

**Before the  
Consumer Affairs & Professional Licensure Committee  
Senate of Pennsylvania**

**Hearing on Reauthorization of Chapter 14 of the Public Utility Code  
October 3, 2023**

**Testimony of the  
Energy Association of Pennsylvania**

**Terrance J. Fitzpatrick, President and CEO  
and  
Nicole W. Luciano, Manager, Policy & Research**

Good morning Chairman Stefano, Chairman Boscola and members of the Senate Consumer Affairs & Professional Licensure Committee. I am Terry Fitzpatrick, President and CEO of the Energy Association of Pennsylvania (“EAP” or “Association”), a trade association comprised of electric and natural gas utilities—also known as electric and natural gas distribution companies—operating in Pennsylvania. With me this morning and also providing testimony is our manager of Policy and Research, Nicole Luciano. Thank you for this opportunity to provide testimony regarding reauthorization of Chapter 14 of the Public Utility Code, focusing on the interactions between a customer and the utility once a customer falls behind in paying their utility bill.

In our previous testimony before this Committee in June, we highlighted Chapter 14’s role in helping to maintain the essential balance of utility regulation. We emphasized during that hearing that you need a balance between the rights of customers who pay their bills on time and customers who, for whatever reason, fall behind in paying their bills. This is so because unpaid bills eventually become part of the bad debt expense that is included in setting utility rates that are ultimately paid by all customers.

Nicole will provide an overview of the process when a customer falls behind on their bill and the information the utility provides to help the customer get back on track and eliminate their overdue balance.

At the outset, we want to reiterate that termination is a last resort. None of our members wishes to see any household go without essential utility service. Fortunately, there are many steps between the first missed payment and termination where utilities offer customers an 'off-ramp' so-to-speak from the collections process.

First, we want to mention a couple of examples of information utilities provide to all customers about how to get help that are independent of the collections process. Utility customer service representatives are trained (and automated systems are programmed) to immediately ask a customer who calls about any type of non-emergency issue whether they are currently struggling to pay their bill. If the customer answers yes, the representative will provide information on programs to help that customer. For example, the representative might ask about income and household information to enroll a customer into a Customer Assistance Program ("CAP") or direct the customer to LIHEAP during the winter months. Customer-funded assistance programs offered over \$450 million in assistance to struggling households in 2021. By contrast, the state-run LIHEAP program provided just over \$200 million to Pennsylvania households utilizing both utilities and deliverable fuels to heat their homes.

Another example of utility information sharing is the mailing our members make regarding the "Rights and Responsibilities" of utility customers to all new customers as well as any customers or applicants that request this information. Among other things, this document states that customers are responsible for paying their bill on time, but it recognizes that

customers may be struggling to make payments and it provides information on budget billing and assistance programs to help customers.<sup>1</sup>

We'll now describe interactions between the customer and utility when a customer falls behind on their bill. At the first missed bill<sup>2</sup>, utilities will send a reminder – usually a phone call, bill message, or letter – reminding a customer that a payment is due. If at this point a payment is made, no further action is taken. A customer who might struggle for any single bill – say a high gas usage month in winter – can call or use a utility's website to enroll in budget billing which helps level seasonal peaks and valleys in usage to provide an equal bill every month. As with any general call-in, a customer who makes contact with their utility at the first missed bill will be asked about needing any assistance.

If two or more bills are now past due, typically a termination notice is mailed. This notice's primary goal is to get the customer to contact the utility. This notice provides the customer with the information about the amount past due and the opportunity to start a payment plan, dispute the bill, or provide income and household information to determine eligibility for an assistance program. This notice also informs the customer of their right to maintain or restore service if someone in the home is seriously ill or has a medical condition and of special protections for customers with Protection from Abuse ("PFA") orders.

