



COMMONWEALTH OF PENNSYLVANIA  
PENNSYLVANIA PUBLIC UTILITY COMMISSION  
HARRISBURG, PA

Dec. 4, 2023

Dear Utility CEO:

As the winter heating season approaches for Pennsylvania consumers, businesses, and public utilities, it is critical that we recognize that our neighbors and communities continue to tackle the everyday stresses of unstable energy prices, inflation impacting other expenses, and economic insecurity.

We reach out annually to you – our public utility leadership – to emphasize the importance of identifying and assisting at-risk consumers. At the same time, the PUC also continues to encourage residents and businesses to **#CallUtilitiesNow** to explore various utility assistance programs and other options to help manage their energy use and keep bills affordable.

Our public utilities are the first and most direct channels to link struggling households with much-needed assistance. Considering this important link between utilities and the communities they serve, we encourage you to continue to work closely to:

- Urge income-qualified consumers to apply for programs designed to help make energy bills more affordable, including utility-run Customer Assistance Programs, Low Income Usage Reduction Programs (LIURPs), Hardship Fund programs and other available options.
- Remind households that they may be eligible for assistance this year under the federal Low Income Home Energy Assistance Program (LIHEAP).
- Notwithstanding public utility collection responsibilities under Chapter 14 of the Public Utility Code, we encourage utilities to exercise flexibility when establishing payment arrangement plans for struggling consumers.
- Educate households about conservation and ways to reduce energy usage.
- Increase support and fundraising for utility Hardship Funds and other local programs that assist consumers who need help paying their utility bills.

The PUC will continue to strongly encourage consumers to **#CallUtilitiesNow** to explore all the available options – and we appreciate the work you do answering those calls and connecting people with essential programs. Working together, we want to foster those important conversations between customers and utilities.

Thank you for your cooperation and continued efforts to help customers.

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