APPLICATION   |
| <input type="checkbox"/> | <input type="checkbox"/> |                          | CONSENT AND RELEASE FORM                                    |
| <input type="checkbox"/> | <input type="checkbox"/> |                          | TRUTH OF STATEMENT  |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | PROOF OF INCOME   |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | PROOF OF IDENTIFICATION                                     |
| <input type="checkbox"/> | <input type="checkbox"/> |                          | DOCUMENTATION ON THE ACCOUNT LOG                            |
| <input type="checkbox"/> | <input type="checkbox"/> |                          | DOES THE INFORMATION ENTERED IN COS MATCH THE APPLICATION?  |
| <input type="checkbox"/> | <input type="checkbox"/> |                          | DOES THE PROOF OF INCOME INFORMATION MATCH THE APPLICATION? |
| <input type="checkbox"/> | <input type="checkbox"/> |                          | COMPLIES WITH RECORD RETENTION POLICY                       |

The following may not be applicable for all accounts:

- | YES                      | NO                       | N/A                      |                                |
|--------------------------|--------------------------|--------------------------|--------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | RECERTIFICATION FORM COMPLETED |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | HIGH USAGE QUESTIONNAIRE       |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | ZERO INCOME FORM               |

Auditor Comments \_\_\_\_\_  
\_\_\_\_\_

Auditors Initials \_\_\_\_\_

Date \_\_\_\_\_

**APPENDIX H**

UGI Utilities, Inc. – Gas Division  
UGI Utilities, Inc. – Electric Division

**UGI Utilities, Inc.**  
**Consumer Education and Outreach Plan**

Docket Nos. M-2025-

Filing Date: April 1, 2025

## **I. BACKGROUND**

On March 31, 2020, amendments to the Pennsylvania Public Utility Commission's ("Commission") Customer Assistance Program ("CAP") Policy Statement (at 52 Pa. Code § 69.261, et al.) became effective, including a provision stating that consumer education and outreach plans ("CEOP") should be developed. The CEOP should target low-income customers and be incorporated into a utility's Universal Service and Energy Conservation Plan ("USECP"). 52 Pa. Code § 69.265(8)(i). Additionally, CEOPs should tailor and align educational outreach efforts with the demographics of the utility's service territory. 52 Pa. Code § 69.265(8)(vi)(B). Further, per 52 Pa. Code §§ 69.265(8)(vi)(B)(I-II) and 69.265(8)(vi)(C), CEOPs should include: (1) specific efforts to educate and enroll customers at/below 50% of the Federal Poverty Income Guidelines ("FPIG"); (2) resources, translation services and translated materials for Limited English Proficiency ("LEP") customers; and (3) referrals to other appropriate support services. Accordingly, UGI hereby provides its CEOP in accordance with the above-described provisions for incorporation into its 2025-2030 USECP.

## **II. PURPOSE**

This CEOP is structured to perform the following educational outreach activities in accordance with 52 Pa. Code § 69.265(8):

- A. Educate all customers regarding the benefits and responsibilities of CAP participation.
- B. Educate all customers regarding the importance of energy conservation.
- C. Perform focused CAP education outreach to the demographics comprising UGI's service territory.
- D. Educate and enroll interested and eligible customers in CAP with income levels at or below 50% of the FPIG.
- E. Utilize translated materials and services for LEP customers in UGI's service territory.
- F. Refer low-income customers to appropriate support services.

The above activities are performed in conjunction with Community Based Organizations ("CBOs") that UGI partners with to perform daily operations for UGI's low-income programs.

## **III. UGI'S CEOP**

### *A. Universal Service CEOP Roles*

Members of UGI's Universal Services Program team educate customers about USECP program offerings through various means. These employees include one Manager Universal Service Programs, one Senior Analyst Universal Service Programs, one Universal Service Program Administrator, one Senior Customer Outreach Representatives, and six Customer Outreach Representatives.

These employees also are subject matter experts for specific programs including CAP, Operation Share, Low Income Usage Reduction Program ("LIURP"), and Low Income Home Energy Assistance Program ("LIHEAP"). Education for these programs is provided by way of in-person Winter Assistance Relief Mobilization ("WARM") events, direct mail campaigns, responses to email inquiries, phone conversations, social media resources, and UGI's website. In addition, UGI provides educational materials to its CBOs (e.g., Conservation Literature, Universal Service Plan brochures, CAP application packets, etc.) for community distribution.

Moreover, two LIHEAP Outreach Representatives provide support to County Assistance Offices ("CAO"), but typically do not provide direct program education to customers.

### *B. Education Regarding the Benefits and Responsibilities of Low Income Program Participation*

UGI's customers receive general information regarding the Company's Universal Services programs: Operation Share, CAP, LIURP,<sup>1</sup> and Customer Assistance Referral Evaluation

---

<sup>1</sup> The LIURP Weatherization Program is offered to reduce the energy consumption of low-income customers through the installation of energy conservation measures and energy conservation education. Eligible electric non heating customers may receive in home or telephonic energy education sessions.

Services (“CARES”),<sup>2</sup> as well as other information about ways they can reduce their bills or obtain assistance in paying their bills, as specified in Table 1 below.

**TABLE 1**

<b>Communication</b>	<b>Content</b>	<b>Frequency</b>	<b>Language</b>	<b>Distribution</b>	<b>Recipients</b>	<b>Exhibit</b>
Bill Assistance Insert	Energy Efficiency and Conservation (“EE&C”) Programs for Gas & Electric.  CAP, LIHEAP, Operation Share, and LIURP household income qualification and program education.	Every other month, beginning Oct. 2023	English, Spanish	Mail	All mail customers	<u>Exhibit 1:</u> Customer Programs Insert
Telephone On-Hold Message	Bill pay help contact information.	Continuous	English, Spanish	Phone calls into UGI Call Center	All customers who call UGI	N/A
UGI Website Assistance Page	Low Income Program and EE&C content.	Continuous	English	Online	All customers who visit UGI.com	<u>Exhibit 2:</u> Links to Assistance Webpages
News Releases	LIHEAP season opening information (e.g., grant period, contact information to apply, poverty level guidelines, etc.)	Released 1 to 4 weeks prior to November 1 each year	English	Mail, email, and websites	All customers	<u>Exhibit 3:</u> LIHEAP News Release
New Customer Guide	Contact information for payment arrangements, Budget Billing, assistance programs, fuel funds, and agency referrals. Includes a brief summary of LIHEAP, CAP, Operation Share and LIURP with contact information.	When new accounts are established.	English	Mail, Email	All new customers	<u>Exhibit 4:</u> Welcome Packet

---

<sup>2</sup> Each CARES customer may receive an informational mailing. The mailing contains educational material on each of the assistance programs and any other referral information that may be helpful to the customer. Customer Outreach employees maintain contact with CBOs through referrals and educational services.

Communication	Content	Frequency	Language	Distribution	Recipients	Exhibit
New Income Guidelines	Presents (1) the new annual income guidelines; (2) USECP information; and (3) a link to UGI's website assistance form.	February/ March	English, with contact information in Spanish	Email	Residential customers who provided email addresses when establishing service or who have an online portal account	<u>Exhibit 5:</u> Income Guidelines Email
Program Awareness	Awareness messaging targeted at customers in situations that could benefit from USECP programs with application information.	Bi-monthly	English	Text	Residential customers who opted in to receive assistance text messages	<u>Exhibit 6:</u> Program Awareness Messaging
Ebill Assistance Links	Bill pay assistance website link.	Continuous	English	Online Ebill Portal	Ebill customers	<u>Exhibit 7:</u> Ebill Assistance Website Link
Social Media Posts	Various benefits messaging prompting customers to contact UGI about USECP enrollment.	Quarterly	English	Facebook	All customers who access UGI on Facebook.	<u>Exhibit 8:</u> 2024 Social Media Posts

The communications included in Table 1 and their attendant exhibits demonstrate that the Company utilizes various forms of marketing channels to promote its USECP programs by outlining the benefits and responsibilities of each program.

*1. Targeted Outreach about USECP Programs*

UGI also performs more targeted outreach to customers about the Company's USECP programs as specified in Table 2 below. The direct targeting provides customer-specific information (e.g., CAP monthly payment, CBO or CAO information) to low-income customers. These communications encourage program enrollment to help eligible customers.

**TABLE 2**

Communication	Content	Frequency	Language	Distribution	Recipients	Exhibit
USP Brochure	Details of each USECP program's benefits and eligibility requirements.	Brochures sent upon request to CBOs and then handed out by CBOs	English, Spanish	Handout by CBOs	Low-income customers who engage with CBOs	<u>Exhibit 9:</u> USP Brochure
Self-Reported Low Income ("SRLI") Email Journey	Email series to SRLI customers regarding USECP program benefits with a link to begin enrollment process. Each	Bi-weekly over the course of 8 weeks	English	Email	SRLI customers who provide email addresses	<u>Exhibit 10:</u> SRLI Emails

Communication	Content	Frequency	Language	Distribution	Recipients	Exhibit
	email showcases a different program. The final email provides info about text campaign.					
LIHEAP Email	LIHEAP explanation, with income guidelines, link to COMPASS website, information on how to apply (including UGI account number). Also provides LIURP benefits and enrollment information, link.	March	English	Email	All residential customers who provided email addresses.	<u>Exhibit 11:</u> LIHEAP Email
Utility File Transfer (UFT) LIHEAP	Targets LIHEAP recipients who received less than the maximum grant amount. Aimed at getting them additional LIHEAP funds. Customer must opt-in to receive.	February through end of LIHEAP season.	English	Phone Dialer	LIHEAP recipients who received less than the maximum grant for current program year.	<u>Exhibit 12:</u> UFT Transcript
Conservation Packets/Literature	Conservation benefits with a paragraph about available assistance in 10 languages. Contains energy saving tips and information about EE&C Programs.	Materials sent to CBOs upon request.	English (with multi-language sheet enclosed)	Handouts by CBOs and Mail	Low-income customers who engage with CBOs.	<u>Exhibit 13:</u> Conservation Packet Literature
Solicitation of (SRLI but no CAP)	Explains CAP benefits and requests that SRLI customers apply for CAP.	Electric – Mailers sent twice a year in spring and fall until auto-enrollment begins in January 2024.  Gas – Mail and email sent before fall.	English	Mail and Email	Customers with SRLI indicators who are not enrolled in CAP	<u>Exhibit 14:</u> SRLI No CAP Mail & Email

Communication	Content	Frequency	Language	Distribution	Recipients	Exhibit
CAP Recertification	Targeted outreach mailings to CAP customers in a two-step process. For Step 1, a letter is sent 30 days prior to the recertification due date. For Step 2, a letter is sent on the recertification due date.	As needed	English	Mail	CAP customers who need to recertify for program enrollment	<u>Exhibit 15:</u> CAP Recertification Letters
Video	Overview of CAP and refers customers to LIHEAP and LIURP.	Ongoing since November 2023.	English	UGI.com, YouTube, and Email	Non-CAP SRLI customers at Level 0 or Level 1 and LIHEAP No CAP Eligible customers; general public	<u>Exhibit 16:</u> UGI CAP (English) video link.
Video	Overview of CAP and refers customers to LIHEAP and LIURP (Spanish)	Ongoing. Added to UGI.com (and YouTube) in July 2024.	Spanish	UGI.com	Any visitor to CAP pages of ugi.com	<u>Exhibit 17:</u> El Programa de Asistencia al Cliente (Spanish) video link.
Operation Share Bill Insert	Explains Operation Share program benefits and contains donation form.	December	English, Spanish	Mail	All customers	<u>Exhibit 18:</u> Operation Share Bill Insert
Expositions (“Boots on the Ground”) - USECP	Overview of low-income programs explaining situational assistance, benefits, with income guidelines and contact information.	UGI expos, movie nights and United Way events	English	Handout in giveaway bags	All customer attendees	<u>Exhibit 19:</u> BOTG Handout
WARM - In-Person Events to Enroll Income-Eligible Customers into Programs	UGI provides USP applications and reviews attendee accounts for applicable programs benefits.	Ongoing since October 2022	English, Spanish	In-person	Low-income customer attendees	<u>Exhibit 20:</u> WARM Marketing

Communication	Content	Frequency	Language	Distribution	Recipients	Exhibit
CAP Eligibility Landing Page	Find out if eligible for CAP by visiting website landing page	Ongoing	English	All assistance program collateral	UGI gas customers	<u>Exhibit 21: CAP Eligibility Screen Capture</u>

*C. Educate and Enroll Interested and Eligible Customers within the 0-50% FPIG Range in Low Income Programs*

The company anticipates starting targeted communications to the 0-50% FPL level once the 2026-2030 USECP is approved. These targeted communications are still under development. However, they will provide details about the various low income programs. For example, UGI is preparing a communication explaining that customers who receive SNAP, could qualify for utility bill assistance. Additionally, the UGI Outreach team is working closely with the Community Relations team to support various organizations that assist low-income customers (e.g., Power Packs Project, Wildheart Ministries<sup>3</sup>). Some of these events are focused on the 0%-50% FPL audience. Finally, as stated above, UGI is providing targeted communications to customers that self-report being low income.

*D. Low Income Customer Conservation Education*

Regarding conservation education for low-income customers, UGI provides Conservation Packets to its CAP and LIURP agencies for distribution. These packets include the following items:

- Adult coloring book (with energy saving tips)
- Child coloring book: “Sparky” the Energy Saving Squirrel
- Magnet with contact information to inquire about low-income and energy-saving programs
- Safety – “Smell Gas” steps
- Energy Saving Tips brochure
- Information regarding all energy assistance programs with translated content

*E. Low-Income Referrals to Other Support Services*

a. External Referrals

UGI refers its low income customers to other organizations that may be able to provide assistance based on the circumstances presented. For example, UGI has referred customers to local churches and food banks, Office of Aging, PA 211, Service Access & Management, Inc., etc. UGI also plans to engage with predominantly Spanish-speaking cultural organizations, such as the Spanish American Civil Associations (“SACA”) and currently is in discussions with Centro Hispano. In July 2024 we sent safety brochures and assistance brochures to 27 cultural and 35 community-based organizations.

b. Internal USECP Referrals

Customers who express the need for a particular service, e.g., related to a protection from abuse order, are referred to UGI’s CARES program. Customers do not need to be in any FPIG level to

<sup>3</sup> Power Packs Project is a non-profit organization that aims to improve the mental and physical health of children by helping their parents provide nutritious meals over weekends when school breakfast and lunch programs are unavailable to them. Outreach representatives will be attending an event in April 2025 at Wildheart Ministries (<https://www.wildheartministries.net/ministries/love-the-hill>).

participate. If a customer contacts the Call Center, states they are low income and requests specific information about a program, they are referred to UGI's Outreach team. The Outreach team will evaluate the customer's account to determine which programs may be beneficial. Next, the Outreach team sends the customer appropriate program information by mail, including applications and program benefit materials. The application contains information about which specific CBOs can assist the customer in enrolling in the most beneficial program(s).

UGI also performs Warm Referrals for both Electric and Gas customers, which automatically refers the customer to other low-income programs that may assist the customer (e.g., LIURP, Operation Share Grant, CARES). Specifically, the Company proactively determines if these customers qualify for benefits under these other programs and solicits them for participation. The customer does not need to apply for these programs. Benefits to qualifying customers include CAP enrollment, weatherization measures at residences, and/or energy assistance grants for heating bills.

#### *F. Demographics-Focused Low-Income Customer Education*

To determine the demographics of the low-income population in its service territory, UGI monitors census data periodically and obtains the languages spoken in the counties comprising its distribution systems. This information guides UGI's efforts for translating customer communications, as required in 52 Pa. Code § 56.91(b)(17) (relating to termination notice provisions in Spanish and other languages when 5% or more of the residents use those languages). Table 3 below provides UGI's demographic analysis as of December 2021. It provides counts for residential, CLI and ELI customers by county. It also shows what percentages of the residential customer counts are English speaking, Spanish speaking and Other language speaking. On a total residential customer basis, 89.22% of UGI's customers are English speaking, 5.73% are Spanish speaking, and 5.05% combined speak All Other languages.

#### *G. Utilize Translated Materials and Service for LEP Customers*

As Table 3 below shows, the demographics for UGI's CLI and ELI populations are mainly English and Spanish. A smaller contingent of these populations (i.e., All Other) speak Ukrainian, Russian, Italian, Hindi, French, German, Arabic, Japanese, and Simplified Chinese (all individually lower than 5%). The Company typically provides USECP program applications and education materials in English. Applications are provided in Spanish upon request. Tables 1 and 2 above show the materials that are provided in Spanish to customers.