This notice is followed up with additional contacts from the utility to the customer. Typically, this is done via two phone calls to the premises – one during business hours and once after. If the utility does not have a phone number for this customer, they will post another notice to the customer's door. Should the customer still not make contact with the utility by the end of the tenth day, the utility must attempt to make one final, in-person contact with the

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<sup>1</sup> See Appendix A for the most recent PUC-produced two-page summary of their "Rights and Responsibilities." The full 20-page document on which utilities base their annual communication to customers can be found at: [https://www.puc.pa.gov/general/consumer\\_ed/pdf/consumer\\_rights\\_responsibilities.pdf](https://www.puc.pa.gov/general/consumer_ed/pdf/consumer_rights_responsibilities.pdf)

<sup>2</sup> Some utilities will utilize both a number of missed months and a dollar threshold of the amount due before a reminder notice is sent.

customer on the day of termination<sup>3</sup> and will leave a post-termination notice on the door.<sup>4</sup>

Furthermore, field agents – those employees tasked with the final step of disconnecting service – are granted discretion to allow for customers to call in and make a payment or allow for additional time to pay if they become aware of any extenuating circumstances once on the premises.

For income-qualified customers, additional assistance is available to maintain service. These households can enroll in the utility's Customer Assistance Program ("CAP") at the start of service or at any point thereafter. For those that do fall behind, their capped bills will also include arrearage forgiveness. In cases where customers are struggling to pay their bill and none of the above options are available to them, utility staff may direct customers to their dedicated Customer Assistance Referral and Evaluation Program ("CARES") staff. These services are designed to help those who are experiencing family emergencies, divorce, unemployment, or medical emergencies maintain utility service. This program helps customers locate alternate ways of paying their utility bills, such as through LIHEAP or other state programs or private funds. Utilities maintain community networks of both public and private organizations that can help customers in their service territories. Additionally, utilities administer their own Hardship Fund grant programs which provide cash assistance to customers who would otherwise "fall through the cracks" of other financial assistance programs. These are customers who still have a critical need for assistance after other resources have been exhausted. These funds are provided via utility shareholder, employee, and customer contributions and may also include special contributions from local businesses or as a result of

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<sup>3</sup> As described in our previous testimony, customers with household incomes at 250% or below of the Federal poverty level are protected from termination from December 1 through March 31 of each year. For premises that had their heat-related service terminated in the prior to December 1, utilities must survey and attempt to make another post-termination personal contact with the customer or another responsible adult and "in good faith attempt to reach an agreement regarding payment of any arrearages and restoration of service." *See* 52 Pa Code §56.100 regarding Winter termination procedures.

<sup>4</sup> See Appendix B for redacted samples of past-due bill notices for a residential customer and a customer on CAP, as well as a redacted sample of a termination notice.

settlements. Income-qualified customers may also be eligible for a utility's usage reduction program ("LIURP"), which assists customers in reducing their energy usage through conservation and weatherization work provided at no charge to the customer. This program in many cases can help make bills more affordable, but also increases home comfort.

To summarize, there are a wide range of types of assistance available to customers who fall behind paying their bills, and customers are provided with ample information about these programs both before and during the collections process.

To tie this back to issues regarding reauthorization of Chapter 14, we would emphasize that the collections process under Chapter 14 and the associated PUC regulations is complex and detailed, one that imposes more requirements on utilities than many of our neighboring states. For example, Virginia, Maryland, and New Jersey only require a single mailed notice prior to termination. Further, these states provide less utility-funded assistance as well. New Jersey limits bill credits for any one customer to \$1,800 per year; Maryland limits arrearage assistance to \$2,000 and customers are only eligible once every five years. Pennsylvania utility programs do not have limits. Virginia limits any one utility's customer-funded assistance programs to \$100 million or \$25 million per year dependent on utility size. Again, no such limits are imposed on Pennsylvania utilities.

