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VIA FEDERAL EXPRESS

The Honorable Robert F. Powelson, Chairman
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, Pa. 17120

RE: Prepare Now Campaign

Dear Chairman Powelson:

UGI continues to support the Commission's "Prepare Now Campaign." As the winter heating season approaches, it is important that we reach out to each customer whose service has been terminated or is under threat of termination. Once again, we are prepared to use our resources to communicate and inform customers of the programs that are available to them, including LIHEAP, CAP, Operation Share, and LIURP.

UGI will donate \$145,000 to our company's hardship programs this year. This is in addition to the donations from our customers, employees and others in the community. We will conduct employee awareness campaigns related to our customers in need, where the funds are targeted solely to our Operation Share program. In addition, UGI customers continue to benefit from the allocation of the residential portion of certain Tennessee Pipeline refunds to Operation Share which was approved by the Commission in February of 2010. In its order, the Commission also approved UGI's request to temporarily increase the maximum customer grants allowed from the fund when there is a demonstrated need. Consistent with the terms of the approved petition, in 2012 UGI will allocate \$500,000 in Tennessee refunds to Operation Share.

Through UGI's Universal Service Programs, we are providing aid to more customers in need than ever before. We are referring eligible customers to our CAP programs as soon as we identify the need through our call centers and through our broad network of community based organizations. Across all UGI companies, the 2009 filing to increase CAP participation continues to adequately allow for new enrollments. In the UGI Gas territory, we have actually seen a reduction in CAP participation as many customers have successfully met the requirements required to earn full forgiveness of their pre-program arrearage.

UGI is completing our cold weather survey of customers whose service has been terminated within the past year to advise customers of the funding and services available in order to get reconnected. We will also continue to work with our community agencies throughout the winter to get service restored for our customers who are without service.

In October, UGI hosted its third annual Conservation Day aimed primarily at educating our community agencies on the range of programs that are available to support our communities. Through multiple demonstrations at this event, the agencies became familiar with how to cross-solicit programs to eligible customers. All agencies, regardless of the programs they administer,

were provided vital energy efficiency information, tools, and energy reduction tips for their clients. Safety information is a large part of all UGI Program events. UGI LIURP agencies are DCED certified and understand the need to install CO detectors at any property that receives LIURP services. UGI ensures that while Non-LIURP agencies can provide energy conservation tips, we also educate them on the potential risks associated with faulty equipment. UGI will make exception and exceed the maximum funds allocated to a LIURP job when faulty equipment is found and replacement is necessary.

Lastly, we accept any combination of LIHEAP, Operation Share and crisis grants in order to establish service. We offer budget billing and have a third party notification program. We have free payment options to customers who enroll in UGI's On Line bill payment program or auto deduction program. We recognize customers who are struggling to pay their winter bills may not be comfortable with or have the means to sign up for these programs. Additionally, we offer free payment options for customers in arrears by taking a check by phone. We will continue to provide service to customers who are making a good faith effort to pay.

UGI is committed to supporting the Commission in its effort to increase customer awareness about the availability of low income programs and increase awareness of safe home heating.

Please do not hesitate to contact me or others at UGI with any questions or comments that you may have. I have attached the names and contact information of the UGI employees who can readily respond to any urgent "hardship" accounts or legislative questions.

Sincerely,



Robert F. Beard
President and CEO

cc: Grace McGovern, Bureau of Consumer Services (Via E-mail and First Class Mail)
Rosemary Chiavetta, Secretary (via Express Mail)

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