The Company is working to create both English and Spanish versions of its low-income program forms and letters. The Spanish-translated versions will be sent to customers upon request initiated through our Customer Contact Center discussions. UGI also provides translation services to its low-income customers during phone inquiries, as needed. Translation services are available to LEP customers when calling UGI's Customer Contact Center. Upon request, UGI will secure an interpreter to aid customers inquiring about Universal Services. Additionally, UGI added a dedicated queue of Spanish-speaking Customer Service Representatives in 2024.

Additionally, the Company has distributed the following statements in multiple languages to let customers know that a translator can be provided if needed. The statements are as follows:

- **Statement 1 (Conservation Packets):** UGI is committed to helping customers who make a sincere effort to pay their bills. Our representatives can assist you by providing information on a variety of energy assistance programs, making referrals to local agencies, offering participation in fuel funds or establishing payment arrangements. Language service interpreters are available to help over the phone. Call (800) UGI-WARM or (800) 844-9276 to learn more.
- **Statement 2 (CAP Application):** If you need assistance paying your UGI bill or want to know more about programs available to help with your utility bill, contact UGI at (800) 276-2722. UGI has interpreters available, free of charge.

The statements (appearing in Exhibits A and B9 and XX, respectively) have been translated in Spanish, Ukrainian, Russian, Italian, Hindi, French, German, Arabic, Japanese, and Simplified Chinese.

Additionally, the statements have been distributed to UGI's CBOs and CAOs since May 2023. CBOs and CAOs will request additional supplies when needed. The flyers also will be included as an insert with all new applications for low-income programs.

Regarding WARM events, the Outreach team has program literature available in English and Spanish when attending all events. In addition, CBOs have UGI literature, e.g., the UGI Universal Service Program brochure, program applications and program benefit information, in both English and Spanish, and many CBOs offer bilingual services.

In-person WARM events occurred from October 2019 through March 2020. They were paused as a result of COVID-19. They re-started in October 2022. The UGI Outreach team works with local CBOs, local food banks, and other assistance agencies (e.g., senior centers) to advertise its WARM events. Additionally, WARM events are advertised on UGI's website, and through emails to residential customers within specific ZIP codes where the events are taking place. UGI's CBOs support UGI's efforts with these events to provide direct one-on-one support to customers and assist with program enrollment. Typically, UGI has a bilingual Outreach team member at each WARM event to provide assistance to LEP customers. In addition, during these events, Outreach team members utilize translation services provided by a vendor for languages other than English and Spanish, if needed. Also, agencies (e.g., the Commission, BeWise, Community Outreach organizations, Senior Support outfits) hosting events regularly have bilingual staff that are utilized for LEP customers.

BeWise is a half day human services conference promoting consumer awareness, utility education, and life management skills. These conferences are attended by agencies, school counselors, and other community workers that learn about the programs to provide education to their clients. UGI continues to work with BeWise, senior centers and other Community Outreach agencies to attend events to provide additional insight to available programs.

Since 2022, UGI has hosted WARM events at requested locations (Bethlehem, Lancaster City, Mount Joy, Manheim, and Mountville). Additionally, the Company recently (1) provided several local food pantries with Universal Service literature to distribute; (2) sent Universal Service program brochures to County Assistance Offices to distribute; and (3) created a CAP educational video and is considering potential future videos for other UGI low-income programs.

UGI also provides in-person support at similar events hosted by agencies – e.g., Community Outreach Events, Senior Expos. UGI personnel have attended Community Outreach Events, such as food pantry distributions, Angel Tree sign-ups (Salvation Army), back-to-school backpack distributions and AKA Energy Forums. Senior Expos typically host many vendors that provide information and giveaways for senior citizens. UGI personnel use these events as an opportunity to educate participants on programs that are available to qualified customers.

**TABLE 3**

December 2021 a. Community Served	# of Residential Customers	Est. Low Income Customers	Confirmed Low Income Customers	Language Spoken in Household			
				English	Spanish	All Others	Total
Adams	37	7	1	35	2	1	38
Bedford	621	179	16	607	5	9	621
Berks	71,774	18,697	1,986	60,161	8,405	3,208	71,774
Blair	481	141	12	468	3	10	481
Bradford	3,835	1,101	183	3,738	44	53	3,835
Bucks	7,817	1,070	69	6,997	217	603	7,817
Carbon	2,792	699	117	2,671	36	85	2,792
Centre	242	74	11	220	4	18	242
Chester	2,849	422	59	2,525	150	174	2,849
Clarion	3,334	1,147	112	3,242	21	71	3,334
Clearfield	2,145	674	105	2,076	33	35	2,144
Clinton	2,340	772	98	2,238	39	63	2,340
Columbia	7,107	2,075	321	6,879	83	145	7,107
Cumberland	43,280	7,076	588	39,995	814	2,471	43,280
Dauphin	49,545	12,416	1,663	44,462	2,289	2,794	49,545
Forest	650	233	16	620	22	8	650
Franklin	3,711	863	67	3,469	124	119	3,712
Fulton	3	1	12	3	0	0	3
Huntingdon	1,326	364	67	1,283	22	22	1,327
Lackawanna	58,907	17,460	2,592	54,542	1,897	2,468	58,907
Lancaster	72,761	16,590	1,391	61,388	4,577	6,796	72,761
Lebanon	20,310	4,578	521	18,472	1,245	593	20,310
Lehigh	51,796	13,545	1,890	41,235	6,904	3,657	51,796
Luzerne	73,528	21,639	3,698	68,278	3,110	2,140	73,528
Lycoming	18,420	5,093	916	17,845	217	357	18,419
McKean	3,798	1,233	179	3,686	59	53	3,798
Mifflin	2,580	816	124	2,344	12	225	2,581
Monroe	3,528	902	144	3,032	276	220	3,528
Montgomery	3,363	450	10	2,967	96	300	3,363
Montour	2,092	528	53	1,939	30	123	2,092
Northampton	51,684	9,908	1,269	45,203	3,525	2,956	51,684
Northumberland	11,492	3,363	582	11,051	182	260	11,493
Pike	1,032	213	15	935	49	48	1,032
Potter	5,918	2,028	237	5,765	54	98	5,917
Schuylkill	3,158	887	163	3,001	72	85	3,158
Snyder	2,019	517	53	1,889	19	111	2,019
Susquehanna	301	80	15	293	3	5	301
Tioga	13,086	3,949	514	12,789	99	198	13,086
Union	1,632	400	25	1,449	78	105	1,632
Venango	878	257	28	859	9	11	879
Wayne	2,183	594	107	2,061	62	60	2,183
Wyoming	349	81	7	339	4	5	348
York	1,454	316	14	1,357	57	40	1,454
<b>Total</b>	<b>610,158</b>	<b>153,437</b>	<b>20,050</b>	<b>544,408</b>	<b>34,949</b>	<b>30,803</b>	<b>610,160</b>
				89.22%	5.73%	5.05%	



# Get to Know UGI Customer Programs

## UGI ENERGY EFFICIENCY & CONSERVATION PROGRAM

UGI residential customers can receive rebates\* when purchasing and installing eligible, high-efficiency equipment. At UGI, we know that our customers value saving money and energy. Making the decision to install energy efficient products is a great way to do both!

### GAS REBATES

Equipment	Minimum Efficiency	Rebate Amount
Smart Thermostat	Energy STAR®	\$50
Tankless Water Heater	Energy STAR®	\$400
Furnace	Energy STAR®	\$500
Boiler	94+ AFUE	\$1,200
Combi Boiler	94+ AFUE	\$1,500

*\*All equipment must be powered by natural gas. Must apply within 90 days of purchase, Rate Classes eligible are R, RT, N or NT.*

### ELECTRIC REBATES

Equipment	Efficiency	Rebate Amount
Smart Thermostat	Energy STAR®	\$50
Room Air Conditioner	Energy STAR®	\$25
Clothes Washer	Energy STAR®	\$25
Dehumidifier	Energy STAR®	\$25
Refrigerator	Energy STAR®	\$25
Dishwasher	Energy STAR®	\$25

*\*Rebate amounts and availability subject to change. For current rebates, visit [www.ugi.com/savesmart](http://www.ugi.com/savesmart).*

## INCOME-BASED PROGRAMS\*

Maximum Household Income Before Taxes for CAP and LIHEAP					
Number of Household Members	1	2	3	4	Each Additional Person
Monthly Income	\$1,823	\$2,465	\$3,108	\$3,750	\$643/person

Maximum Household Income Before Taxes for LIURP					
Number of Household Members	1	2	3	4	Each Additional Person
Monthly Income - Gas Customers	\$2,430	\$3,287	\$4,143	\$5,000	\$857/person
Monthly Income - Electric Customers	\$1,823	\$2,465	\$3,108	\$3,750	\$643/person

Maximum Household Income Before Taxes for Operation Share					
Number of Household Members	1	2	3	4	Each Additional Person
Monthly Income - Gas Customers	\$3,038	\$4,108	\$5,179	\$6,250	\$1,071/person
Monthly Income - Electric Customers	\$2,430	\$3,287	\$4,143	\$5,000	\$857/person

*\*Income levels are updated in January of each year. FPL guidelines may change for individual programs. For current information, visit [www.ugi.com/incomeguidelines](http://www.ugi.com/incomeguidelines).*

### Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP is a grant program run by the state of Pennsylvania. Grants do not have to be paid back. The program opens in November and typically ends in April or May of the following year.

Learn more at [www.ugi.com/LIHEAP](http://www.ugi.com/LIHEAP)

### Customer Assistance Program (CAP)

CAP is a personalized monthly payment, based on the lesser of an income-based payment or average bill. Each on-time payment provides debt forgiveness.

Learn more at [www.ugi.com/CAP](http://www.ugi.com/CAP)

### Low Income Usage Reduction Program (LIURP)

LIURP provides energy-saving measures like insulation, air sealing, heating system repair and maintenance, and safety measures such as smoke & carbon monoxide detectors.

Learn more at [www.ugi.com/LIURP](http://www.ugi.com/LIURP)

### Operation Share Energy Fund

If you've experienced a hardship like loss of job, death of the main wage earner or sickness, and your income is within the guidelines shown above, you should apply for an Operation Share grant.

Learn more at [www.ugi.com/OpShare](http://www.ugi.com/OpShare)



WE ARE HERE TO HELP!



00298825



# Informese sobre los programas de asistencia para clientes de UGI.

## PROGRAMA DE EFICIENCIA Y CONSERVACIÓN ENERGÉTICA DE UGI

Los clientes residenciales de UGI pueden recibir reembolsos\* al comprar e instalar equipos elegibles de alta eficiencia

### REEMBOLSOS DE GAS

Equipos	Eficiencia Mínima	Cantidad del reembolso
Termostato inteligente	†Energy STAR®	\$50
Calentador de agua sin tanque	†Energy STAR®	\$400
Equipos de calefacción (Boila)	†Energy STAR®	\$500
Boiler	94+ AFUE	\$1,200
Combo de Equipo de calefacción	94+ AFUE	\$1,500

\*Todos los equipos deben ser de gas natural. Debe aplicar en un plazo de 90 días de su compra, los clientes elegibles deben de ser R, RT, N o NT.

†Equipos de reducción de energía (Energy STAR®)

### REEMBOLSOS ELÉCTRICOS

Equipos	Eficiencia	Cantidad del reembolso
Termostato inteligente	†Energy STAR®	\$50
Aire acondicionado	†Energy STAR®	\$25
Lavadora de ropa	†Energy STAR®	\$25
Deshumidificador	†Energy STAR®	\$25
Refrigerador	†Energy STAR®	\$25
Lava vajillas	†Energy STAR®	\$25

\*Los montos de reembolsos estan sujetos a cambios. Para los reembolsos actuales visite [www.ugi.com/savesmart](http://www.ugi.com/savesmart).

†Equipos de reducción de energía (Energy STAR®)

## PROGRAMAS BASADOS EN SUS INGRESOS\*

Ingreso total de familia maximo ante de impuestos para el programa de CAP y LIHEAP					
Numero total de miembros en el hogar	1	2	3	4	Por cada miembro adicional
Ingresos Mensuales	\$1,823	\$2,465	\$3,108	\$3,750	\$643/person

Maximum Household Income Before Taxes for LIURP					
Numero total de miembros en el hogar	1	2	3	4	Por cada miembro adicional
Ingresos Mensuales - Gas Customers	\$2,430	\$3,287	\$4,143	\$5,000	\$857/person
Ingresos Mensuales - Electric Customers	\$1,823	\$2,465	\$3,108	\$3,750	\$643/person

Maximum Household Income Before Taxes for Operation Share					
Numero total de miembros en el hogar	1	2	3	4	Por cada miembro adicional
Ingresos Mensuales - Gas Customers	\$3,038	\$4,108	\$5,179	\$6,250	\$1,071/person
Ingresos Mensuales - Electric Customers	\$2,430	\$3,287	\$4,143	\$5,000	\$857/person

### Programa de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP)

LIHEAP es un programa de ayuda administrado por el estado de Pensilvania. Las ayudas otorgadas no tienen que devolverse. Los programas abren en Noviembre y normalmente terminan en Abril o Mayo del año siguiente.

Obtenga más información en [www.ugi.com/LIHEAP](http://www.ugi.com/LIHEAP)

### Programa de Asistencia al Cliente (CAP)

CAP es un pago mensual personalizado, determinado basado en el promedio de su factura o ingresos mensuales, el que sea más bajo de los dos. Cada pago a tiempo ayuda a eliminar un porcentaje de su deuda acumulada.

Obtenga más información en [www.ugi.com/CAP](http://www.ugi.com/CAP)

### Programa de Reducción de consumo (LIURP)

LIURP proporciona medidas de ahorro de energía como aislamiento, sellado de aire, calefacción, reparación y mantenimiento del sistema, y medidas de seguridad tales como humo y detectores de monóxido de carbono.

Obtenga más información en [www.ugi.com/LIURP](http://www.ugi.com/LIURP)

### Fondos de campaña para ayudas de Energía

Si ha experimentado una dificultad como la pérdida de trabajo, la muerte del jefe de familia o enfermedad, y sus ingresos se encuentran dentro de las pautas que se muestran anterior, puede solicitar ayuda de los fondos de la campaña Operation Share.

Obtenga más información en [www.ugi.com/OpShare](http://www.ugi.com/OpShare)

\*Los niveles de ingresos se actualizan en Enero de cada año. Las pautas de FPL pueden cambiar para programas individuales. Para obtener información actualizada, visite [www.ugi.com/incomeguidelines](http://www.ugi.com/incomeguidelines).



ESTAMOS AQUI PARA AYUDAR!



00298625

Need help paying  
your utility bill?

UGI is here  
for you.

Explore your options and get the help you need!

## INCOME-BASED PROGRAMS\*

Maximum Household Income Before Taxes for CAP and LIHEAP					
Number of Household Members	1	2	3	4	Each Additional Person
Monthly Income	\$1,823	\$2,465	\$3,108	\$3,750	\$643/person

Maximum Household Income Before Taxes for LIURP					
Number of Household Members	1	2	3	4	Each Additional Person
Monthly Income - Gas Customers	\$2,430	\$3,287	\$4,143	\$5,000	\$857/person
Monthly Income - Electric Customers	\$1,823	\$2,465	\$3,108	\$3,750	\$643/person

Maximum Household Income Before Taxes for Operation Share					
Number of Household Members	1	2	3	4	Each Additional Person
Monthly Income - Gas Customers	\$3,038	\$4,108	\$5,179	\$6,250	\$1,071/person
Monthly Income - Electric Customers	\$2,430	\$3,287	\$4,143	\$5,000	\$857/person

### Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP is a grant program run by the state of Pennsylvania. Grants do not have to be paid back. The program opens in November and typically ends in April or May of the following year.

Learn more at [www.ugi.com/LIHEAP](http://www.ugi.com/LIHEAP)

### Customer Assistance Program (CAP)

CAP is a personalized monthly payment, based on the lesser of an income-based payment or average bill. Each on-time payment provides debt forgiveness.

Learn more at [www.ugi.com/CAP](http://www.ugi.com/CAP)

### Low Income Usage Reduction Program (LIURP)

LIURP provides energy-saving measures like insulation, air sealing, heating system repair and maintenance, and safety measures such as smoke & carbon monoxide detectors.

Learn more at [www.ugi.com/LIURP](http://www.ugi.com/LIURP)

### Operation Share Energy Fund

If you've experienced a hardship like loss of job, death of the main wage earner or sickness, and your income is within the guidelines shown above, you should apply for an Operation Share grant.