We believe that adding even more requirements to this already complex process will only serve to allow balances to grow to the detriment of the individual customer who falls behind as well as the rest of the residential rate base. We saw this play out during the Commission's COVID-19 Emergency Moratorium. Months of reporting by utilities showed, on the whole, that while the number of customers past due rose 14%, the amount they owed rose nearly 70%.<sup>5</sup> These statistics show that it was largely the same customers who failed to pay their bills and fell

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<sup>5</sup> Aggregated information from individual EAP member company filings pursuant to PA PUC October 13, 2020 Order regarding the Public Utility Service Termination Moratorium – Modification of March 13th Emergency Order, Docket No. M-2020-3019244.

further and further behind. These accounts, protected from the consequences of the collections process, neglected to pay and accumulated debts that many will struggle to ever repay. To the extent they do not repay this debt, it will eventually increase the uncollectable expense paid for by other customers.

Furthermore, many customers also did not avail themselves of unprecedented levels of federal assistance<sup>6</sup>. Federally-funded LIHEAP receipts dropped by 38% for electric customers and by 46% for natural gas customers. While DHS altered its typical LIHEAP operations policy to allow for a past due bill (if the balance would have otherwise been subject to termination) to serve as evidence of Crisis, households were still not taking full advantage of available assistance absent the typical termination notice. The foregoing facts demonstrate that, unfortunately, many customers are not motivated to act until receipt of a termination notice. Expanding Chapter 14 to allow for additional periods of nonpayment or additional payment arrangements without consequence will only exacerbate these types of scenarios.

Finally, we would again call your attention to the amount that paying electric and natural gas customers contribute to universal service programs designed to assist low-income customers. In the most recent year for which data is available, these programs cost customers \$458 million statewide.<sup>78</sup> We believe this is an important fact to keep in mind regarding the balance between paying customers and customers who fall behind in paying their bills. For these reasons, the collections process under Chapter 14 should not be weakened.

Thank you for the opportunity to testify and we will be happy to answer questions.

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<sup>6</sup> Additional federal funding through COVID relief bills was also available during this time, such as the Emergency Rental Assistance Program (“ERAP”) which provided for up to 12 months of assistance for past due utility bills.

<sup>7</sup> PA PUC Universal Service Program & Collection Performance 2021 Report, accessed at <https://www.puc.pa.gov/filing-resources/reports/universal-service-programs-and-collections-performance-reports/>

<sup>8</sup> See Appendix C for previously provided testimony chart on utility debt and assistance spending trends from 2014 to 2021.

# Appendix A



## Act 201: Responsible Utility Customer Protection Act

The Responsible Utility Customer Protection Act, Chapter 14 of the Public Utility Code, protects responsible bill-paying customers from rate increases attributable to other customers' delinquencies in payment. The Act provides public utilities with collection mechanisms and procedures that promote timelier collections, while protecting vulnerable customers by ensuring that utility service remains available to all customers on reasonable terms and conditions. The law is applicable to electric distribution, water distribution, natural gas distribution, steam heat and wastewater utilities.

### CONSUMER RESPONSIBILITY:

**Your utility company CAN shut off your service if you fail to:**

- Pay your bill.
- Pay your payment arrangements.
- Make a required deposit.
- Allow the utility company to access its equipment.

### UTILITY COMPANY RESPONSIBILITY:

**Before your utility service is disconnected the utility company will:**

- Send you a 10-Day Notice.
- Allow up to 60 Days before termination of service.
- Attempt contact with you three days prior to disconnection of service date.
- Leave a 48-hour notice at your residence.

Your utility company <b>WILL</b> disconnect your service <b>WITHOUT</b> giving you notice if you:	Your utility company <b>WILL NOT</b> disconnect your service if:
■ Steal utility services.	■ You or anyone in the household is seriously ill.
■ Turn on service fraudulently.	■ A physician provides documentation that terminating utility service will harm a person who is ill. Initial Medical Certification can last up to 30 days, with extension of up to an additional 60 days. It is important that you continue to pay your bill during the medical certificate period.
■ Tamper with the equipment.	
■ Cause unsafe conditions or utilize a bad check or illegal forms of payment.	

**Winter Moratorium protects consumers from utility termination between December 1 and March 31. It should be noted that:**

- During this time, the utility company will restore your service within 24 hours after you pay your bill and meet the utility company's conditions.
- When termination occurs during the rest of the year, your service will be restored within 3-7 days if you pay your bill and meet the utility company's conditions.

