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February 4, 2026

***By Electronic Filing***

Matthew L. Homsher, Secretary  
Pennsylvania Public Utility Commission  
Commonwealth Keystone Building  
400 North Street – Second Floor North  
Harrisburg, PA 17120

RE: Pike County Light & Power Company; Docket No. M-2026-\_\_\_\_; **PIKE COUNTY LIGHT & POWER COMPANY'S UNIVERSAL SERVICE AND ENERGY CONSERVATION REPORT FOR YEARS 2021 TO 2024 NUNC PRO TUNC**

Dear Secretary Homsher:

Pursuant to 52 Pa. Code § 54.77 and as required by Commission Orders dated May 4, 2001 at Docket No. M-00011465 and July 23, 1998 at Docket No. R-00974150 establishing Pike County Light & Power Company's ("Pike") Universal Service Plan obligations, enclosed you will find Pike's Universal Service and Energy Conservation Report for years 2021 to 2023.

Pike files this report nunc pro tunc due to an administrative error.

If you have any questions regarding this filing, please feel free to contact me at 717-236-1300.

Very truly yours,

*/s/ Whitney E. Snyder*

Whitney E. Snyder

*Counsel for Pike County Light & Power Company*

WES/das  
Enclosure

cc: Per Certificate of Service

**PIKE COUNTY LIGHT & POWER COMPANY**

**UNIVERSAL SERVICE**

**AND**

**ENERGY CONSERVATION PLAN**

**Years 2021 to 2023**

**PIKE COUNTY LIGHT & POWER COMPANY  
UNIVERSAL SERVICE AND ENERGY CONSERVATION PLAN**

**INTRODUCTION**

Pike County Light & Power Company (“Pike” or the “Company”) submits this Universal Service and Energy Conservation Plan to the Pennsylvania Public Utility Commission (“Commission”) as required by 52 Pennsylvania Administrative Code Section 54.77 and as required by the Commission in Docket No. M-00011465. The Settlement in Pike’s electric restructuring proceeding (“Restructuring Settlement”) approved by the Commission by Order entered July 23, 1998, at Docket No. R-00974150, established Pike’s Universal Service Program components and obligations. Pike’s Universal Service Program is comprised of two components, the Neighbor Fund Program and the New Start Program.

**Description of the Neighbor Fund Program**

The Neighbor Fund provides energy bill payment assistance to Pike customers who are experiencing a temporary financial crisis, in the form of a grant. The Neighbor Fund awards grants to help pay energy costs no matter what type of heating fuel is used. Pike makes every effort to help those customers in need. The grants do not need to be repaid and there are no age limit or income guidelines. Income restrictions are indirectly applied as customers must have exhausted other government resources. Pike customers must meet the following eligibility requirements to qualify for assistance:

1. Have an account with Pike for electric service;
2. Have exhausted all governmental resources by applying for benefits pursuant to the LIHEAP, Emergency/Crisis LIHEAP Grant, and/or any other governmental funding available for assistance; and
3. Providing supporting documentation of an emergency/crisis circumstance, such as overdue medical bills, unemployment notification, mortgage foreclosure, eviction notice, and disconnect notices.

It is the intention of Pike that any customer who meets the eligibility requirements set forth above should be able to receive a Neighbor Fund Grant. Pike customers can apply for a Neighbor Fund Grant by calling the toll-free number at 1-855-855-2050, emailing Pike’s customer service department at [custserv@pclpeg.com](mailto:custserv@pclpeg.com), or by visiting the PCLP office at 105 Schneider Lane, Milford, PA 18337.

Pike supplements the Neighbor Fund with \$10,000 annually collected by means of a non-bypassable systems benefit charge to Pike customers in accordance with the Restructuring Settlement. Neighbor Fund grant guidelines are:

- \$250 for Gas Service;
- \$250 for Electric Service; and
- An additional \$250 if electric heat constitutes the primary heating source

To better serve our customers, in 2006, Pike increased the Neighbor Fund benefit in the following manner:

- \$200 (for a total of \$450) for Gas Service;
- \$200 (for a total of \$450) for Electric Service; and
- \$300 (for a total of \$550) if electric heat constitutes the primary heating source.