Learn more at [www.ugi.com/OpShare](http://www.ugi.com/OpShare)

\*Income levels are updated in January of each year. FPL guidelines may change for individual programs. For current information, visit [www.ugi.com/incomeguidelines](http://www.ugi.com/incomeguidelines).

## UGI ENERGY EFFICIENCY & CONSERVATION PROGRAM

UGI residential customers can receive rebates\* when purchasing and installing eligible, high-efficiency equipment.

### GAS REBATES

Equipment	Minimum Efficiency	Rebate Amount
Smart Thermostat	Energy STAR®	\$50
Tankless Water Heater	Energy STAR®	\$400
Furnace	Energy STAR®	\$500
Boiler	94+ AFUE	\$1,200
Combi Boiler	94+ AFUE	\$1,500

\*All equipment must be powered by natural gas. Must apply within 90 days of purchase. Rate Classes eligible are R, RT, N or NT.

### ELECTRIC REBATES

Equipment	Efficiency	Rebate Amount
Smart Thermostat	Energy STAR®	\$50
Room Air Conditioner	Energy STAR®	\$25
Clothes Washer	Energy STAR®	\$25
Dehumidifier	Energy STAR®	\$25
Refrigerator	Energy STAR®	\$25
Dishwasher	Energy STAR®	\$25

\*Rebate amounts and availability subject to change. For current rebates, visit [www.ugi.com/savesmart](http://www.ugi.com/savesmart).



WE ARE HERE TO HELP!



00298824

Necesita ayuda para pagar su factura de gas?  
UGI esta aqui para ayudarlo.

Explora sus opciones y reciba la ayuda que necesita!

## PROGRAMAS BASADOS EN SUS INGRESOS\*

Ingreso total de familia máximo ante de impuestos para el programa de CAP y LIHEAP					
Numero total de miembros en el hogar	1	2	3	4	Por cada miembro adicional
Ingresos Mensuales	\$1,823	\$2,465	\$3,108	\$3,750	\$643/person

Maximum Household Income Before Taxes for LIURP					
Numero total de miembros en el hogar	1	2	3	4	Por cada miembro adicional
Ingresos Mensuales - Gas Customers	\$2,430	\$3,287	\$4,143	\$5,000	\$857/person
Ingresos Mensuales - Electric Customers	\$1,823	\$2,465	\$3,108	\$3,750	\$643/person

Maximum Household Income Before Taxes for Operation Share					
Numero total de miembros en el hogar	1	2	3	4	Por cada miembro adicional
Ingresos Mensuales - Gas Customers	\$3,038	\$4,108	\$5,179	\$6,250	\$1,071/person
Ingresos Mensuales - Electric Customers	\$2,430	\$3,287	\$4,143	\$5,000	\$857/person

### Programa de Asistencia de Energía para Hogares de Bajos Ingresos (LIHEAP)

LIHEAP es un programa de ayuda administrado por el estado de Pensilvania. Las ayudas otorgadas no tienen que devolverse. Los programas abren en Noviembre y normalmente terminan en Abril o Mayo del año siguiente.

Obtenga más información en [www.ugi.com/LIHEAP](http://www.ugi.com/LIHEAP)

### Programa de Asistencia al Cliente (CAP)

CAP es un pago mensual personalizado, determinado basado en el promedio de su factura o ingresos mensuales, el que sea más bajo de los dos. Cada pago a tiempo ayuda a eliminar un porcentaje de su deuda acumulada.

Obtenga más información en [www.ugi.com/CAP](http://www.ugi.com/CAP)

### Programa de Reducción de consumo (LIURP)

LIURP proporciona medidas de ahorro de energía como aislamiento, sellado de aire, calefacción, reparación y mantenimiento del sistema, y medidas de seguridad tales como humo y detectores de monóxido de carbono.

Obtenga más información en [www.ugi.com/LIURP](http://www.ugi.com/LIURP)

### Fondos de campaña para ayudas de Energía

Si ha experimentado una dificultad como la pérdida de trabajo, la muerte del jefe de familia o enfermedad, y sus ingresos se encuentran dentro de las pautas que se muestran anterior, puede solicitar ayuda de los fondos de la campaña Operation Share.

Obtenga más información en [www.ugi.com/OpShare](http://www.ugi.com/OpShare)

\*Los niveles de ingresos se actualizan en Enero de cada año. Las pautas de FPL pueden cambiar para programas individuales. Para obtener información actualizada, visite [www.ugi.com/incomeguidelines](http://www.ugi.com/incomeguidelines).

## PROGRAMA DE EFICIENCIA Y CONSERVACIÓN ENERGÉTICA DE UGI

Los clientes residenciales de UGI pueden recibir reembolsos\* al comprar e instalar equipos elegibles de alta eficiencia.

### REEMBOLSOS DE GAS

Equipos	Eficiencia Mínima	Cantidad del reembolso
Termostato inteligente	†Energy STAR®	\$50
Calentador de agua sin tanque	†Energy STAR®	\$400
Equipos de calefacción (Boila)	†Energy STAR®	\$500
Boiler	94+ AFUE	\$1,200
Combo de Equipo de calefacción	94+ AFUE	\$1,500

\*Todos los equipos deben ser de gas natural. Debe aplicar en un plazo de 90 días de su compra, los clientes elegibles deben de ser R, RT, N o NT.

†Equipos de reducción de energía (Energy STAR®)

### REEMBOLSOS ELÉCTRICOS

Equipos	Eficiencia	Cantidad del reembolso
Termostato inteligente	†Energy STAR®	\$50
Aire acondicionado	†Energy STAR®	\$25
Lavadora de ropa	†Energy STAR®	\$25
Deshumidificador	†Energy STAR®	\$25
Refrigerador	†Energy STAR®	\$25
Lava vajillas	†Energy STAR®	\$25

\*Los montos de reembolsos estan sujetos a cambios. Para los reembolsos actuales visite [www.ugi.com/savesmart](http://www.ugi.com/savesmart).

†Equipos de reducción de energía (Energy STAR®)



ESTAMOS AQUI PARA AYUDAR!



00298424

Exhibit 2: Links to Assistance Webpages

<https://www.ugi.com/assistance-programs/>

<https://www.ugi.com/assistance-programs/online-form/>

<https://www.ugi.com/assistance-programs/CAP/>

<https://www.ugi.com/assistance-programs/LIHEAP/>

<https://www.ugi.com/assistance-programs/LIURP/>

<https://www.ugi.com/assistance-programs/operation-share/>

[Link to Article](#)



Energy to do more®

## UGI Reminds Eligible Customers How to Get Help With Heating Costs

Home heating season is almost here, and UGI continues to urge eligible natural gas and electric customers to apply for federal Low Income Home Energy Assistance Program (LIHEAP) funds to help cover costs this winter. Applications will be accepted by the Pennsylvania Department of Human Services beginning November 4, 2024, through April 4, 2025.

“UGI is committed to delivering safe and reliable energy services, while also working to make it affordable,” says Dan Adamo, UGI Vice President of Customer Relations. “LIHEAP as well as UGI’s income eligible customer assistance programs bring real savings to thousands of our customers each year.”

Last winter, nearly 26,000 UGI customers received LIHEAP grants totaling more than \$10 million.

LIHEAP grants help customers with limited or fixed incomes pay their heating bills, repair or replace a heater, avoid utility service shut off, and assist in restoring a terminated service. **LIHEAP grants do not need to be repaid**. Customers interested in applying for LIHEAP should contact UGI. Company representatives will provide customers with information on the application process and eligibility requirements and can also help in completing and submitting the required forms.

LIHEAP funds are limited and available on a first-come, first-served basis to qualifying customers. UGI urges customers to submit a LIHEAP application as soon as possible. For more information on LIHEAP, customers can call UGI at 1-800-UGI-WARM (1-800-844-9276) or visit [www.ugi.com/liheap](http://www.ugi.com/liheap).

Get in Touch

### Key Takeaways

- Eligible natural gas and electric customers can apply for the federal Low Income Home Energy Assistance Program (LIHEAP).
- Applications will be accepted by the Pennsylvania Department of Human Services beginning November 4, 2024, through April 4, 2025.
- UGI also offers company-sponsored customer assistance programs.

Explore Assistance Programs

### Media Gallery



Household Members	Annual Income	Monthly Income	Weekly Income
1	\$ 22,390	\$ 1,866	\$ 424
2	\$ 30,640	\$ 2,553	\$ 580
3	\$ 38,740	\$ 3,228	\$ 745
4	\$ 46,810	\$ 3,901	\$ 900
5	\$ 54,870	\$ 4,573	\$ 1,055
6	\$ 62,940	\$ 5,245	\$ 1,210
7	\$ 71,010	\$ 5,918	\$ 1,364
8	\$ 79,080	\$ 6,590	\$ 1,519
Above 8	+\$8,170/person	+\$673/person	+\$155/person

### Contacts

John Mason  
[jmason@ugi.com](mailto:jmason@ugi.com)  
 (610) 334-7135  
 Principal Communications Leader

To qualify for LIHEAP funds, a customer must provide proof of income, a recent heating bill, and name, birth date and Social Security number for each household member.

LIHEAP applicants now have the option of sharing certain application information directly with public utilities, to help with the enrollment process and to help determine eligibility in additional UGI-sponsored programs. To opt in, just look for the checkbox on the application.

**Income eligibility for LIHEAP through January 31, 2025:**

<b>Household Members</b>	<b>Annual Income</b>	<b>Monthly Income</b>	<b>Weekly Income</b>
1	\$ 22,590	\$ 1,883	\$ 434
2	\$ 30,660	\$ 2,555	\$ 590
3	\$ 38,730	\$ 3,228	\$ 745
4	\$ 46,800	\$ 3,900	\$ 900
5	\$ 54,870	\$ 4,573	\$ 1,055
6	\$ 62,940	\$ 5,245	\$ 1,210
7	\$ 71,010	\$ 5,918	\$ 1,366
8	\$ 79,080	\$ 6,590	\$ 1,521
Above 8	+\$8,070/person	+\$673/person	+\$155/person

**UGI also offers company-sponsored assistance programs, including:**

UGI's **Customer Assistance Program (CAP)** offers qualifying income-eligible customers a more manageable monthly energy bill. UGI provides CAP participants with a monthly payment amount based on gross income, household size and energy usage. When CAP bills are paid on or before the due date, the difference between the amount billed and the actual amount used may be forgiven.

The **Low-Income Usage Reduction Program, or Weatherization**, offers free installation of energy conservation measures to help make energy bills more affordable. Possible energy saving measures include ceiling insulation; floor, duct, and hot water pipe insulation; caulking and weather-stripping, gas heater repairs and water flow restrictors.

The **Operation Share Energy Fund** provides energy assistance grants to qualifying customers who have trouble paying their heating bills. This community-based program is funded by a corporate donation by UGI as well as voluntary donations from UGI employees, UGI customers and concerned citizens. UGI works with dozens of community agencies to administer Operation Share funds.

**C.A.R.E.S. (Customer Assistance and Referral Evaluation Service)** can provide referrals to other helpful programs in the community. These programs can include LIHEAP, budget counseling, and State Weatherization or Office of Aging programs.

UGI can also assist eligible customers by setting up a **Payment Plan** if a bill is higher than expected and there is difficulty paying the entire amount.

A **Budget Billing Plan** estimates your annual energy usage and spreads out that amount evenly over the budget billing period to calculate the monthly amount a customer pays. UGI reviews each customer's Budget Billing Plan every three months to determine actual energy usage and make any necessary adjustments to monthly payments.

UGI encourages customers who may qualify for any of these programs to contact the company.

UGI Utilities, Inc. is a natural gas and electric utility company that serves more than 740,000 customers. Additional information about UGI Utilities, Inc. is available at [www.ugi.com](http://www.ugi.com).

---

# Welcome Home



Customer Information Guide





# Nice to Meet You!

Thank you for trusting your family's energy needs to UGI.

We know that safe, reliable, and affordable energy is a necessity for you, whether you use it to keep your home warm, your water hot, or your lights on. That's why we take pride in delivering your fundamental energy needs through dependable service.

With UGI as your energy supplier, you get:

- ▶ Energy questions answered by knowledgeable staff
- ▶ Expert emergency service when you need it, day or night, from skilled employees
- ▶ Options to help manage your new account and control expenses

We pride ourselves on being a responsive, engaging energy company. Every day we strive to exceed your expectations.

In this guide, you'll find information on how your service works and how to save money. You can also visit [www.ugi.com](http://www.ugi.com) at any time or call 800-276-2722 for even more information.

Thank you again for choosing UGI. With our dependable service, you now have the **energy to do more.**

**Headquarters:**

Denver, PA

**Total Employees:**

~1,700

**Natural Gas Pipeline Network:**

~12,400 miles

**Electric Line Network:**

~2,700 miles

**Annual Employee Volunteer Hours:**

~40,000 hours



Applies to natural gas customers



Applies to electric customers

**At a Glance**

UGI Utilities, Inc. is a natural gas and electric utility committed to delivering reliable, safe, and affordable energy to our 740,000 customers in 46 counties in Pennsylvania and one county in Maryland.



# Understanding Your Bill

## 1 Customer Account Number

Please have this number ready when you contact us about your account.

## 2 How to Contact UGI

Use this contact information for questions regarding your bill or service.

## 3 Next Scheduled Reading

This is the scheduled date of your next UGI meter reading.

## 4 Meter Reading

The meter reading for the current billing period and amount of energy used; natural gas is shown in CCFs (1 CCF = 100 cubic feet of gas) and electric in kWh. Our personnel are scheduled to read your meter monthly. However, there are occasions when you may receive an estimated bill. We base estimates on usage history and the actual temperature during the billing period.

## 5 Price Comparison

Your current price to compare when shopping for an alternate energy supplier.

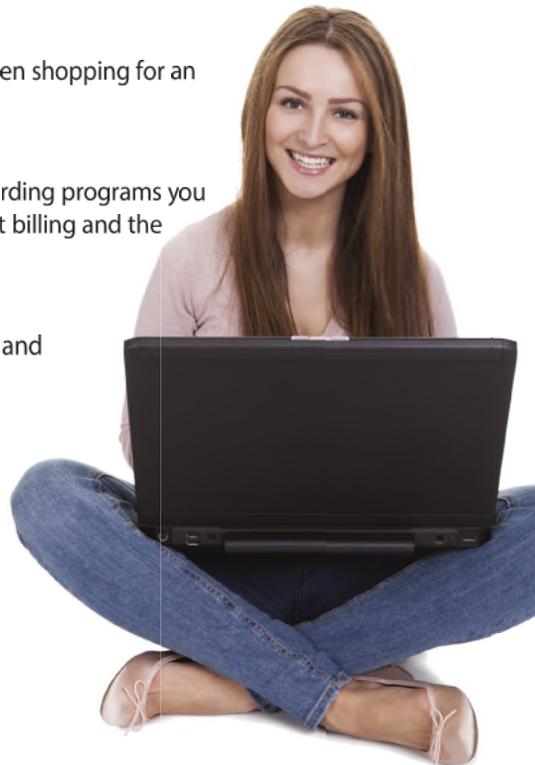
## 6 Messages

Important messages from us regarding programs you may participate in, such as budget billing and the "GET Gas" program.

## 7 Due Date/Amount Due

The amount currently owed to us and the date your payment is due.

If you have any questions or want more information, visit [www.ugi.com/billpay](http://www.ugi.com/billpay) or call 800-276-2722.



**UGI Energy to do more®**

**Billing Summary for Service to:**  
 MR. JOHN DOE  
 123 MAIN ST  
 ANYWHERE PA 19601  
**Rate Classification (R):**  
 Residential Heating  
**Billing Period:**  
 10/13/2022 to 11/10/2022 (29 days)  
 Actual Read  
 Questions?  
 Call (800) 276-2722 or write to UGI at  
 PO Box 13009  
 Reading, PA 19612-3009  
 \*Your current UGI charges include State  
 taxes totaling about \$0.68.