**Your utility service CAN be terminated during the winter months without PUC approval if:**

- You fail to be a responsible utility customer.
- Your income fails to be within the utility company's income qualifying guidelines.
- The utility company will give you the opportunity to make payment arrangements to avoid termination.



## 2023 Income Guidelines

Size of Household	150% of Poverty	250% of Poverty
1	\$1,823	\$3,038
2	\$2,465	\$4,108
3	\$3,108	\$5,179
4	\$3,750	\$6,250
For each additional person, add	\$643	\$1,071

Note: Monthly Federal Poverty Income Guidelines are updated every January.  
Source: Federal Register

To obtain new service or reconnect service - or if you break a payment arrangement - the Pennsylvania Public Utility Commission (PUC) may establish payment arrangements utilizing the amounts based on income-qualifying guidelines.

### If you break payment arrangements established with the PUC, the PUC cannot help you unless your income significantly changes and/or special circumstances include:

- Onset of chronic illness that results in significant loss of income.
- Catastrophic damage or loss to your residence that resulted in significant cost to customer.
- Increased number of household dependents.

Your utility company may also require proof of income.

### You may be required to pay a deposit if:

- You have bad credit history or no payment credit history.
- Service was terminated for unpaid bills.
- You missed paying your bill 2 consecutive payments or 3 payments over a 12-month period.
- The amount of the deposit may vary and could be an average of 2 monthly bills.

**By law consumers can only establish one payment arrangement with the PUC. The utility company has the ability to offer more than one payment arrangement.**

If you have broken two or more prior arrangements the utility company may require you to pay the full balance owed on the bill. You may not be required to pay a deposit if you are income qualifying for a Customer Assistance Program (CAP).

### Medical Certification:

Utility service will not be disconnected if you or anyone in your household is certified as seriously ill by a licensed health care provider.

Your utility company will require a letter from a licensed physician, physician's assistant or nurse practitioner stating that disconnection of utility service will harm the person that is ill residing in the home. The initial certification can last up to 30 days with additional renewals possible.

It is important to know that you are responsible to pay your bill even when there is a medical certificate on file for the person in the household.

### Your utility company will assist you and explain Customer Assistance Programs you may qualify for if:

- Your outstanding balance includes charges owed from participation in the CAP. The law does not allow the PUC to establish a payment arrangement on your behalf.
- You are eligible for CAP the payment may be the lowest payment amount a utility can set.

### Third Party Notification provides additional protections against utility termination, including the following circumstances if you:

- Are away from the home for a long period of time.
- Do not understand the utility guidelines.
- Designate a third party to receive copies of late payment and or termination notices, which can be a neighbor, a close friend or family member.

The Third Party **IS NOT** responsible for the utility bill or payment. Contact your utility company for more information.

### It Is Important That You Contact Your Utility FIRST:

- If you want to file a complaint and/or attempt to make payment arrangements. If there is no resolution, you have the right to decline the payment arrangements and file a complaint with the PUC.
- If you have a loss of income or loss of hours at work, please contact the utility company to see if you qualify for customer assistance programs offered.
- If you have a Protection from Abuse (PFA) court order, please contact your utility company for special protection information.



Pennsylvania Public Utility Commission

400 North Street

Harrisburg, PA 17120

1-800-692-7380

For people with speech or hearing loss, dial 7-1-1 (Telecommunications Relay Service)

Visit our website: [www.puc.pa.gov](http://www.puc.pa.gov)

Contact our consumer educators at: [ConsumerEd@pa.gov](mailto:ConsumerEd@pa.gov)



May 2023

## Appendix B

**Account Number** [REDACTED] **Date Prepared** Jul 14, 2023 **Next Meter Reading** 08/14 - 08/15/2023 **B** 11

For General Information call 1-800-764-0111. For an Emergency call 1-800-400-4271.

