Pike County Light & Power Co.

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Pennsylvania P.U.C.

DEC 28 2011

Consumer Services
CAC Division

December 23, 2011

The Honorable Robert F. Powelson
Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

Dear Chairman Powelson:

Thank you for your November 3, 2011 letter regarding the Commission's 2011 "Prepare Now" campaign. Rest assured that Pike County Light & Power Company (PCL&P) remains committed to both helping our customers manage their energy costs, and to minimize the number of winter service terminations. In concert with the actions listed in your letter, we will continue to educate our customers about the programs and services that are available to them and undertake the initiatives outlined below:

PCL&P's Programs:

- The Neighbor Fund, PCL&P's energy payment assistance program, was featured in the September and November 2011 issues of *@yourservice*, our consumer newsletter/bill insert. It is also promoted in news releases, on our Web site, in customer literature made available at our walk-in business office in Milford, PA, and as part of literature on "Managing Your Energy Costs" distributed at community events. The Neighbor Fund grants up to $800 to customers in need. PCL&P's customers may contribute to The Neighbor Fund by simply adding a dollar to their monthly payment, mailing a check, or using the planned contribution form on our Web site. Customers are encouraged to donate to The Neighbor Fund throughout the year simply by checking the box entitled "add a dollar" on their utility bill. By partnering with Pike County's Community Planning and Human Development Agency, we inform customers about the intake agency in Milford, where customers can apply directly for a Neighbor Fund grant.

- PCL&P encourages eligible customers to participate in a special customer payment assistance program called New Start. New Start is an arrears forgiveness program designed for low-income customers who are having difficulty paying their energy bills. Participation in the program could help pay off up to $250.00 on the customer's unpaid balance. It requires LIHEAP customers to enroll in budget billing and enter into a deferred payment agreement. After three consecutive payments are made on time, PCL&P will deduct up to $62.50 from the unpaid balance every three months for a maximum benefit of $250 over a 12 month period.

- Energy Gift Certificates are promoted and available for customers to purchase for a friend or relative who may need help paying their energy bills.

- Budget Billing is also available to help customers manage their energy expenses. Most recently budget billing was promoted in the March and November 2011 issues of *@yourservice,* and customers will be reminded of the availability of third-party notification in the December issue of *@yourservice,* as well as in the PCL&P Rights and Responsibilities bill insert.

- Payment agreements are available to all PCL&P customers and are based on income levels. PCL&P continues to work with all low income customers who are willing to enter into a deferred payment arrangement, and arrangements are based on low income poverty levels as defined by the state. We will also renegotiate agreements that have defaulted as long as the customer makes payment of the defaulted amount.

- Energy efficiency information and tips to customers are published regularly in all issues of *@yourservice* and featured prominently in the Power of Green Web page on our Web site. They are also made available in literature distributed at community events as well as at our walk-in business office in Milford.

  Each issue of *@yourservice* features information and updates regarding energy choice. It includes a PCL&P pricing history and links to the PAPowerSwitch and the PA OCA.

- PCL&P began offering a Direct Install Weatherization Program for low income customers in late 2009. As approved by the PUC, this program provides a home energy survey and up to $1,000 of home weatherization measures based upon the survey. Customers participating in LIHEAP are eligible for this program on a first come, first served basis up to a total of 90 homes. All weatherization measures must be completed by March 2012.

- In 2011 PCL&P established an online energy audit function on the customer Web site. Customers may access the online energy survey through ORU.com to conduct a self-help audit. The audit tool will guide them through a simple data collection, link responses through their billing history, and provide a usage disaggregation, along with recommendations for actions and measures they may implement to help reduce their energy usage. This tool was promoted in the July 2011 *@yourservice* and in a bill insert during the month of December.

PCL&P's Policies:

- PCL&P will accept all LIHEAP payments to reconnect service to customers whose service has been terminated. We will also continue to renegotiate payment plans with all LIHEAP customers to prevent further termination of service.

- The Company will continue to work with low-income customers to minimize terminations of service during the upcoming winter heating period by referrals to LIHEAP, the Neighbor Fund, and encouraging enrollment in New Start. Our procedures include specific provisions to protect special needs customers. PCL&P does not normally assess security deposits as a condition to restore residential service. Also any reconnect fees and/or late payment charges are included in payment agreements that are established for the reconnection of service, and we refer customers with these agreements to the New Start program.

Customer Outreach Efforts:

- Customers who are in need of having their furnaces or heating systems repaired are referred to the LIHEAP crisis program for emergency assistance.

- Letters are mailed to all former LIHEAP recipients reminding them of the assistance that is available and providing tips on energy conservation and budget billing

- Information on LIHEAP, the Neighbor Fund, and New Start is included with our service termination notices.

- An article on carbon monoxide poisoning appeared in the November article of *@yourservice* and tips on home heating safety is included in the December newsletter.

- Budget Billing is promoted at energy fairs, at our walk-in business office, on our Web site and in *@yourservice*.

We believe the above measures continue to be instrumental in helping our customers through the winter season and meet the objectives of the 2011 "Prepare Now" campaign. If you have any questions or need further information regarding our programs or policies, please let me know.

Sincerely,

Edwin J. Ortiz
Vice President
Customer Service

cc: William G. Longhi
Grace McGovern