**Past Bill Information**  
 The balance on your last bill was ..... \$0.00  
 Thank you for your payment of ..... 0.00  
 Amount due as of 11/10/2022 ..... 0.00

**Account Number**  
 411001234567

**Current Bill Information**  
 Customer Charge ..... 14.78  
 Commodity Charge (33 CCF at \$0.86030) ..... 28.39  
 Distribution Charges (33 CCF at \$0.51030) ..... 16.84  
 Weather Normalization Adjustment ..... -1.03  
 Current Charges ..... 58.98

**Utility charges owed this bill** ..... **\$58.98**  
**Total Amount Due By 12/01/2022** ..... **\$58.98**

**Meter Information - Next Read Date December 13, 2022**

Meter Number	Previous Reading	Present Reading	CCF Used
1234567	4635	4668	33

**Shopping Information Box**  
 When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.  
 Account Number: 411001234567 Rate Schedule: R\_H

**Important message(s) from UGI**  
 ■ Your current UGI natural gas price to compare is \$0.86063/CCF.  
 ■ Effective OCT 29, 2022, the Natural Gas System Improvement Charge decreasee from 100% to 0.00%.  
 ■ Your distribution charges have been adjusted to reduce the impact of colder than normal weather.  
 ■ Your natural gas total annual usage is 632 CCF. Your natural gas average monthly usage is 53 CCF.  
 ■ We can make your energy costs easier on your budget with our 12 month Budget Billing plan. Your monthly payment would be approximately \$75.00. For more information about this plan call UGI.  
 If you pay at a payment agent please take your entire bill. Make check payable to UGI.  
 Keep this part for your records. Important information is on the back of this bill.

**UGI Utilities, Inc.**  
 PO Box 15503  
 Wilmington, DE 19886-5503

**Account Number**  
 411001234567

The amount due will be deducted from your account on December 01, 2022.

Due Date	Amount Due	With Late Charge
December 01, 2022	\$58.98	\$59.86

MR. JOHN DOE  
 123 MAIN ST  
 ANYWHERE PA 19601

411001234567100000006104000000061966



# Paying Your Bill

## Online at ugi.com

When you enroll in Paperless Billing, you'll receive an email alert when your monthly bill is available. Sign up quickly and easily when you register your account in our Online Account Center at [www.ugi.com](http://www.ugi.com). Not only will you reduce clutter and simplify your life, but you'll also be able to view and download your monthly bills and usage, schedule future payments, and receive paperless billing exclusive email reminders when your bill is nearing its due date.

All UGI customers can make one-time payments via bank account or credit card at no additional charge. To view your payment options, [www.ugi.com/billpay](http://www.ugi.com/billpay).

## Other Payment Methods

- ▶ **Phone** - Call 800-276-2722 to pay your bill from your checking account, debit or credit card with no fee.
- ▶ **Mail** - Mail payments to P.O. Box 15503, Wilmington, DE 19886-5503. Always include your account number on your check.
- ▶ **Payment Agency** - Visit [www.ugi.com](http://www.ugi.com) or call us for approved payment agency locations. Walk-in payment centers may collect a fee for their service.



## Payment Agreements for Past-Due Bills

If you have a problem paying your bill, please call us at 800-276-2722. Our customer care agents are happy to discuss options available to you.

## Due Date Extensions

If you are on a permanent fixed income, our Due Date Extension program gives you additional time to deposit monthly checks so you can avoid late fees. Call us for an application.

## Third-Party Notification Program

With this program, we send a copy of any past-due and shut-off notices to a designated third party—any friend, relative, caregiver, or even a preferred social services agency. **IMPORTANT: The third party is not responsible for paying any of your bills.** We simply give the designated party the opportunity to remind you to pay your bill and keep your account up to date. Call us to sign up.



## Budget Billing

If your electric or gas usage varies widely from month to month or seasonally, our budget billing plan will spread your costs evenly throughout the year. Enrollment in this plan is free of charge. Sign up at [www.ugi.com](http://www.ugi.com) or call us with your UGI customer number handy.



## AutoPay

Enrolling in this plan will save you time each month by automatically transferring your bill amount from your checking or savings account. Visit [www.ugi.com](http://www.ugi.com) or call us to sign up.

## Income-Based Customer Assistance Programs

UGI is committed to helping customers who make a sincere effort to pay their bills. Our representatives can provide information on energy assistance programs and fuel funds, make referrals to local agencies, or establish payment arrangements. Call 800-UGI-WARM or 800-844-9276 to learn more. Typically, assistance is available for households with income up to 250% of the Federal Poverty Levels however, program eligibility is determined during the enrollment process. Programs include:

- Low Income Home Energy Assistance Program (LIHEAP) – Grant program run by the commonwealth of PA, which does not have to be paid back. Apply online at <https://compass.state.pa.us> or phone the LIHEAP Hotline at 866-857-7095.
- UGI Customer Assistance Program (CAP) – A personalized monthly payment plan based on percentage of income or average bill. Learn more at [www.ugi.com/CAP](http://www.ugi.com/CAP).
- Operation Share – Grant program for customers experiencing a hardship like death of wage earner, sickness or loss of job, which does not need to be paid back. Call 800-UGI-WARM.
- UGI Low Income Usage Reduction Program (LIURP) – A program providing energy-saving repairs and upgrades to your home, at no cost to you. Visit [www.ugi.com/LIURP](http://www.ugi.com/LIURP) to learn more.



# Using Your New Energy Service Safely

## Natural Gas Safety

### Natural Gas is Naturally Odorless

To make it detectable, a chemical known as *Mercaptan* is added. It has a smell that is similar to rotten eggs. If you smell this odor, you need to act. There is **no cost** to you for UGI to investigate a natural gas odor.

### What to Do if You Smell Gas

- ▶ **LEAVE** the inside of a building immediately. Take everyone and pets with you. Leave the door open if possible, and proceed to a safe location where you can no longer smell the odor of natural gas (approximately 500 feet away from the building).
- ▶ **CALL UGI's** gas emergency line 800-276-2722 from a safe location, 24 hours a day, 7 days a week, if you smell natural gas indoors, outdoors, or near a gas meter.
- ▶ **CALL 911** from a safe location if you ever hear or see natural gas blowing anywhere.

### Use your eyes and ears as well.

Be aware of any indication of a possible natural gas pipeline leak, including:

- ▶ Air blowing the dirt, grass, or trees near a pipeline
- ▶ Bubbling or blowing air in a pond or stream
- ▶ Dead grass or plants in an otherwise green area
- ▶ Flames coming out of the ground
- ▶ Unusual hissing sounds

If you notice signs of a possible leak, contact UGI at 800-276-2722 or call 911 from a safe location.



## What NOT to Do if You Smell Gas

- ▶ DO NOT use phones (standard or cellular), computers, appliances, elevators, lamps, garage door openers, or electrical devices if an odor of gas is present.
- ▶ DO NOT touch electric outlets, switches or doorbells.
- ▶ DO NOT smoke or use a lighter, match or other flame.
- ▶ DO NOT operate vehicles or power equipment where leaking gas may be present.
- ▶ DO NOT try to re-light a pilot light.
- ▶ DO NOT e-mail UGI or post emergency notifications on our social media if you smell natural gas or suspect a natural gas leak. *Please call UGI or 911.*
- ▶ DO NOT re-enter a building until it has been inspected by a UGI technician.

Visit [www.ugi.com](http://www.ugi.com) for more information, and teach your family what to do, and what NOT to do, if anyone ever notices the odor that is added to odorless natural gas.

## Carbon Monoxide Safety

While natural gas has a scent added to it, incomplete combustion of ANY fossil fuel could produce an odorless, tasteless, and colorless gas called carbon monoxide (CO). Here's what you need to know about CO to protect yourself:

- ▶ CO can enter living spaces in your home as a result of a malfunctioning appliance or blocked chimney.
- ▶ All fuel-burning equipment should be installed and regularly serviced by an experienced professional.
- ▶ All fuel-burning equipment requires proper venting and air flow for safe operation. Do not install equipment in a confined space. When renovating, have a professional specify space required for fuel-burning equipment.
- ▶ Signs that you may have a CO problem include: water vapor condensing on windows (other than normal bathroom and kitchen moisture), pets acting lethargic or lazy, headaches, dizziness, flu-like symptoms, and nausea.
- ▶ A CO detector should be installed on each floor of a home, particularly near every sleeping area.
- ▶ If you are alerted by your CO detector, or if you suspect CO poisoning, move to fresh air and call UGI or 911.



*Protect your home with CO detectors.*



## Electric Safety

Electrical emergencies can happen anywhere, anytime. Follow these tips to increase your safety in any situation.

### Fallen Wires

Stay away from fallen wires and warn others to keep away. Call us immediately. If a wire touches your vehicle, stay inside. However, if your car catches fire, jump clear of the car without touching the car's metal and the ground at the same time.

### Indoor Electrical Fires

Without touching the appliance, unplug it or turn off the electric supply. Use a Class C rated fire extinguisher, if available. If one is not available, throw baking soda on the fire—never use water on an electrical fire. If necessary, call your fire department.



### Portable Generators



Never use a generator indoors or in any enclosed space. Always use proper power cords and follow instructions. Do not overload the generator with more equipment than its output rating. Also make sure your generator is properly grounded.

### Light Bulbs

Be sure to turn light switches off before changing bulbs.

Use only bulbs of the appropriate wattage for the fixture.

### Electric Cords and Outlets

Replace any frayed or damaged cords. Also use proper extension cords—heavy-duty cords for power tools and moisture-resistant cords for working outdoors. If you have children in your home, make sure to install safety plugs and outlet covers. Also, never plug too many cords into one circuit.

### Tree Planting and Trimming

Trees should be kept a safe distance from all electrical wires. Call us for a free “Trees for Streets and Lawns” brochure to learn more.

### Safety & Security Lighting Program

We can install outdoor lighting that automatically comes on at dusk and goes off at dawn. Adequate outdoor lighting improves visibility, reduces accidents, and deters burglars and vandals. Call us for more information.



## Gas Line Safety

Safe habits go beyond the walls and foundation of your home. Follow these guidelines to avoid unnecessary damage to natural gas distribution lines, electric lines, and other utilities' facilities as you enjoy your home and property.

### Aboveground Pipe Safety

You should never hang anything from aboveground pipes. The added weight can weaken or break pipe joints or fittings, resulting in a leak.

### Underground Pipe Safety

Call 811 three business days before a digging project—it's the law. Whether you're doing a major excavation or minor landscaping, safeguard yourself from hazards related to damaging underground pipelines. A simple call gets all your public utility lines marked to help protect you from injury and costly property damage.



Know what's below.  
**Call before you dig.**

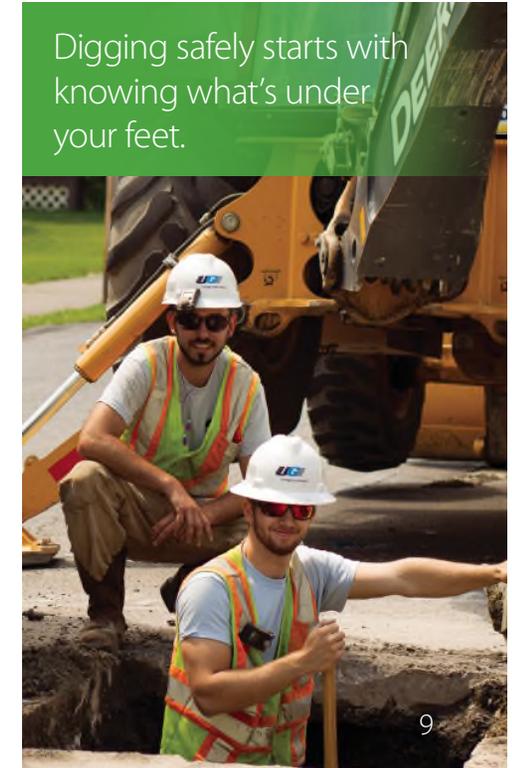
## What About Gas Lines Beyond the Meter?

We are responsible only for maintaining pipes that run up to and include the meter. All natural gas pipes on the property beyond the meter must be maintained by the property owner.

Before digging near buried natural gas pipes, locate the pipes and mark the area. To ensure the safety and soundness of the pipes and customer-owned fuel lines, periodically inspect them for leaks and corrosion and never hang anything from them.

Should you need assistance in locating, inspecting, or repairing pipes, you can contact your local plumber or heating contractor or call us.

Digging safely starts with knowing what's under your feet.





# Customer Choice Information

Under the Electric and Natural Gas Choice Program, you have the option to choose a third-party energy supplier. Regardless of which supplier you choose, you will receive the same level of service and reliability you already enjoy from us.

## Choosing Another Supplier

While we cannot recommend suppliers or provide information on their pricing, you can look at your most recent bill for our current Price to Compare (see the sample bill on page 3) or check [www.ugi.com/price-to-compare](http://www.ugi.com/price-to-compare).

### Questions you could ask third-party suppliers:

- ▶ What is your price per kWh of electricity or per CCF of natural gas? Does this price include transmission and state-mandated alternative energy costs?
- ▶ Is this rate fixed or can it change?
- ▶ Do I need to sign a contract? What is the length of the agreement?
- ▶ Are there penalties for switching or canceling?
- ▶ Will I get one bill or two? Do I have a choice?
- ▶ Are there restrictions on how much energy I can use or when I can use it?
- ▶ Do your quoted rates include taxes?
- ▶ Are there any other charges or fees?

For a list of licensed electric generation and natural gas suppliers, visit the sites below:

- ▶ For electric generation suppliers:  
[www.ugi.com](http://www.ugi.com) or [www.papowerswitch.com](http://www.papowerswitch.com).
- ▶ For natural gas suppliers:  
[www.ugi.com](http://www.ugi.com) or [www.pagasswitch.com](http://www.pagasswitch.com).



If you decide that another electric generation or natural gas supplier is right for you:

- ▶ Notify your chosen supplier. The supplier will send you a statement outlining the terms of your agreement. You may cancel your choice within three business days of receiving the statement.  
*A penalty may apply if you do not remain with a supplier for the entire agreement period.*
- ▶ Your chosen supplier will notify us.
- ▶ You will receive a letter from us confirming your choice. Please make sure that it is the correct supplier.

**IMPORTANT:** If you participate in the Customer Assistance Program (CAP) and you wish to choose a supplier, please contact us for assistance.





# Your Rights and Responsibilities

The Pennsylvania Public Utility Commission (PUC) has updated its **Standards and Billing Practices for Residential Service**.

*Your Rights and Responsibilities as a Utility Consumer* is a booklet prepared by the PUC to explain the rules regarding a utility's billing, credit, dispute handling and shut-off practices.

This useful booklet also includes information about various payment options for your utility bill, understanding the components of your utility bill, policies regarding security deposits, steps and rules about utility shut-offs, and how to shop for electricity or natural gas service.

You'll find a copy of the Rights and Responsibilities booklet to review or print at **www.ugi.com**. We will continue providing you with safe and reliable utility service, clear and concise bills, and fair policies. You, the consumer, should know your rights and fulfill your responsibilities to maintain your service.

## As a residential utility customer, you have the RIGHT to:

- ▶ Safe and reliable service.
- ▶ A clear, concise, and accurate bill.
- ▶ Fair credit and deposit policies.
- ▶ Know how your bill is calculated and how to tell if it is too high.
- ▶ Question or disagree with your utility company.
- ▶ Personal privacy. *UGI has the responsibility of safeguarding your personal information against unauthorized use.*

## As a residential utility customer, you also have the RESPONSIBILITY to:

- ▶ Pay your bill on time.
- ▶ Provide us with access to your meter.
- ▶ Give UGI at least 7 days' notice before you move or wish to discontinue service. *If you fail to notify us, you remain responsible to pay the bills.*

## Special Protections

You may qualify for special protections if you:

- ▶ Are a victim of domestic violence and have a Protection From Abuse Order.
- ▶ Live in a low-income household.
- ▶ Are seriously ill or a member of your household is seriously ill. You will be required to provide proof to your provider.



Together, we have the energy to do more.®



## Billing

All UGI customers receive bills for electric service once during a regular billing cycle (approximately one month). Customers can enroll in a program (at [www.ugi.com](http://www.ugi.com)) to pay their bills online. Please refer to [www.ugi.com](http://www.ugi.com) and "Pay Bill Online" in the left center side of the page for a list of options.

## Meter Readings

Each month on approximately the same date, meter readers are scheduled to read the electric meter at your residence. Meter readers and utility service personnel carry identification, which you may ask to see for your protection. UGI has moved to an Automated Meter Reading (AMR) system throughout most of our service territory. Using the AMR system, UGI is able to record meter readings by simply driving or walking by your home. Employees use devices known as ERTs (Encoder-Receiver-Transmitters) that allow them to obtain an accurate meter reading.

- ▶ Through Automated Meter Reading, monthly bill statements are based on actual meter reads and exact electric usage. Therefore, customers will no longer routinely receive estimated electric bills.

Welcome Home.