### Summary of Basic Charges

#### Credits And Charges Since Your Last Bill

Balance from last bill \$999.43  
**Balance \$999.43**

#### Current Charges

##### Residential (RS)(E)

Customer Charge - 1 Month \$14.50  
 Commodity Charge \$1.9273 per MCF 2.12  
 Delivery Charge 1.1 MCF @ \$4.1727 4.59  
 Capacity Charge \$1.7636 per MCF 1.94  
 Tax Repairs Surcredit 1.29 CR  
 DSIC Surcharge 5.00% .96

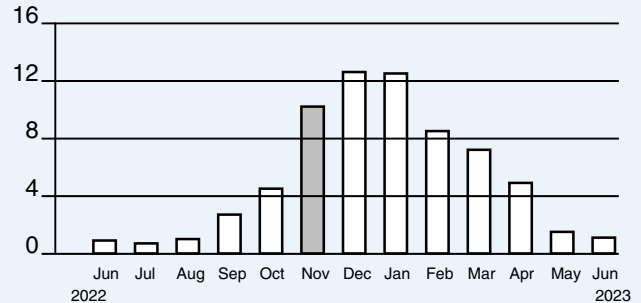
**Total Current Charges \$22.82**  
**Total Account Balance \$1,022.25**

Peoples current charges include \$0.29 in state taxes.

### Monthly Usage Comparison

Average Daily Temperature 2022 2023  
 For This Billing Period 73°F 70°F

Gas Use in MCF



☐ Actual ☐ Estimate ☐ Customer Read ☐ Adjusted Usage

Average monthly use: 5.6 MCF  
 Total annual use: 67.4 MCF

### Billing Period And Meter Readings

Date	Read Type	Reading	Difference
<b>Meter Number</b> [REDACTED]			
JUL 14, 2023	Actual	257.2	1.1
JUN 14, 2023	Actual	256.1	
<b>MCF Used in 30 Days</b>			<b>1.1</b>

Your PRICE TO COMPARE is \$1.23 per MCF.

### Shopping Information Box

When shopping for gas with a Natural Gas Supplier please provide the following:

Account Number: [REDACTED]  
 Rate Schedule: Residential (RS)(E)

If you are already shopping, know your contract expiration date.

**Please Pay Account Balance of \$1,022.25 by AUG 07, 2023**

Effective July 1, 2023, the Distribution System Improvement Charge (DSIC) increased from 0.00 % to 5.00 %.  
 This charge funds the repair, improvement and replacement of natural gas pipelines and related infrastructure.  
 Did you forget to pay last month's bill? As of Jul 14, 2023, your account is past due. Please pay the full amount due by Aug 7, 2023. If you have already paid it, thank you. If you need assistance, you can make payment arrangements by calling us at 1-800-764-0111.  
 Help people without heat or light by donating to the Dollar Energy Fund. Please add \$1 to your monthly gas payment.  
 You can pay this bill by Credit / Debit Card or Electronic Check. Call ACI Speedpay at 1-866-338-5491.  
 Service Fees Apply. Visit our website at [www.peoples-gas.com](http://www.peoples-gas.com) for further information.



SCAN TO PAY

Please detach and return this coupon with a check made payable to Peoples.

TO MAKE ACCOUNT CHANGES ON BACK OF COUPON, CHECK BOX HERE.

<b>DUE DATE</b>	AUG 07, 2023	<b>Account No.</b> [REDACTED]
<b>\$1,022.25</b>	[REDACTED]	
Account Balance	Amount Enclosed	

Take advantage of our Budget Payment Plan. Enjoy the convenience of paying a planned amount each month - a feature which is especially helpful during the winter. We periodically review budget accounts to adjust for any over or under payments.



PEOPLES  
 PO BOX 644760  
 PITTSBURGH, PA 15264-4760



**CAP BILL**

**Questions about this bill?**

Please contact us before the due date on your bill at  
1-800-400-WARM (9276)  
Monday through Friday  
7:00 a.m. to 5:00 p.m.

