



# CITIZENS' ELECTRIC COMPANY OF LEWISBURG, PA

1775 INDUSTRIAL BLVD. • P.O. BOX 551 • LEWISBURG, PA 17837-0551 • (570)524-2231 • FAX (570)524-5887

December 2, 2011

Chairman Robert F. Powelson  
Commonwealth of Pennsylvania  
P.O. BOX 3265  
Harrisburg, PA 17105-3265

Dear Mr. Robert F. Powelson,

Citizens' Electric Company is taking the follow actions as we head into the winter season:

- 1. Redoubling efforts to link consumers to programs that are available to help them restore and maintain service such as CAP, LIHEAP and utility or local hardship funds.** *Although Citizens' does not have a CAP program, Citizens' Customer Service Representatives always provide information about our Hardship fund when a customer is struggling to pay their electric bill. We also provide information about LIHEAP and SEDA COG (which is a weatherization program for low-income customers). Our representatives also give information regarding our community based organizations which can provide assistance to our low-income customers. Our website provides information to contribute towards our Hardship fund and energy conservation to our consumers.*
- 2. Referring low-income customers to CAP when they call to make payment arrangements.** *We expect the company to do everything possible to get these customers into CAP, especially if it is a termination-related problem. Although Citizens' doe not have a CAP program, we give our low-income customers every opportunity to make a payment arrangement in order to avoid a termination. Adjustments can be made to this agreement as circumstances change to avoid termination of service.*
- 3. Giving consideration to significantly increasing corporate donations to utility Hardship Funds and increasing corporate donations to other local programs that assist consumers who need help paying their utility bills. In addition, review company procedures to ensure that automatic payments and on-line payments allow for customer contributions to Hardship Funds.** *Citizens' matches up to \$5,000.00 for our Dollar Energy (Hardship Fund). There is an option to donate on our bills, as well as on our website. We also provide information within customer mailings to contribute to the fund. In 2010, we had a total of 169 contributions toward our fund, which was able to provide assistance to 37 of our low-income customers.*

4. **Restoring service to low-income customers upon enrollment into the company's Customer Assistance Program (CAP) for the first time.** *Please see answer for question # 2.*
5. **Limiting the number of terminations of confirmed low-income customers by scaling back the company's termination program as the cold weather approaches. We ask for all utilities to review their termination and reconnection procedures to allow customers, who may appear to be making a good faith effort to pay their bills to keep utility service whenever possible.** *Citizens' currently exercises leniency for all low-income customers. Citizens' uses good judgment with all customers and sets up payment arrangements for all customers struggling to pay their electric bills in order to avoid a winter termination. Citizens' currently has 50 customers set up on a payment arrangement plan.*
6. **Waiving or reducing security deposits, reconnection fees and late payment charges if they are a barrier to restoration of service or establishing a payment arrangement. Utilities have more discretion in waiving these fees than does the Commission. If a security deposit or reconnection fee is necessary, consider adding it to the customer's bill instead of making it a condition of providing service.** *Citizens' currently follows Chapter 56 Section 56.38 when requiring a security deposit for all customers, which includes low income customers. Citizens' agrees to add the reconnection fee to the customer's bill, if the customer is a low-income customer and needs to restore service during the winter season.*
7. **Accepting any combination of LIHEAP grant, crisis grant, and Hardship Fund grant as sufficient funds to turn on or reconnect service for low-income customers. If a customer payment is also necessary, we encourage you to be as lenient as possible.** *Citizens' accepts assistance payments in order to restore service if the customer is a low-income customer and needs service restored during the winter season. During the 2010-2011 year, LIHEAP provided 430 cash and crisis grants to our customers.*
8. **Exercising more leniency in establishing payment arrangement plans for all customers. Again, utilities have more discretion in making payment arrangements than does the PUC. We ask for more responsiveness to the needs of all customers.** *Please see the answer to question # 5.*
9. **Providing information about home heating safety and working to get customers who have been "red tagged" the assistance or information needed to help in obtaining repairs to furnaces or heating systems. Low-income customers may be referred to the LIHEAP crisis program for emergency repairs.** *Citizens' sends information regarding helpful programs when tagging a door for termination. We also provide information within our website, through customer mailings and over the phone.*
10. **Continue to promote the use of budget billing programs and third party notification forms.** *We provide information on our website, over the phone and in*

*person about our budget billing plan and our third-party notifications. Citizens' currently has 298 customers enrolled in the budget billing option.*

**11. Providing information to customers on how they can reduce their heating costs through conservation including information on weatherization programs available as well as cost effective steps they can do themselves.** *Citizens' currently offers and will continue to offer information verbally to our customers regarding energy conservation and weatherization programs. We also provide information in our customer news letters, free brochures of helpful information which are available in our office. We provide a feature on our website called Home Energy Suite. This feature asks specific questions of the individual's household and will provide an estimate of the customer's consumption. With this knowledge, consumers may be apt to conserve, making electric bills more affordable to avoid termination. We also have a new program called the Meter Data Management system which our customers can view their hourly usage, giving them more knowledge to help them conserve.*

Sincerely,

Brook J. Bogaczyk  
Customer Service Manager  
Citizens' Electric Company