*UGI Emergency Contact:*

*UGI Contacto de emergencia:*

*800-276-2722 - Customers of UGI Gas and Electric Service*

**Billing and Customer Inquiries:**

*800-276-2722*

**Customer Assistance Programs:**

*800-844-9276 (800-UGI-WARM)*

**For Hearing Impaired:**

*800-654-5988*

*Discover everything UGI does for homes  
and businesses at [www.ugi.com](http://www.ugi.com)*



**Energy to do more®**



**Did you know that the Federal Poverty Income Guideline limits have increased for 2025?**

If your household income is at or below these levels below, you could qualify for one or more of the UGI Customer Assistance Programs!

**The New Federal Poverty Income Guidelines are in effect!**

**Monthly Household Income Limits**

# of Household Members	150% FPL	200% FPL	250%FPL
1	\$1,956	\$2,608	\$3,260
2	\$2,644	\$3,525	\$4,406
3	\$3,331	\$4,442	\$5,552
4	\$4,019	\$5,358	\$6,698
5	\$4,706	\$6,275	\$7,844
6	\$5,394	\$7,192	\$8,990
Each additional person	\$688	\$917	\$1,146

**Programs Available:**

**[Low Income Home Energy Assistance Program \(LIHEAP\)](#)**

Available at or below 150% FPL

LIHEAP helps families pay heating bills with a grant between the amount of \$200 - \$1,000. This money does not have to be paid back and gets sent directly to UGI to pay your bill. The program will close in April so apply now before it is too late!

**[Customer Assistance Program \(CAP\)](#)**

Available at or below 150% FPL

Avoid unpredictable utility bills and balance your household budget a little easier. Pay the same amount each month, based on the average bill at your property or a percentage of your total income. Average CAP customers only pay between 4- 6%\* of their total gross income. You can also receive debt forgiveness and bill forgiveness each month with on-time payments.

*\*CAP percentage of income payments will vary based on customer's household income, type of service, and poverty level.*

### [Operation Share Grant](#)

Available at or below 250% FPL

If you are struggling to pay your bill, apply for an Operation Share grant today. No need to wait. Grants do not have to be paid back and are funded by donations from your neighbors, UGI employees, and UGI Company to help families in need.

### [Low Income Usage Reduction Program \(LIURP\)](#)

Available at or below 200% FPL

Is your home cold and drafty? Have you tried lowering the thermostat but have not seen a difference in your bill? Check out UGI's Low Income Usage Reduction Program (LIURP) available to homeowners and renters. We have contractors that will install energy efficient measures into your home at no cost to you! Most customers see an average of 20% reduction in their UGI bill.

---

**Interested in any of the above programs or want to learn more?**

[FILL OUT OUR QUICK ONLINE FORM](#)

*If you know of a UGI customer who could benefit from these programs, please pass along this information.*

UGI está comprometida a ayudar a los clientes que hacen un esfuerzo sincero para pagar sus facturas. Nuestros representantes pueden ayudarlo al proporcionar información sobre diversos programas de asistencia energética, haciendo derivaciones a agencias locales, ofreciendo participación en fondos de combustible o estableciendo acuerdos de pago. Hay intérpretes de servicios de idiomas disponibles para ayudar por teléfono. Llame al 800-UGI-WARM u [800-844-9276](tel:800-844-9276) para obtener más información.



ASSISTANCE PROGRAMS | UGI IN OUR COMMUNITIES

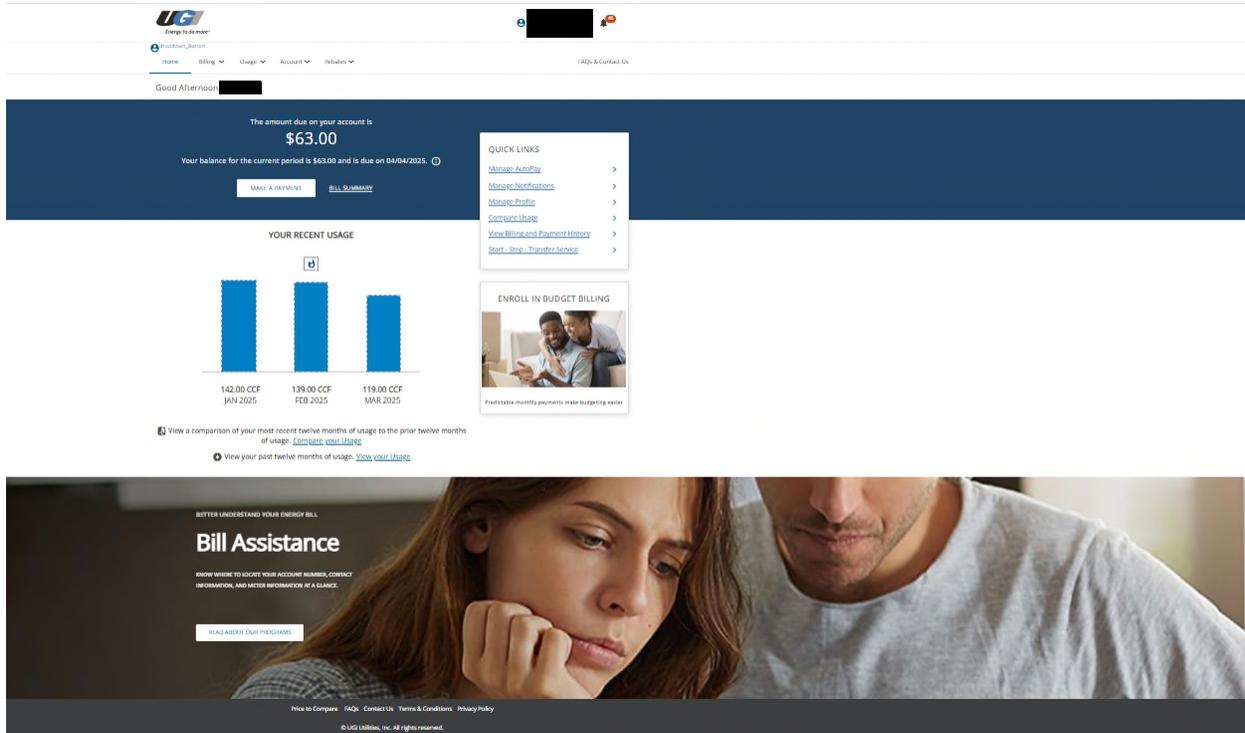
Thu, Mar 13 at 2:00 PM

UGI Assist: CAP is a program that offers a set monthly payment and bill forgiveness. Visit [www.ugi.com/CAP](http://www.ugi.com/CAP). Msg&data rates may apply. Reply STOP to stop.

Thursday 2:01 PM

UGI Assist: 2025 LIHEAP deadline extended to April 18. Apply now. Visit [www.ugi.com/liheap](http://www.ugi.com/liheap). Msg&data rates may apply. Reply STOP to stop.

- Online Payment Portal: <https://onlineaccount.ugi.com/portal/>
  - Bill Assistance Programs (link on Online Payment Portal): <https://www.ugi.com/assistance-programs/>
- After sign in on Payment Portal, rotating ads appear at bottom of overview page (see below, first screen shot) and then on subsequent pages on right navigation, second screen shot)



## Bill Summary

THE AMOUNT DUE ON YOUR ACCOUNT IS

**\$63.00**

Your balance for the current period is \$63.00 and is due on 04/04/2025. ⓘ

MAKE A PAYMENT

ENROLL IN AUTOPAY

ⓘ Set Your [Billing Notification Preferences](#).

### BILLING QUICK LINKS



[Explore Customer Assistance Programs](#)

[Understand Your UGI Bill](#)

[View Billing and Payment History](#)

[AutoPay](#)

### BILL DETAILS

Billing Period

02/11/2025 to 03/13/2025

Past Due Balance (Pay Immediately)

\$0.00

 **UGI Utilities, Inc.** January 9, 2024 · 🌐



**UGI ASSISTANCE PROGRAM CUSTOMER SUCCESS STORY**

“With the cost of everything rising I was finding it hard to make my monthly budget payments for my utility bill. My daughter told me about CAP and helped me enroll. My payments dropped from \$150/month to only \$49/month.”

*Dorothy S, UGI Customer*

---

 For more info, visit [ugi.com/assistance](https://ugi.com/assistance)



**UGI Utilities, Inc.**

January 23, 2024 · 🌐



Participants of the Low-Income Usage Reduction Program (LIURP) see an average of 20% savings on their UGI bill after weatherization is complete. Find out if you qualify at <https://www.ugi.com/assistance-programs/LIURP>





UGI Utilities, Inc.

February 6, 2024 · 🌐



### UGI ASSISTANCE PROGRAM CUSTOMER SUCCESS STORY

"Our winter heating bills were so high, but the CAP program gives us forgiveness credits as long as we pay the monthly CAP amount.

Last month our heating bill was \$425.00. Because we are on CAP we only needed to pay \$73. UGI gave us the credit between the difference which is \$352.00! Talk about saving on your bill! Thanks UGI."

*The Westerly Family, UGI Customer*



For more info, visit [ugi.com/assistance](https://ugi.com/assistance)



UGI Utilities, Inc.

February 20, 2024 · 🌐



### UGI ASSISTANCE PROGRAM CUSTOMER SUCCESS STORY

"I had to reduce my working hours when one of my kids got sick. Trying to keep up with all the expenses got tough. I like being on the CAP program because I know what my monthly payments are."

*Andi M, UGI Customer*



For more info, visit [ugi.com/assistance](https://ugi.com/assistance)



UGI Utilities, Inc.

March 1, 2024 ·

...

March is Social Work Month. UGI Utilities partners with Community Based Organizations to help customers enroll in income-based programs. Throughout March we will be highlighting agencies that administer UGI programs like:

\*Operation Share – a grant to customers experiencing a hardship;

\*CAP – Customer Assistance Program – a monthly payment based on household income;

\*LIURP – installs energy saving measures in a home to make it more efficient.

## Social Work Month

Honoring those  
who make a  
difference for  
our customers.



**Celebrating the  
Caseworkers of our  
Community Based  
Organizations**



UGI Utilities, Inc.

March 4, 2024 ·

...

This week, in honor of Social Work month, we want to thank agencies that administer our Customer Assistance Program (CAP). CAP is an income-based payment plan that provides debt forgiveness and account credits for each on-time payment; monthly payments are based on household income:

[AGAPE Love From Above To Our Community](#)  
[Agency for Community Empowerment of NEPA/ACE](#)  
[The Salvation Army, Allentown Corps ...](#) [See more](#)

## Social Work Month

Honoring those  
who make a  
difference for  
our customers.



**Celebrating the  
Caseworkers of our  
Community Based  
Organizations**



UGI Utilities, Inc.

March 11, 2024 · 🌐



This week, in honor of Social Work month, we want to thank agencies that assist with providing Operation Share grants to customers experiencing a hardship that prevents them from paying their utility bill:

AGAPE

[The Salvation Army, Allentown Corps](#)

[Bethlehem Salvation Army...](#) [See more](#)

## Social Work Month

Honoring those  
who make a  
difference for  
our customers.



## Celebrating the Caseworkers of our Community Based Organizations



UGI Utilities, Inc.  
March 18, 2024 · 🌐

...

This week, in honor of Social Work month, our focus is on LIURP, the Low Income Usage Reduction Program. LIURP agencies assist customers in obtaining energy saving measures like insulation, caulking, and other improvements to lower utility bills and make homes more comfortable year-round:

[Agency for Community Empowerment](#)

[Berks Community Action Program](#)

[Carbon County Action Committee for Human Services](#) ... See more

## Social Work Month

Honoring those  
who make a  
difference for  
our customers.



## Celebrating the Caseworkers of our Community Based Organizations



UGI Utilities, Inc.

March 25, 2024 · 🌐

...

As we near the end of March, we want to take one more opportunity to say THANK YOU to all of the people that help us help our customers enroll in programs that provide assistance to those in need. We are proud to partner with agencies that administer UGI programs like:

\*Operation Share – a grant to customers experiencing a hardship;

\*CAP – Customer Assistance Program – a monthly payment based on household income;

\*LIURP – installs energy saving measures in a home to make it more efficient

Program participation is voluntary, and total household income must be at or below federal poverty guidelines for each of the above programs. For additional information about our customer assistance programs, including income requirements for each, visit

<https://www.ugi.com/assistance-programs>.

## Social Work Month

Honoring those  
who make a  
difference for  
our customers.



## Celebrating the Caseworkers of our Community Based Organizations



UGI Utilities, Inc.

April 2, 2024 · 🌐



LIHEAP, the Low Income Home Energy Assistance Program, closes this Friday, April 5, 2024. LIHEAP provides grants to income-eligible residents of Pennsylvania. Learn more at <https://www.ugi.com/assistance-programs/LIHEAP>



**LAST DAY TO APPLY FOR THE LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP) IS APRIL 5, 2024.**



For more info, visit [ugi.com/liheap](https://www.ugi.com/liheap)



**UGI Utilities, Inc.**

April 8, 2024 · 🌐



If you are behind on your utility bills, UGI is here to help! Visit <https://www.ugi.com/here-to-help> to learn more.





UGI Utilities, Inc.

April 10, 2024 · 🌐



### UGI ASSISTANCE PROGRAM CUSTOMER SUCCESS STORY

"My wife and I both have jobs but our income for a family of 5 is under \$54,870 which means we (thankfully!) qualified for the UGI Customer Assistance Program (CAP). It has helped us manage our monthly bills better because our monthly bill is based on our income. And - bonus - the past due amount we had when we enrolled will disappear in 3 years!"



For more info, visit [ugi.com/assistance](https://ugi.com/assistance)

DK, UGI Customers



UGI Utilities, Inc.

April 12, 2024 · 🌐



The PA Homeowner Assistance Fund (PAHAF) reopened March 18, 2024, and new applicants may apply for assistance. Per the PAHAF website, "Funds will be distributed on a first-come, first-served basis to eligible applicants until the remaining monies are exhausted with priority given to homeowners facing an imminent adverse action (IAA) such as a notice of foreclosure, sheriff sale or utility shut-off notice." Learn more at



PAHAF.ORG

### **Pennsylvania Homeowner Assistance Fund**

The Pennsylvania Homeowner Assistance Fund is a housing-related program that...



**UGI OPERATION SHARE GRANT RECIPIENT**

"I want to express my sincere appreciation for granting me this help in paying my natural gas expense for 2023. I expect and am receiving pretty high bills associated with my hip surgery. THIS GRANT PAID BY FRIENDS AND EMPLOYEES is so appreciated.

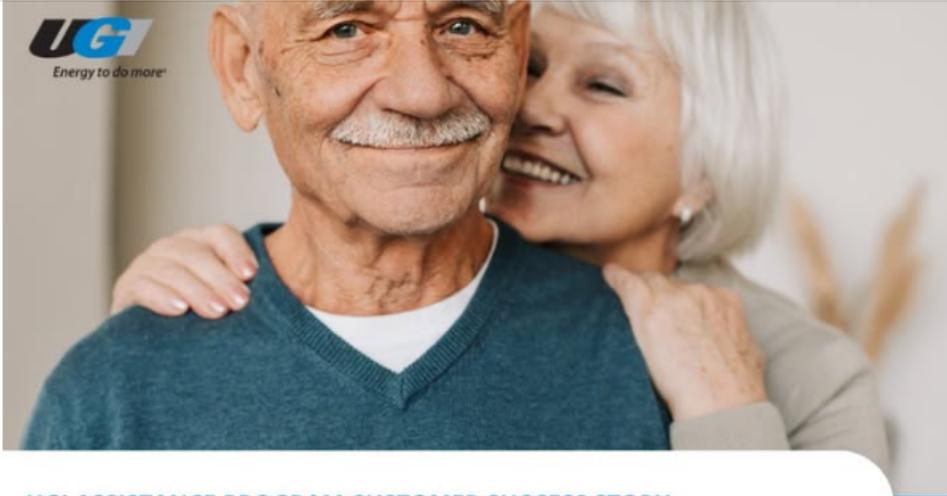
My heart felt THANKS TO YOU."

*R.D., UGI Customer*



UGI Utilities, Inc.