**To Report an Emergency:**

1-800-400-4271

Answers 24 hours a day.

**Write to us at:**

Peoples  
P.O.Box 535323  
Pittsburgh, PA 15253-5323  
or [www.peoples-gas.com](http://www.peoples-gas.com)

**Hearing Impaired Customers**

Call 711 or 1-800-654-5988

**Current Payments & Charges - Jun 21 - Jul 20**

Balance From Previous Bill	\$1,037.00
Your Monthly CAP Amount	\$80.00
Other Credits (see back for detail)	(\$30.00)
Other Charges (see back for detail)	\$0.00
Total Current Balance	\$1,087.00

**Pay This Amount No Later Than Aug 14, 2023 \$1,087.00**

When you make your CAP payment, you will receive an additional credit of \$861.84 towards your balance.

**NOTE: Please be aware that your CAP payment amount will change next month.**



SCAN TO PAY

**Account Information**

**Customer Assistance Program (CAP)**

is a special payment plan that allows income eligible customers to make monthly payments based on their income and family size.

Pre-CAP amount you owed when you joined CAP \$3,447.29. You received a credit of \$0.00 for making your CAP payment. Your pre-CAP balance is \$3,447.29.

**CAP makes your bill more affordable.**

Actual Usage Bill	\$21.51
Monthly CAP Amount	\$80.00
Monthly CAP Credit	\$0.00

Your CAP Monthly Credit is the difference between your actual usage bill and your CAP payment amount. When your actual bill is greater than your CAP payment amount, a CAP Credit is applied to your account.

**Other important information on back**

Return this part to the address below with a check made payable to Peoples.

<b>DUE DATE</b>	Aug 14, 2023	<b>Account No.</b>	
<b>\$1,087.00</b>			
<b>CAP Amount Due</b>		<b>Amount Enclosed</b>	

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PEOPLES  
PO BOX 644760  
PITTSBURGH, PA 15264-4760



**Questions about this bill?**

Please contact us before the due date on your bill at 1-800-400-WARM (9276) Monday through Friday 7:00 a.m. to 5:00 p.m.

**To Report an Emergency:**

1-800-400-4271

Answers 24 hours a day.

**Write to us at:**

Peoples  
P.O.Box 535323  
Pittsburgh, PA 15253-5323  
or [www.peoples-gas.com](http://www.peoples-gas.com)

**Hearing Impaired Customers**

Call 711 or 1-800-654-5988

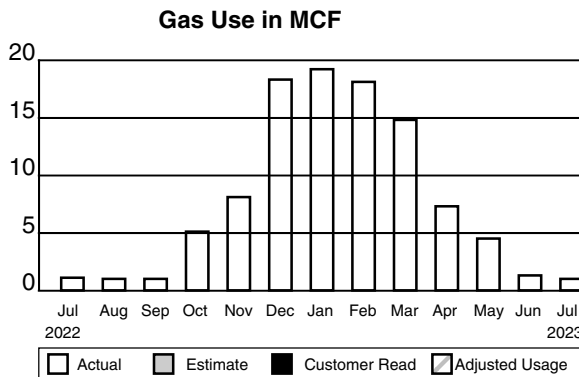
**Understanding Your BILL****Natural Gas Use**

This graph shows your natural gas use over the last 13 months.

**Next meter reading on**

09/19 - 09/20/2023.

**Avoid an estimate - call in a read between 08/18 and by 5 p.m. on 08/21/2023.**

**Actual Charges for 1.0 McF \$21.51****Average - Jul**

	2022	2023
Temperature	74°F	72°F
McF per Day	0.0	0.0

Average Monthly Use: 8.2 McF  
Total Annual Use: 99.7 McF

**Meter Reading Information**

Meter #	
JUL 20, 2023	Actual 663.9
JUN 20, 2023	Actual 662.9
30 Days of McF Billed	1.0

**Types of Meter Readings**

Actual - A reading by Peoples.

Estimated - Usage based on the weather and your past energy use.