**Number of Services (Grants) Provided**

Pike customers have received the following number of grants from the Neighbor Fund during the period 2018-2020:

<u>Year</u>	<u>Grants</u>
2018	8
2019	28
2020	7

**Dollar Amount of Services Provided**

The total dollar amount of Neighbor Fund grants awarded to Pike customers, during the period 2018 through 2020, is as follows:

<u>Year</u>	<u>Amount</u>
2018	\$2,997.72
2019	\$11,448.29
2020	\$3,091.93

**Administrative Costs**

The total dollar amount of administrative costs incurred by Pike relating to the Neighbor Fund grants, during the period 2018 through 2020, is as follows:

<u>Year</u>	<u>Amount</u>
2018	\$299.77
2019	\$1,144.83
2020	\$309.19

### **Outreach Efforts**

Pike’s outreach for the Neighbor Fund is mainly provided through bill inserts about the program, that are mailed with customer bills every March. Outreach efforts by Pike to increase the number of Neighbor Fund grants awarded to its customers also included the following activities during the period 2018 through 2020:

1. Information on the Company’s Website.
2. Direct mailings to Pike customers in arrears.
3. Company social media posts.
4. Work in cooperation with local HEAP offices.

### **Description of the New Start Program**

The Company provides a Low-Income Arrears Forgiveness Program, entitled the “New Start Program.” The criterion in Pennsylvania for customers to receive Low-Income Home Energy Assistance Program (“LIHEAP”) benefits is that their household income be at or below 150% of the federal poverty level. Pike customers receiving LIHEAP benefits are eligible to participate in the New Start Program. Pike has also expanded eligibility for the New Start Program to its customers that have incomes up to 250% of the federal poverty guidelines. The program provides arrears forgiveness up to \$250. For a customer to receive arrears forgiveness, such customer must agree to a budget billing payment plan, as well as an arrears payment arrangement. To be eligible for this program, Pike customers must:

1. Be within the income guidelines (i.e., 250% of federal poverty guidelines, which includes all LIHEAP customers);
2. Have an account with Pike;
3. Agree to Budget Billing; and
4. Agree to a Payment Agreement.

### **New Start Enrollment Data**

<u>Year</u>	<u>Enrolled</u>	<u>Dropped out</u>
2018	0	0
2019	10	3
2020	2	1

Under the New Start Program, conformance with the terms and conditions of the negotiated payment agreement is required to receive arrears forgiveness.

### **Dollar Amount of Services Provided**

The total dollar amount of services provided pursuant to the New Start Program, during the period 2018 through 2020, is as follows:

<u>Year</u>	<u>\$ Services to Customers</u>
2018	\$0
2019	\$562.50
2020	\$250.00

### **Administrative Costs**

The total dollar amount of administrative costs incurred by Pike relating to the New Start Program, during the period 2018 through 2020, is as follows:

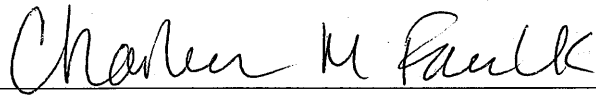
<u>Year</u>	<u>Amount</u>
2018	\$0
2019	\$0
2020	\$0

### **Outreach Efforts**

Pike mails outreach in the form of bill inserts for the New Start Program every March. Information on the New Start Program can also be found on the Company's website. Outreach efforts by Pike are also made through Company social media posts and through phone contact with customers in arrears.

## VERIFICATION

I, Charlene Faulk, Vice President of Customer Service and IT, Environmental, Social, and Governance Officer, on behalf of Corning Energy Corporation and Pike County Light & Power Company, hereby state that the facts set forth in the foregoing documents are true and correct to the best of my knowledge, information and belief, and that I expect to be able to prove the same at a hearing in this matter. This verification is made subject to the penalties of 18 Pa.C.S. § 4904 relating to unsworn falsification to authorities.



Charlene Faulk, Vice President of Customer Service  
and IT, Environmental, Social, and Governance  
Officer on behalf of Corning Energy Corporation  
and Pike County Light & Power Company

**CERTIFICATE OF SERVICE**

I hereby certify that I have this day served a true copy of the foregoing document upon the parties, listed below, in accordance with the requirements of 52 Pa. Code § 1.54 (relating to service by a party).

***SERVICE BY ELECTRONIC AND/OR FIRST CLASS MAIL:***

Allison C. Kaster, Esquire  
Pennsylvania Public Utility Commission  
Bureau of Investigation and Enforcement  
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*/s/ Whitney E. Snyder*  
Whitney E. Snyder, Esq.

Dated: February 4, 2026