April 24, 2024 · 🌐



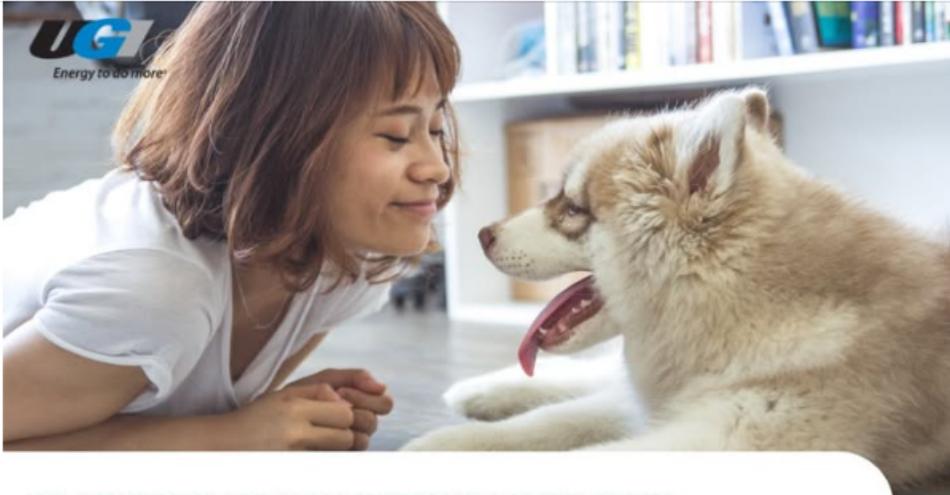
### UGI ASSISTANCE PROGRAM CUSTOMER SUCCESS STORY

"My family has had many hardships thrown our way this past year. My husband is very ill and we were dealing with the tsunami of events that resulted in our mortgage and utilities becoming past due. A caseworker at the Salvation Army connected us to resources we didn't even know existed for mortgage and utility assistance. We received a UGI Operation Share grant to help with our past due balance. LIHEAP is helping with a grant and repairing our broken furnace. We still have some obstacles, but we are grateful for the assistance programs that are available to families experiencing hardships."

*Joan and Dave, UGI Customers*



For more info, visit [ugi.com/assistance](https://ugi.com/assistance)



#### UGI ASSISTANCE PROGRAM CUSTOMER SUCCESS STORY

"I recently moved into my own apartment. Wow - I had no idea all of the expenses that come with being independent! I make less than \$22,000 a year, and learned I can get help with my utility bills. Programs like LIHEAP and the UGI Customer Assistance Program (CAP) have helped me with my monthly bills, which means my fluffy pal gets some extra treats each month. Thank you to UGI for helping me get enrolled in these awesome programs."



For more info, visit [ugi.com/assistance](https://ugi.com/assistance)

*Emily L, UGI Customer*



### UGI ASSISTANCE PROGRAM CUSTOMER SUCCESS STORY

"We learned about CAP, the UGI Customer Assistance Program, from a neighbor. We went from a two-income family, to a one-income family in the blink of an eye. Enrolling in CAP means our monthly UGI payment went from \$200 a month to \$75 a month. Talk about a reason for a family high five!"

*M.J. Brown, UGI Customer*



For more info, visit [ugi.com/assistance](https://ugi.com/assistance)



**UGI Utilities, Inc.**

May 28, 2024 · 🌐



The Customer Assistance Program (CAP) sets you up on an affordable fixed monthly payment, monthly bill credits, and debt forgiveness if you have a past due balance. See if you qualify and download an application at [www.UGI.com/CAP](http://www.UGI.com/CAP)





**UGI Utilities, Inc.**

June 18, 2024 · 🌐



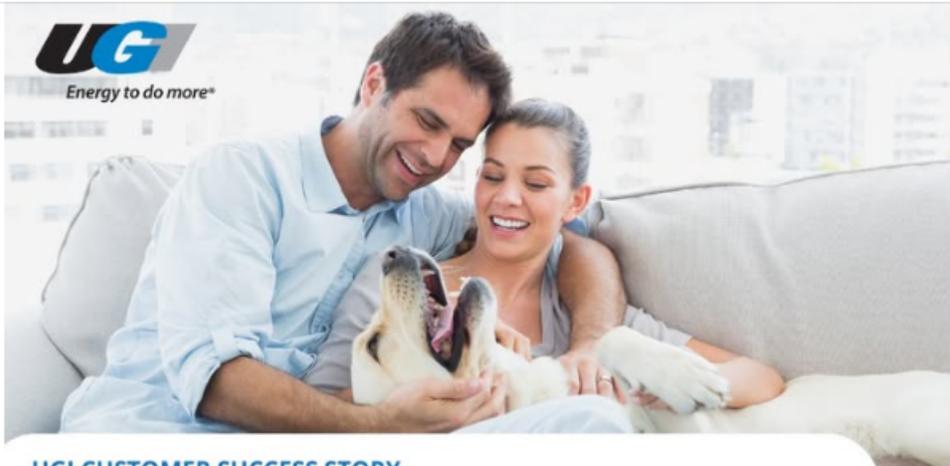
Everybody struggles to pay bills now and then. If you are falling behind on your payments, please check [www.ugi.com/assist](http://www.ugi.com/assist).





UGI Utilities, Inc.

July 9, 2024 · 🌐



### UGI CUSTOMER SUCCESS STORY

Newly married, the Williams initially struggled to get their bills paid on time. There are a lot of expenses new couples face! The couple watched the video about the Customer Assistance Program (CAP) and learned how it can help customers manage their monthly bills. Check it out at [www.ugi.com/CAP](http://www.ugi.com/CAP) and see if CAP can help you and your family!

---

*The Williams, UGI Customers*



**UGI Utilities, Inc.**

July 11, 2024 · 🌐



Need help understanding your utility bill? We can break it down for you.  
<https://www.ugi.com/payments.../your-ugi-bill-explained/>





UGI Utilities, Inc.

July 16, 2024 · 🌐



We're all in this together! If you are struggling to pay your UGI bill, we want to help. We have several different assistance options to help our customers. Explore our programs and see what is right for you: <https://www.ugi.com/assistance-programs/>





**UGI Utilities, Inc.**

July 23, 2024 · 🌐



UGI just helped a family save over \$100/month on their UGI bill by enrolling in the Customer Assistance Program (CAP). CAP offers an affordable monthly payment and debt forgiveness. Download an application and follow the instructions listed here [www.ugi.com/cap](http://www.ugi.com/cap)



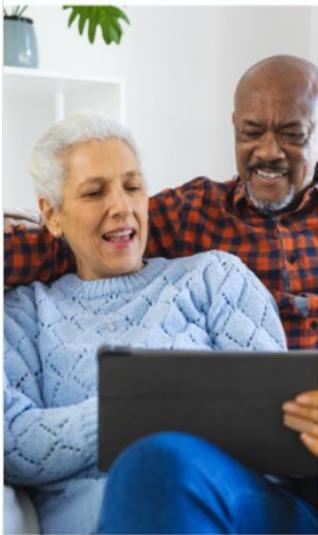


UGI Utilities, Inc.

August 6, 2024 · 🌐



Learn about CAP, the UGI Customer Assistance Program, by watching our short informational video. The video is available in English and Spanish. CAP is an income-based payment plan that provides debt forgiveness and bases your monthly payment on your income or average bill. Learn more by viewing the video at <https://www.ugi.com/assistance-programs/CAP/>.





### UGI CUSTOMER SUCCESS STORY

Enrolling in CAP helped the Smith family save about \$75 a month on their natural gas bill. With two growing children, this extra helps take a little stress off of the family budget. CAP payments are based on either household income or your average bill. See how enrolling in CAP can help your family by visiting [www.ugi.com/CAP](http://www.ugi.com/CAP).

---

*The Smith Family, UGI Customers*



UGI Utilities, Inc.

July 30, 2024 · 🌐



### UGI CUSTOMER SUCCESS STORY

Betty and John had some unexpected medical expenses that caused them to fall behind on their utility bills. They contacted UGI and were able to enroll in CAP. Their monthly payment decreased by \$125 a month, and the amount they were behind will be forgiven after they make on-time payments for 36 months.

---

*Betty and John, UGI Customers*

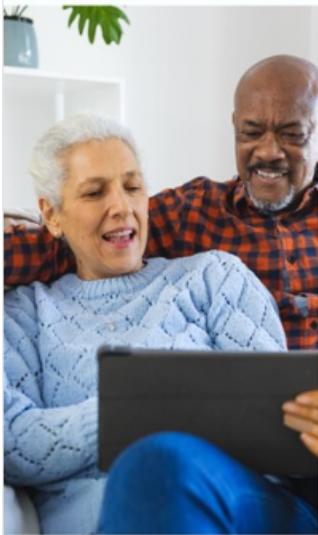


UGI Utilities, Inc.

August 6, 2024 · 🌐



Learn about CAP, the UGI Customer Assistance Program, by watching our short informational video. The video is available in English and Spanish. CAP is an income-based payment plan that provides debt forgiveness and bases your monthly payment on your income or average bill. Learn more by viewing the video at <https://www.ugi.com/assistance-programs/CAP/>.





**UGI Utilities, Inc.**

August 14, 2024 · 🌐



We all have experienced financial hurdles and sometimes need help getting back on track. If you're struggling to make your monthly utility bill payments, please visit <https://www.ugi.com/assistance-programs/>. We have programs that may help!





UGI Utilities, Inc.

August 20, 2024 · 🌐



Back to school means cooler weather will be here soon. If you're sweating over how to pay your monthly expenses, check out our Assistance Programs at <https://www.ugi.com/assistance-programs/>. Learn how programs for income-qualified customers can help you better manage energy bills.





UGI Utilities, Inc.

August 27, 2024 · 🌐



UGI Utilities employees are proud to help local students start the new school year on the right foot! Employees recently helped to stuff backpacks with school supplies in preparation for [The Salvation Army, Allentown Corps'](#) Backpack Giveaway & Community Street Fair. Employees also attended the event to distribute school supplies, refreshments, and customer program information to over 1,000 students and their families.





UGI Utilities, Inc.

August 28, 2024 · 🌐



Sometimes life events prevent us from handling routine tasks like paying bills. If you have fallen behind on your UGI bill, don't put off trying to get back on track. We have programs to help, including our income-based Customer Assistance Program for households at, or below, 150% of the Federal Poverty Level. Learn more at <https://www.ugi.com/here-to-help>





**UGI Utilities, Inc.**

September 4, 2024 · 🌐



Did you receive a grant from LIHEAP in the last 12 months? Then we've got some GOOD NEWS! You are eligible for UGI's Customer Assistance Program (CAP). CAP is an income-based payment plan that can help you better manage your monthly bills. Visit <https://www.ugi.com/assistance-programs/cap/> to learn more about CAP.





**UGI Utilities, Inc.**

October 8, 2024 · 🌐



CAP is UGI's Customer Assistance Program. It helps residential customers with a set monthly payment based on income, monthly bill credits, and forgiveness on past due balances. Learn more and see if you qualify at <https://www.ugi.com/assistance-programs/CAP/>





**UGI Utilities, Inc.**

September 17, 2024 · 🌐



Heating season is around the corner. The Low Income Home Energy Assistance Program will be opening in November. (Even if you received LIHEAP previously, you still need to apply this year to get a grant this heating season.) New on this year's LIHEAP application is a question about if you want DHS to share your data with local utilities. Checking this box makes it even easier to qualify for other utility assistance programs.





**UGI Utilities, Inc.**

October 16, 2024 · 🌐



The Low Income Home Energy Assistance Program (LIHEAP) will be taking applications soon! Even if you received LIHEAP grants in the past, you need to reapply each year. Learn more at <https://www.ugi.com/assistance-programs/LIHEAP>. This year, there's a new checkbox on the LIHEAP application. It asks if you want to share information from the application with your utility company. Checking that box means utilities may be able to assist you with enrollment into other programs that can help you each month!

Learn more at <https://ugi.reportablenews.com/.../ugi-reminds-eligible...>





**UGI Utilities, Inc.**

October 18, 2024 · 🌐



Winter weather is right around the corner. If you've had your natural gas service shut off, be sure to reach out to restore service before it gets colder. For more information on payment arrangements and customer programs, visit <https://www.ugi.com/here-to-help/>.





**UGI Utilities, Inc.**

October 28, 2024 · 🌐



Our Free Energy Assistance Event for UGI Customers in Lancaster, PA is October 29. UGI representatives will be at the Community Action Partnership (CAP), 601 South Queen Street, Lancaster, PA. For more information, including what to bring to the event and dates and locations of future in-person events, visit <https://www.ugi.com/energy-assistance-event/>





**UGI Utilities, Inc.**

December 9, 2024 · 🌐



The Customer Assistance Program (CAP) is an income-based payment plan that offers benefits like a fixed monthly payment, monthly bill credits, and debt forgiveness if you have a past due balance. See if you qualify and request an application at [www.UGI.com/CAP](http://www.UGI.com/CAP).





**UGI Utilities, Inc.**

December 17, 2024 · 🌐



Operation Share is a grant that can help people through a temporary hardship and help keep their family and homes warm all winter. Learn more, including how to apply or donate, at <https://www.ugi.com/assistance-programs/operation-share/>.





**UGI Utilities, Inc.**

January 16, 2024 · 🌐



Did you receive a grant from LIHEAP this season? If so, enrolling in UGI's CAP just got easier! Customers who received a LIHEAP grant towards their UGI account can enroll in UGI's CAP program over the phone! Learn about CAP and all the benefits you could receive at [www.ugi.com/CAP](http://www.ugi.com/CAP).





## LOW INCOME USAGE REDUCTION PROGRAM (LIURP)

UGI's LIURP offers free weatherization measures to qualified low-income residential heating customers in order to limit heat loss and provide long-term energy savings. These energy savings measures may include window and baseboard caulking, door and window weather-stripping, attic and sidewall insulation, duct and pipe insulation, ventilation, water conservation devices, furnace inspections and energy education.

In addition, non-heating UGI Electric accounts may qualify for measures such as refrigerator replacement and high-efficiency lighting.

### LIURP ELIGIBILITY CRITERIA

To be eligible the customer must have: (1) an active UGI gas or electric heating account with twelve (12) or more continuous billing periods for the same account number; (2) higher than average gas or electric heating usage during the twelve month period to meet specified consumption levels for the program; (3) renters can qualify with written permission from landlords; (4) Gross Annual Income must be at or below 150% of the Federal Poverty Level (*see insert for details*). A percentage of customers who may have extenuating circumstances can be accepted at 200% of Federal Poverty Level.

One additional LIURP program called the UGI Rehabilitation Program is designed to take a

CONTINUED ON BACK PANEL

proactive approach to install approved energy efficient measures at the time of new construction or rehabilitation. Email [liurpteam@ugi.com](mailto:liurpteam@ugi.com) for more information.

## CUSTOMER ASSISTANCE REFERRALS EVALUATION SERVICES (C.A.R.E.S.)

C.A.R.E.S. provides referrals to other helpful programs in your community. UGI will send any customer, regardless of income, a Customer Assistance Guide and energy-related information specifically for your area. In addition to LIHEAP and LIURP, these programs can include budget counseling or Office of Aging programs.

### C.A.R.E.S. ELIGIBILITY CRITERIA

Customer must be a residential customer experiencing a temporary personal or financial crisis.

### Additional Services offered by UGI:

- Conservation literature
- Gift credits
- Third party notification
- Online bill pay
- Budget billing
- Payment arrangements
- Extended due date



[www.ugi.com](http://www.ugi.com)

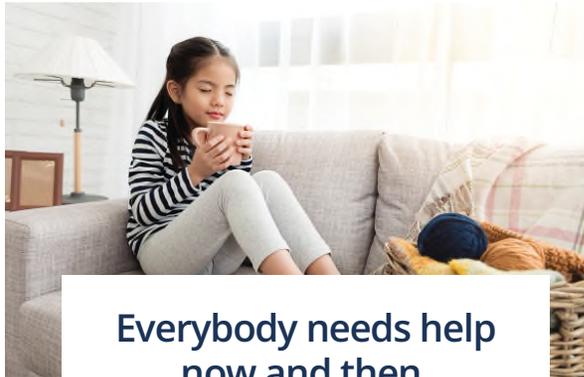


# Universal Services

PROGRAMS

For more information  
please call:  
800 UGI-WARM  
800 844-9276

To learn more or enroll visit  
[www.ugi.com/electrichelp](http://www.ugi.com/electrichelp)



## Everybody needs help now and then.

We want to help guide you through the many programs available to help customers manage their energy bills. Look at the table below and select the option that best describes your situation, then look at the Program you should start with.

Your Current Situation	Start With This Program
You have no heat, or an active termination notice, and limited income. (Note: Enrollment for this program occurs in early November of each year and ends in April the following year.)	Low Income Home Energy Assistance Program (LIHEAP)
You have high debt, and need help managing monthly energy bills. You want "forgiveness" of utility debt as long as you continue to make on-time payments to UGI for 3 years.	Customer Assistance Program (CAP)
You have a temporary hardship (death of wage earner, loss of job, sickness, etc.) that prevents you from paying your utility bills.	Operation Share
Your home is cold and drafty, and keeping the thermostat low doesn't result in lower energy bills.	Low Income Usage Reduction Program (LIURP)

## LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

LIHEAP (Low Income Home Energy Assistance Program) is a federally funded program administered by each state that helps low income households pay their heating bills through energy assistance grants. There are two components to the LIHEAP program: CASH and CRISIS.