Customer - A reading you give Peoples.

Adjusted - We determine your usage from our actual reading we got close to the billing date.

**How to Pay Your Bill**

**Self-Service Portal** - Register or Log-in at [www.peopseaccount.com](http://www.peopseaccount.com) to pay your bill using your checking or savings account. **NO FEES APPLY!**

**Bank Draft** - Deducts the amount of your monthly gas bill directly from your checking or savings account. For more information, visit our website at [www.peoples-gas.com](http://www.peoples-gas.com) or call us at 1-800-400-WARM (9276).

**Payment Agencies** - Find a list of approved Payment Agencies in your area on our website at [www.peoples-gas.com](http://www.peoples-gas.com) or call us at 1-800-400-WARM (9276) for the list.

**US Mail** - Mail your payment in the envelope we provide or to: **Peoples, P.O.Box 644760, Pittsburgh, PA 15264-4760. Please do not send cash.**

**By Phone** - You can pay this bill by Credit/Debit card or Electronic Check. Call ACI-Speedpay at 1-866-338-5491. Service fees apply. Visit our website at [www.peoples-gas.com](http://www.peoples-gas.com) for further information.

July 21, 2023

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RE: ACCOUNT NO:



SERVICE ADDRESS:



Scan to Pay

**Subject: 10-DAY SHUT-OFF NOTICE / AVISO DE SUSPENSIÓN DE SERVICIO**

**Your Gas Service May be Shut Off.** Because your bill is past due, we will shut off the service to [REDACTED] on or after 8:00 a.m. on August 1, 2023. **We may act on this notice for up to 60 days.** If a valid Protection from Abuse Order (PFA) is provided we may act upon this notice for up to 30 days.

**We will NOT shut off your gas service if you do ONE of the following:**

- Call us at **1-800-764-0111** to arrange to pay your past-due amount of \$1,002.00.
- Pay the amount you owe on your payment plan. Call us at 1-800-764-0111 for this amount.
- Show us a paid receipt for the past-due amount.
- **Contact us right away** if you dispute this bill or to provide us with household income and occupant information. You may be eligible for a payment agreement or special assistance programs.

**1-800-764-0111**

**P.O. Box 535323**

**Pittsburgh, PA 15253-5323**

**If we shut off your gas service, you may have to pay all of the following and any additional bills that have become past due, before we can turn your service on:**

Past-Due Account Balance	\$1,002.00
Security Deposit	\$0.00
Turn-on Charge	\$56.00
<b>Total</b>	<b>\$1,058.00</b>

**To talk about your bill, please call our office at 1-800-764-0111.**

**MEDICAL EMERGENCY NOTICE**

**Let us know** if someone living in your home is seriously ill or has a medical condition. **WE WILL NOT SHUT OFF YOUR SERVICE** provided you:

- 1. Have your licensed physician, nurse practitioner or physician's assistant certify by phone and in writing that such an illness exists and that it may be aggravated if your service is shut off. Written certification is needed within 5 days: AND**
- 2. Make some equitable arrangement to pay the company your current bills for service.**

**IMPORTANT TO KNOW**

Please be aware that payments made by phone, online, or at an authorized payment center take one to two business days to post to your account. If your service is due to be terminated you must call us at 1-800-764-0111 to provide your payment confirmation number to avoid an interruption in service.

**Before we shut off your utility service please read page 2 of this notice. You may be eligible for certain protections from shut off.**

