Wellsboro Electric Company

P. O. Box 138 • 33 Austin Street • Wellsboro, PA 16901 • (570) 724-3516 • FAX (570) 724-1798

December 1, 2011

Grace McGovern
Bureau of Consumer Services
Pennsylvania Public Utility Commission
PO Box 3265
Harrisburg PA 17105-3265

Dear Grace McGovern:

Wellsboro Electric Company continues to support the Commissions "Prepare Now" campaign. As we have in the past, we are taking the following actions as we enter the winter heating season.

Although the company does not offer a CAP program, we make every effort to set up reasonable payment arrangements that are acceptable to both the customer and the company. The company accepts any combination of LIHEAP, Crisis, hardship fund grant or grants from charitable organizations in order to restore service. If service needs to be restored to a low-income customer, the company will waive the reconnect fee and the company does not charge a security deposit if the customer is at or below 250 percent of the poverty line.

Budget billing, the Dollar Fund and the LIHEAP program are promoted in our customer newsletter, The Energy Line. When customers contact the company to request a payment arrangement or if they express difficulty in paying their bill, they are referred of these programs.

We are in the process of adding the Commission's "Prepare Now" links to our website and the Commission's printed versions of "Conservation Tips" and "Easy Ways to Save Energy And Money This Winter" is available in our lobby. LIHEAP applications and brochures are also available in our lobby along with free brochures on energy conservation and electrical safety.

The company website provides information on budget billing; the LIHEAP program through Compass, the Dollar Energy Fund and information on energy conservation, energy efficiency, and electrical safety. Our website offers an online home energy audit, appliance and lighting calculators and the company offers energy audits to the customer at no charge.

If you have any questions concerning this matter, please feel free to contact me.

Sincerely,

WELLSBORO ELECTRIC COMPANY

Danette Kerestes
Consumer Service Manager