### ELIGIBILITY FOR CASH GRANT

A customer must be responsible for home heating costs. CASH grants are applied directly to your account. This is not a loan and the money does not have to be paid back.

### ELIGIBILITY FOR CRISIS GRANT

CRISIS grants help families who are in danger of being without heat due to situations like:

- Utility services shut-off
- Broken heating equipment or leaking fuel lines
- Active termination notice



Homeowners or renters whose gross annual income meets the income guidelines (see insert for details) established for the program by the State are eligible.

To apply, a customer must have a recent heating bill, and the names, Social Security numbers, and proof of income for all household members.

For more information regarding this program, customers can contact UGI or their local County Assistance Offices ([www.ugi.com/CAO](http://www.ugi.com/CAO)).

## CUSTOMER ASSISTANCE PROGRAM (CAP)

UGI's Customer Assistance Program (CAP) benefits include:

- A personalized monthly payment based on income and average bill;
- Past due debt forgiveness with on time monthly payments;
- The difference between the CAP payment and the actual usage bill may also be forgiven.



UGI partners with local community agencies to provide this useful program to customers.

### CAP ELIGIBILITY CRITERIA

To be eligible, a customer must: (1) have household gross income at or below 150% of Federal Poverty Level; (2) be a residential customer with active energy service. Income Guidelines change annually, see insert for details.

## OPERATION SHARE

The Operation Share program provides energy assistance grants to qualified customers who experience difficulty paying their heating bills. This community-based program is funded by voluntary donations from UGI employees, UGI customers, and concerned citizens. In addition, UGI provides a corporate donation to help fund the program.

### OPERATION SHARE ELIGIBILITY CRITERIA

To be eligible the customer must: (1) have an active UGI account; (2) have gross income (see insert for details) at or below 200% of Federal Poverty Level; (3) have not received an Operation Share grant within the past twelve (12) month period.

**Self-Reported Low income Journey.**



Dear Raymond Brooks,

Based on information you previously provided to us, you may qualify for enrollment in the UGI Customer Assistance Program (CAP) for account [REDACTED].

Enrollment in the CAP Program will assist you in managing your monthly energy bill, is free and has no impact on your credit score.

You are eligible for enrollment in CAP if your income is at or below the income guidelines shown below.

**Customer Assistance Program (CAP) Income Guidelines**

Household Members	Annual Income	Monthly Income	Weekly Income
1	\$21,870	\$1,823	\$421
2	\$29,580	\$2,465	\$569
3	\$37,290	\$3,108	\$717
4	\$45,000	\$3,750	\$865
<b>Additional People</b>	+\$7,710/person	+\$643/person	+\$148/person

If you are eligible and interested, please:

1. [Download the CAP application.](#)
2. Print and complete the application.
3. Return application with proof of income to your local Community Based Organization (CBO): [REDACTED]

**We are also mailing an application to you through U.S. Postal Service.**

If you do not have a printer, you can visit the CBO listed above and they will provide an application for you.

Enrolling in CAP presents many benefits, including having a set monthly payment based on a percentage of income or the average bill at your property (whichever is lower). The percentage of income is between 4% and 9% for a heating customer. Additional benefits include bill forgiveness and forgiveness of past due balances.

Please note you must pay the CAP-Enrolled Monthly Payment on-time, each month and provide updated income annually in order to remain enrolled in the program. We also encourage CAP customers to apply for LIHEAP each year.

Sincerely,

UGI Customer Assistance Team



## ASSISTANCE PROGRAMS | UGI IN OUR COMMUNITIES

This email was sent by: UGI Utilities Inc  
PO Box 13009, Reading, PA, 19612-3009 US

[Privacy Policy](#)

[Update Profile](#)   [Manage Subscriptions](#)   [Unsubscribe](#)

## Text Message Campaign



**Stay Up-to-Date on Assistance Programs**

**Text ASSISTANCE to 844-84 to receive enrollment reminders and more via text alerts.**

Programs like LIHEAP and CAP require customers to reapply or recertify each year. By opting into UGI Assistance text alerts, you'll receive these enrollment

reminders, plus more information and updates on the programs that may be available to you.

## Text ASSISTANCE to 844-84 to Sign Up!

Messages and data rates may apply. Reply HELP for help. Text STOP to stop. Terms and Conditions at <https://www.ugi.com/sms-terms-conditions/>.

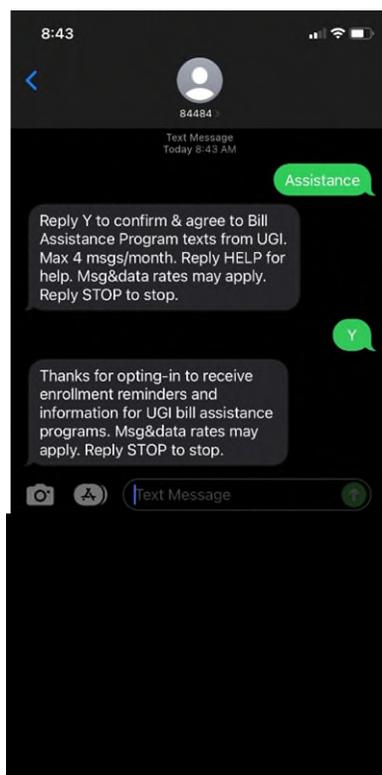


[NATURAL GAS SAFETY](#) | [ELECTRIC SAFETY](#)

This email was sent by: UGI Utilities Inc  
PO Box 13009, Reading, PA, 19612-3009 US

### Privacy Policy

[Update Profile](#)   [Manage Subscriptions](#)   [Unsubscribe](#)



## New CAP Enrollment Journey

To view this email as a web page, go [here](#).



Dear [REDACTED],

Thank you for participating in UGI Utilities Customer Assistance Program (CAP). Your enrollment has been accepted for Account # [REDACTED].

### Here is what you can expect from CAP:

1. Reduced monthly payment
2. Bill forgiveness (difference between your actual monthly bill and what you pay on CAP)
3. Debt forgiveness (portion of past due balance forgiven every month)

### Here are few tips to manage your monthly CAP agreement:

1. Make your monthly CAP payments on time
2. Notify your Community Based Organization (CBO) of any changes to your income or household size
3. Watch for a new application and recertify in 11 months

Sincerely,

UGI Customer Assistance Team



[ASSISTANCE PROGRAMS](#) | [UGI IN OUR COMMUNITIES](#)

This email was sent by: UGI Utilities Inc  
PO Box 13009, Reading, PA, 19612-3009 US

[Privacy Policy](#)



Based on information in our system, your household income may qualify for LIHEAP. If you've completed the LIHEAP application for the 2024-2025 season already, great! You're one step closer to receiving \$200 (or more\*) towards your winter heating bills.

If you haven't completed the form or applied online, we would like to assist you to make this process as simple as possible.

Click the button below to apply through COMPASS, the state website to help you receive LIHEAP funding.

APPLY FOR LIHEAP THROUGH COMPASS

### About LIHEAP

The Low Income Home Energy Assistance Program (LIHEAP) is a federally funded program that helps pay heating bills through energy assistance grants\*. The grants do not need to be paid back. Grants are applied directly to your utility account. You can [apply online](#) through the Pennsylvania state's COMPASS website.

### Income Guidelines

Household Members	Annual Income	Monthly Income	Weekly Income
1	\$22,590	\$1,883	\$434
2	\$30,660	\$2,555	\$590
3	\$38,730	\$3,228	\$745
4	\$46,800	\$3,900	\$900

For additional person, add \$8,070 per person annual income, \$673/person monthly income or \$155/weekly income.

\*Minimum LIHEAP CASH grant is \$200, with \$1,000 maximum.

### More Savings Could Be Available Through LIURP

Are your energy bills high even though your thermostat is set at a low temperature? The UGI Low Income Usage Reduction Program (LIURP) offers free weatherization measures to qualified low-income residential heating customers in order to limit heat loss and provide long-term energy savings. These energy savings measures may include window and baseboard caulking, door and window weather-stripping, attic and sidewall insulation, duct and pipe insulation, ventilation, water conservation devices, furnace inspections and energy education. [Learn More](#)

### Have Questions? We're here to help!

If you have questions about any of the Customer Assistance Programs available to UGI customers please contact us [Assistance@ugi.com](mailto:Assistance@ugi.com).

Thank you for allowing us the opportunity to serve you!

UGI Customer Service Team

Phone Dialer Script:

- If human voice detected:
  - *Hello this is UGI Utilities, calling to speak with a current adult occupant at [Service Address]. If we have reached a current adult occupant, please press '1' now. If you are not a current adult occupant at [Service Address] please press '2' now. Please press '3' to reply this message.*
    - [IF 1]: *LIHEAP, a federally funded heating grant program, has additional money available that may help you pay winter heating bills. Our records indicate that you received a LIHEAP grant during the 2023-24 heating season for account [Account #] with a service address of [Service Address] in [Service City]. You may qualify for additional funds through LIHEAP CRISIS, which is for customers who are in jeopardy of losing their heat. If you would like UGI Utilities to apply for additional funds for you on your behalf, press 1 now. If you do not want UGI Utilities to apply for additional funds, press 2 now. <Repeat 1 time>*
      - [IF 1] *Thank you for our response. UGI Utilities will apply for additional funding on your behalf and you may disregard the upcoming mailing regarding this offer.*
      - [IF 2] *Thank you for our response. UGI Utilities will not apply for additional funding on your behalf. You may also receive an upcoming mailing regarding this offer.*
    - [IF 2]: *Please have an adult occupant call UGI at 1-800-844-9876. Thank you and have a nice day.*
  - *Hello this is UGI Utilities calling with important information regarding your account. Please call us at 1-800-844-9876 to hear about additional customers programs that you may qualify for. <Repeat 1 time>*
- If machine voice detected:

### Conservation Packet Contents and Example

- Outside Envelope alerting customers to what's inside
- Adult coloring book (energy saving tips)
- Child "Sparky" coloring book
- Magnet with contact information
- Safety - "Smell Gas" steps
- Energy Saving Tips brochure
- One page contains information about all programs & translated content that help is available and how to get help





«Customer\_Name»

«Mailing\_Address\_\_House\_\_and\_Street\_Add»

«Mailing\_Address\_\_City» «Mailing\_Address\_\_State» «Mailing\_Address\_\_Zip\_Code»

Dear «Customer\_Name»,

Based on information you previously provided to us, you may qualify for enrollment in the UGI Customer Assistance Program (CAP) for account «Contract\_Account\_ID». Enrollment in the CAP Program will assist you in managing your monthly energy bill, is free and has no impact on your credit score.

You are eligible for enrollment in CAP if your income is at or below the income guidelines shown below. If you are eligible and interested in enrolling in the UGI Customer Assistance Program, please complete the attached CAP Application, and return it with proof of income to:   


### Customer Assistance Program (CAP) Income Guidelines 2024

Household Members	Annual Income	Monthly Income	Weekly Income
1	\$22,590	\$1,883	\$434
2	\$30,660	\$2,555	\$590
3	\$38,730	\$3,228	\$745
4	\$46,800	\$3,900	\$900
Additional People	+\$8,070 / person	+\$673 / person	+\$155 / person

If you enroll in CAP you could benefit from having a set monthly payment based on a percentage of income or the average bill at your property (whichever is lower). The percentage of income is between 4% and 9% for a heating customer. Additional benefits include bill forgiveness and forgiveness of past due balances.

Please note you must pay the CAP-Enrolled Monthly Payment on time, each month, and provide updated income annually in order to remain enrolled in the program. We also encourage CAP customers to apply for LIHEAP each year.

Thank you for being a customer of UGI.

**UGI Customer Outreach Team**





## UGI Customer Assistance Program CAP Application

**Customer Name:** «Customer\_Name»

**Account Number:** «Contract\_Account\_ID»

**Energy provided by UGI:**       Gas       Electric       Both Gas & Electric

**For Service at:** «Service\_Address\_House\_\_and\_Street\_Ad» in «Service\_Address\_City»

**Home Phone:** \_\_\_\_\_ **Cell Phone:** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Household Members and Income — List the people who live with you at this address. Include all children and adults. Indicate all sources of income for each household member (state monthly income)**

Name	SS#	Date of Birth	MJF	Income Source(s)	Income Amount(s)
<b>Total Gross Monthly Income</b>					\$

*Please attach additional sheets if necessary.*

**Household Expenses — Indicate all expenses for your household:**

Expense	Amount	Expense	Amount
Mortgage/Rent		Food (without food stamps)	
Water/Sewer		Electric	
Transportation		Insurance	
Medical/Prescriptions		Telephone	
Day Care/Support		Trash/Recycling	
Non-Gas/Electric Heating			

**Customer Assistance Program (CAP) CONSENT AND RELEASE**

I agree and consent to UGI sharing the information contained in my application and all other information relating to my customer account with those employees, representatives, agents, contractors, or subcontractors of UGI utilized to administer CAP and to evaluate my application for acceptance into CAP. Furthermore, I hereby release and hold harmless UGI, its employees, representatives, agents, contractors, and affiliates from and against any and all claims related to my application, my participation in CAP, and the administration and evaluations of UGI CAP.

**Customer Assistance Program (CAP) TRUTH OF STATEMENT**

The information on this application is true and complete to the best of my knowledge. The employees, representatives, agents, contractors or subcontractors of UGI have the right to verify my income and expenses if necessary. I understand and accept that providing false or incomplete statements on this application will constitute cause for rejecting my application or removing me from CAP.

Signature: \_\_\_\_\_

Print Name \_\_\_\_\_ Date \_\_\_\_\_

**Permission to Contact**

Do we have permission to contact you regarding your account? (Circle all that apply)

Home Phone      Cell Phone      Email

**Application Instructions**

- Fill out all required information clearly and completely
- Provide proof of income for the most recent 30 days, 90 days, or 12-month period. Proof includes letters, pay stubs, award, employer statements, etc.
- Provide a valid picture ID
- Make sure you have signed the CAP Consent and Release
- Make sure you have signed the CAP Truth of Statement
- Return the application to:



*If you told us you have no income or your income is less than the cost of your monthly expenses you may be required to provide additional information. Properties that have higher than average usage will be required to fill out additional forms.*



Based on information you previously provided to us, you may qualify for enrollment in the UGI Customer Assistance Program (CAP) for account [REDACTED]. Enrollment in the CAP Program will assist you in managing your monthly energy bill, is free and has no impact on your credit score.

You are eligible for enrollment in CAP if your income is at or below the income guidelines shown below.

**Customer Assistance Program (CAP) Income Guidelines**

Household Members	Annual Income	Monthly Income	Weekly Income
1	\$21,870	\$1,823	\$421
2	\$29,580	\$2,465	\$569
3	\$37,290	\$3,108	\$717
4	\$45,000	\$3,750	\$865
Additional People	+\$7,710 / person	+\$643 / person	+\$148 / person

If you are eligible and interested, please:

- [Download a CAP Application](#)
- Print and complete the application
- Return the application with proof of income to your local Community Based Organization (CBO): [REDACTED]

If you do not have a printer, you can visit the CBO listed above and they will provide an application for you.

Enrolling in CAP presents many benefits, including having a set monthly payment based on a percentage of income or the average bill at your property (whichever is lower). The percentage of income is between 4% and 9% for a heating customer. Additional benefits include bill forgiveness and forgiveness of past due balances.

Please note you must pay the CAP-Enrolled Monthly Payment on time, each month, and provide updated income annually in order to remain enrolled in the program. We also encourage CAP customers to apply for LIHEAP each year.



UGI Utilities, Inc.  
225 Morgantown Road  
Post Office Box 13009  
Reading, PA 19612-3009

November 14, 2023

[REDACTED]

Customer Number: 4 [REDACTED]

Dear [REDACTED],

Your CAP recertification is due within 30 days. This process will confirm your continued eligibility to remain on the program. The CAP recertification process includes providing household occupant information, current proof of income for all household members and a valid photo identification.

For your convenience, UGI has enclosed a recertification application. Please mail the completed application and your supporting documents to Harrisburg Salvation Army at 506 S 29th St Harrisburg, PA 17104. If you need assistance in completing this application, please call (717)233-6755.