**Atencion. Este es un mensaje muy importante. Si usted no lo entiende, por favor llame al 1-800-764-0111.**

## IMPORTANT TO KNOW - BEFORE WE SHUT OFF YOUR UTILITY SERVICE

- If you have questions or need more information, please call us **today** at **1-800-764-0111**. After you talk with us, if you are not satisfied, you may file a complaint with the Public Utility Commission (PUC). The PUC may delay the shutoff if you file the complaint before the shut-off date. To contact them call 1-800-692-7380 or write to: Pennsylvania Public Utility Commission, P.O. Box 3265, Harrisburg, PA 17105-3265.
- **If we shut off your service during the winter months (between Dec. 1 - Mar. 31)** we will restore your service within 24 hours of your meeting all requirements/conditions to have service reconnected. Where street digging is required it may take up to 7 days.
- If you currently have a valid Protection From Abuse order from a court your service cannot be terminated during the winter without PUC permission. There are some additional protections available to you. **Call us immediately at 1-800-764-0111.** (You will be required to provide us with a copy of the order.)
- You may be eligible for a payment agreement or special assistance programs. Call **1-800-764-0111 right away** to provide us with household income and occupant information. Documentation of your income may be required, such as pay stubs or tax documents.
- If your landlord pays your utility bill: You have certain legal protections. Please call us at 1-800-764-0111.
- If you have trouble understanding or speaking English or have a disability please call us at 1-800-764-0111 for free interpretation.
- If your service is shut off, you may be required to pay more than the amount listed on the front of this notice to have your service turned back on. You may have to pay any additional bills that have become past due.
- All adult occupants of the premise whose names are on the mortgage, deed, or lease are considered the 'customer' and are responsible for payment of this bill.
- If service is shut off, ANY adult occupant who has been living at the premise may have to pay all or portions of this bill to have service restored.
- If your service is shut off, you must contact us after your payment has been made to be sure you have met all conditions to have the service turned back on and to arrange access to your premises.
- After all conditions have been met to have the service turned back on, it may take up to seven days to have your service restored. Please contact us to discuss the details.

## WINTER NOTICE PROVISIONS (between December 1 - March 31)

- **Contact us BEFORE the shut off date** to give us household income and occupant information to see if you qualify for any assistance programs.
- **If your income is at or below 250% of the federal poverty guidelines, we must first ask the PUC for permission to shut off your service.** Add together the monthly income of the adults in your household. If that number is the same or less than the amount listed in the chart below for your household size, call us immediately at 1-800-764-0111. You may need to provide us with proof of your income.

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Monthly Income at 250% of Federal Poverty Level: 2023				
Household Size	1	2	3	4
Monthly Income	\$3,038.00	\$4,108.00	\$5,179.00	\$6,250.00

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Add \$1071 for each additional household member.

**Atencion. Este es un mensaje muy importante. Si usted no lo entiende, por favor de llama al 1-800-764-0111.**

## Appendix C



Year	2014			2015			2016		
	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
Arrearages	\$ 206	\$ 109	\$ 315	\$ 204	\$ 112	\$ 316	\$ 216.6	\$ 88.5	\$ 305.1
Assistance	\$ 270	\$ 143	\$ 413	\$ 287	\$ 131	\$ 418	\$ 296.3	\$ 101.2	\$ 397.5
Gross Write Offs	\$ 131	\$ 86	\$ 216	\$ 147	\$ 90	\$ 237	\$ 130.8	\$ 94.4	\$ 225.2

2017			2018			2019		
Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
\$ 200.6	\$ 91.6	\$ 292.2	\$ 209.7	\$ 110.3	\$ 320.0	\$ 206.0	\$ 105.0	\$ 311.0
\$ 275.8	\$ 109.6	\$ 385.4	\$ 271.6	\$ 111.5	\$ 383.1	\$ 267.5	\$ 106.5	\$ 374.0
\$ 135.7	\$ 83.2	\$ 218.9	\$ 150.5	\$ 76.5	\$ 227.0	\$ 143.9	\$ 79.8	\$ 223.7

2020			2021		
Electric	Gas	Total	Electric	Gas	Total
\$ 325.9	\$ 164.0	\$ 489.9	\$ 375.4	\$ 175.2	\$ 550.6
\$ 257.3	\$ 104.5	\$ 361.8	\$ 315.2	\$ 143.4	\$ 458.6
\$ 98.3	\$ 53.4	\$ 151.7	\$ 131.1	\$ 62.2	\$ 193.3

Figure 1: Utility Arrearages vs. Assistance since 2014-2021