Failure to recertify and verify your current income within 30 days may result in removal from program and loss of CAP benefits which include:

- Personalized monthly CAP amount (based on income or average bill)
- CAP credits (difference between billed usage and CAP amount)
- Forgiveness of past due debt

If you have any questions about your CAP bill, please call UGI at 1-800-276-2722.

We look forward to your continued participation in CAP.

Sincerely,

UGI Customer Outreach Department

Si necesita ayuda para pagar su factura de UGI o desea obtener más información sobre los programas disponibles que pueden ayudarlo con su factura de servicios públicos, comuníquese con UGI al (800) 276-2722. UGI cuenta con intérpretes disponibles, sin costo adicional.



UGI Utilities, Inc.  
225 Morgantown Road  
Post Office Box 13009  
Reading, PA 19612-3009

November 14, 2023

[REDACTED]

Customer Number: 4 [REDACTED]

Dear [REDACTED],

Your CAP recertification is now due. In order to remain enrolled in the program, you must recertify. The CAP recertification process includes providing household occupant information, current proof of income for all household members and a valid photo identification.

For your convenience, UGI has enclosed a recertification application. Please mail the completed application and your supporting documents to Community Action Partnership of Lancaster County at 601 S. Queen Street, Lancaster, PA 17602. If you need assistance in completing this application, please call (717)299-7301.

Failure to recertify and verify your current income within 30 days may result in removal from program and loss of CAP benefits which include:

- Personalized monthly CAP amount (based on income or average bill)
- CAP credits (difference between billed usage and CAP amount)
- Forgiveness of past due debt

If you have any questions about your CAP bill, please call UGI at 1-800-276-2722.

We look forward to your continued participation in CAP.

Sincerely,

UGI Customer Outreach Department

Si necesita ayuda para pagar su factura de UGI o desea obtener más información sobre los programas disponibles que pueden ayudarlo con su factura de servicios públicos, comuníquese con UGI al (800) 276-2722. UGI cuenta con intérpretes disponibles, sin costo adicional.

<https://www.youtube.com/watch?v=alwjDpWaOfA>

<https://www.youtube.com/watch?v=uuBNEa6toxE>

## OPERATION SHARE ENERGY FUND

Operation Share Energy Fund provides energy assistance grants to qualified households within the UGI local service area. Funding comes from a UGI Corporate donation, as well as individual donations from UGI employees and customers. 100% of every dollar donated goes directly to a local household in need.



### Give Warmth.

Donate to Operation Share, a 501(c)3 nonprofit that provides grants towards income-qualified customers who have experienced a hardship.

To help your neighbors, visit [www.UGI.com/Opshare](http://www.UGI.com/Opshare) to learn more.



### Get Warmth.

If your monthly income (before taxes) is at or below a certain level, you can apply for an Operation Share grant. Grants do not have to be paid back.

To learn more about the income guidelines, please visit [www.UGI.com/Opshare](http://www.UGI.com/Opshare).

**You can also mail your contribution to:** Operation Share Energy Fund, P.O. Box 13009, Reading, PA 19612-3009

Make checks payable to "Operation Share Energy Fund" and please circle the area you want your contribution to go to: **Central | Electric | North | South**

## FUNDACION OPERATION SHARE

Operation Share Energy Fund proporciona ayuda de asistencia energética a los hogares calificados, dentro del área local de UGI. Los fondos de esta fundación provienen de donaciones corporativas de UGI, así como de donaciones individuales de empleados y clientes de UGI. El 100% de cada dólar donado va directamente a un hogar local necesitado.



### Muestre Empatía.

Haga una donación a Operation Share, una organización sin fines de lucro 501(c)3 que brinda ayuda a clientes con ingresos calificados que han experimentado dificultades.

Para ayudar a sus vecinos, visite [www.UGI.com/Opshare](http://www.UGI.com/Opshare) para más detalles.



### Reciba Empatía.

Si su ingreso mensual (antes de impuestos) es 0 o está por debajo de un cierto nivel, puede solicitar ayuda de fondos de Operación.

Las ayudas recibidas no tienen que ser devueltas.

Para obtener más información sobre las pautas de ingresos, por favor visite para más detalles [www.UGI.com/Opshare](http://www.UGI.com/Opshare).

**También puedes enviar su contribución por correo a:** Operation Share Energy Fund, P.O. Box 13009, Reading, PA 19612-3009

Haga los cheques a nombre de "Operation Share Energy Fund" y por favor circule el área a la que desea que vaya su contribución: **Central | Electricidad | Norte | Sur**

00290875



## ASSISTANCE PROGRAMS

[www.ugi.com/helpinfo](http://www.ugi.com/helpinfo)

Your Current Situation	Start With This Program
You have no heat, or an active termination notice, and limited income. (Note: Enrollment for this program occurs in early November of each year and ends in April the following year.)	<b>Low Income Home Energy Assistance Program (LIHEAP)</b> Grant. It does not have to be paid back, and is run by the state of PA.
You have high debt and would benefit from fixed monthly payments and bill "forgiveness" of utility debt.	<b>UGI Customer Assistance Program (CAP)</b> provides a personalized monthly payment amount based on percentage of income or average bill at the property.
You have a temporary hardship (death of wage earner, loss of job, sickness, etc.) that prevents you from paying your utility bills.	<b>Operation Share Grant</b> does not have to be paid back.
Your home is cold and drafty in the winter and keeping the thermostat at a low setting does not help.	<b>UGI Low Income Usage Reduction Program (LIURP)</b> . This program provides energy-saving measures to your home, at no cost to you.

### How to get help:

- Ask the agency that provided this information to you for an application for the program you're interested in – you can benefit from multiple programs.
- Contact UGI at (800) UGI WARM and speak with one of our helpful WARM representatives – they can review information and eligibility with you but in most cases you must provide proof of income to your local Community Based Agency in order to enroll.
- Visit [www.ugi.com/helpinfo](http://www.ugi.com/helpinfo) to learn more about customer assistance programs, appliance rebates, and billing options.
- Call 211 to get connected with a resource specialist for free.

**UGI is committed to helping customers who make a sincere effort to pay their bills. Our representatives can assist you by providing information on a variety of energy assistance programs, making referrals to local agencies, offering participation in fuel funds or establishing payment arrangements. Call (800) UGI-WARM or (800) 844-9276 to learn more.**



Spanish (ES-US)	UGI está comprometida a ayudar a los clientes que hacen un esfuerzo sincero para pagar sus facturas. Nuestros representantes pueden ayudarlo al proporcionar información sobre diversos programas de asistencia energética, haciendo derivaciones a agencias locales, ofreciendo participación en fondos de combustible o estableciendo acuerdos de pago. Hay intérpretes de servicios de idiomas disponibles para ayudar por teléfono. Llame al (800) UGI-WARM u (800) 844-9276 para obtener más información.
Ukrainian (UK-UA)	Компанія UGI прагне допомагати клієнтам, які докладають щирих зусиль для оплати рахунків. Наші представники можуть допомогти вам, надаючи інформацію про різноманітні програми енергетичної допомоги, надсилаючи рекомендації до місцевих агентств, пропонуючи участь у паливних фондах або приймаючи умови оплати. Для допомоги у спілкуванні телефоном доступні послуги перекладачів. Зателефонуйте (800) UGI-WARM або (800) 844-9276, щоб дізнатися більше.
Russian (RU-RU)	Компания UGI стремится помогать клиентам, которые прилагают искренние усилия для оплаты счетов. Наши представители могут помочь вам, предоставляя информацию о различных программах энергетической помощи, направляя рекомендации в местные агентства, предлагая участие в топливных фондах или принимая условия оплаты. Для помощи в общении по телефону доступны услуги переводчиков. Позвоните по телефону (800) UGI-WARM или (800) 844-9276, чтобы узнать больше.
Italian (IT-IT)	UGI si impegna ad aiutare i clienti che si sforzano sinceramente di pagare le proprie fatture. I nostri rappresentanti possono assistervi fornendo informazioni su una varietà di programmi di assistenza energetica, indirizzandovi alle agenzie locali, offrendo la partecipazione a fondi per il carburante o stabilendo accordi di pagamento. Gli interpreti del servizio linguistico sono disponibili per fornire assistenza telefonica. Chiamare (800) UGI-WARM o (800) 844-9276 per ulteriori informazioni.
Hindi (HI-IN)	UGI उन ग्राहकों की मदद करने के लिए प्रतिबद्ध है, जो अपने बिलों का भुगतान करने के लिए गंभीरता से प्रयास करते हैं। हमारे प्रतिनिधि विभिन्न ऊर्जा सहायता कार्यक्रमों के बारे में जानकारी प्रदान करके, स्थानीय एजेंसियों को रेफरल बनाकर, ईंधन कोषों में भागीदारी की पेशकश करके या भुगतान व्यवस्था स्थापित करके आपकी सहायता कर सकते हैं। फोन पर सहायता के लिए भाषा सेवा दुभाषिए उपलब्ध हैं। अधिक जानने के लिए (800) UGI-WARM या (800) 844-9276 पर कॉल करें।
French (FR-FR)	UGI s'engage à aider les clients qui font réellement de leur mieux pour payer leurs factures. Nos représentants peuvent vous aider en vous fournissant des informations sur divers programmes d'aide énergétique, en vous orientant vers des agences locales, en vous invitant à participer à des programmes de financement du carburant ou encore en vous proposant des modalités de paiement alternatives. Un service d'interprétariat par téléphone est mis à votre disposition. Appelez le (800) UGI-WARM ou le (800) 844-9276 pour en savoir plus.
German (DE-DE)	UGI ist bestrebt, Kunden zu helfen, die sich aufrichtig bemühen, ihre Rechnungen zu bezahlen. Unsere Vertreter können Ihnen helfen, indem sie Sie über eine Vielzahl von Energiehilfeprogrammen informieren, Sie an lokale Behörden verweisen, Ihnen die Teilnahme an Brennstofffonds anbieten oder Zahlungsvereinbarungen treffen. Dolmetscher des Sprachdienstes stehen Ihnen telefonisch zur Verfügung. Rufen Sie uns an unter (800) UGI-WARM oder (800) 844-9276, um mehr zu erfahren.
Arabic (AR)	تلتزم شركة UGI بمساعدة العملاء الذين يبذلون قصارى جهدهم لتسديد فواتيرهم. يستطيع ممثلونا مساعدتكم من خلال تقديم معلومات عن مجموعة متنوعة من برامج المساعدة في مجال الطاقة، أو إجراء إحالات إلى الوكالات المحلية، أو إتاحة المشاركة في صناديق الوقود، أو إنشاء ترتيبات للسداد. يتوفر مترجمون فوريون كجزء من الخدمات اللغوية لمساعدتكم عبر الهاتف. يُرجى الاتصال على الرقم (800) UGI-WARM أو الرقم (800) 844-9276 لمعرفة المزيد.
Japanese (JA-JP)	UGIでは、料金のお支払いに努力されているお客様をサポートするために、様々な取り組みをしております。弊社社員が、種々のエネルギー支援プログラムに関する情報の提供、最寄りの代理店への紹介、燃料基金への参加の案内、支払手続きの手配などを通じてお客様をサポートします。お電話では通訳サービスをご利用いただけます。詳しくは(800) UGI-WARMまたは(800) 844-9276までお電話ください。
Simplified Chinese (ZH-CN)	UGI 致力于帮助真诚尽力支付账单的客户。我们的代表可以通过提供有关各种能源援助计划的信息、推荐给当地机构、参与燃料基金或建立付款安排来为您提供帮助。可通过电话获得语言服务口译服务。请致电 (800) UGI-WARM 或 (800) 844-9276 了解更多信息。



**Need Help Paying Your UGI Bill? Join UGI WARM Representatives for one of our Energy Assistance Events**

**When: Tomorrow - February 11, 2025**

**Hours: 10 AM to 2:30 PM**

*We will stop accepting applications 15 minutes prior to the close of the event.*

**Where: Harrisburg Salvation Army**

506 S 29th St, Harrisburg, PA 17104

**Please bring with you:**

- Proof of Identification
  - Proof of Income and Income Sources for All Members of Your Household
  - UGI Bill or UGI Account Number\*
- 
- List of Monthly Expenses (utility bills, rent/mortgage, etc.)

Our representatives will be available to provide information to you about programs available to help you manage your UGI bills.

If you currently have a shut off notice, or are shut off, please call [800-276-2722](tel:800-276-2722) prior to attending an event. You will receive information about what is needed to restore service and to bring that information with you to the event.

**These events are free for UGI customers.**

*\*If you are currently purchasing your natural gas from a Supplier, enrollment into the UGI Customer Assistance Program is currently not available. You may contact us to discuss your options for future enrollment at [800-276-2722](tel:800-276-2722).*

Can't make these events or looking for a closer one?

[VIEW FULL LIST OF EVENTS](#)

**IMPORTANT NOTE FOR UGI CUSTOMER ASSISTANCE PROGRAM (CAP) CUSTOMERS:**

If you are enrolled in CAP and need to recertify, bring the documents above to this event and we will help you with the recertification process.



**Need Help Paying Your UGI Bill? Join UGI WARM Representatives for one of our Energy Assistance Events**

**When: February 11, 2025**

**Hours: 10 AM to 2:30 PM**

*We will stop accepting applications 15 minutes prior to the close of the event.*

**Where: Harrisburg Salvation Army**

506 S 29th St, Harrisburg, PA 17104

**Please bring with you:**

- Proof of Identification
- Proof of Income and Income Sources for All Members of Your Household
- UGI Bill or UGI Account Number\*
- List of Monthly Expenses (utility bills, rent/mortgage, etc.)

Our representatives will be available to provide information to you about programs available to help you manage your UGI bills.

If you currently have a shut off notice, or are shut off, please call [800-276-2722](tel:800-276-2722) prior to attending an event. You will receive information about what is needed to restore service and to bring that information with you to the event.

**These events are free for UGI customers.**

*\*If you are currently purchasing your natural gas from a Supplier, enrollment into the UGI Customer Assistance Program is currently not available. You may contact us to discuss your options for future enrollment at [800-276-2722](tel:800-276-2722).*

Can't make these events or looking for a closer one?

[VIEW FULL LIST OF EVENTS](#)

**IMPORTANT NOTE FOR UGI CUSTOMER ASSISTANCE PROGRAM (CAP) CUSTOMERS:**

If you are enrolled in CAP and need to recertify, bring the documents above to this event and we will help you with the recertification process.

[BILL PAY OPTIONS](#) | [ASSISTANCE PROGRAMS](#)



**UGI Utilities, Inc.**

February 10 at 10:01 AM · 🌐



Our Free Energy Assistance Event for UGI Customers in Harrisburg, PA, is February 11 from 10 a.m.-2:30 p.m. UGI representatives will be at the Harrisburg Salvation Army, 506 South 29th Street, Harrisburg, PA. For more information, including what to bring to the event and dates and locations of future in-person events, visit <https://www.ugi.com/energy-assistance-event/>.





CONTACT US



## Get Help With Your Energy Bills

Struggling to pay your utility bills? The UGI Utilities Customer Assistance Program (CAP) can help you. Complete the short form below to check your eligibility; if you are eligible, UGI will provide you with more information on how to enroll.

<b>First Name*</b>	<b>Last Name*</b>
<input type="text" value="Jane"/>	<input type="text" value="Doe"/>
<b>Email*</b>	<b>Zip Code*</b>
<input type="text" value="jane.doe@example.com"/>	<input type="text" value="17111"/>
<b>Does the Household receive monthly income for minors?*</b>	<b>Number of Household Members*</b>
<input type="radio"/> Yes <input type="radio"/> No	<input type="text" value="Select"/>
<b>Monthly Income for All Adults in Household*</b>	
<input type="text" value="1000"/>	

CHECK MY ELIGIBILITY

# Manage Energy Bills Better with Assistance through UGI

There are many reasons that you or someone you know may need help with their energy bills. The UGI Utilities Customer Assistance Program (CAP) is here to help. CAP is tailored to provide financial assistance through personalized monthly payments based on your income or average bill.

## Program Benefits include:

- A personalized monthly payment based on income or average bill.
- Past due debt forgiveness with on-time monthly payments.
- The potential for additional forgiveness while in the program, including the difference between your CAP payment and the actual usage bill.

CAP can empower you to not only lower your monthly energy bills but also create a more stable financial future.

We invite you to check your eligibility for CAP and discover how you can benefit from reduced payments and debt forgiveness. It's all part of our commitment to support our community and provide assistance to those who need it most.



LEARN MORE ABOUT  
THE CAP PROGRAM



EMAIL UGI

