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November 17, 2017

VIA HAND-DELIVERY

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, Filing Room
Harrisburg, PA 17120

Re: Pike County Light and Power Company; **PREPARE NOW CAMPAIGN**

Dear Secretary Chiavetta:

Enclosed for filing with the Pennsylvania Public Utility Commission (Commission) is Pike County Light & Power Company's response to the Commission's Prepare Now Campaign.

Should you have any questions or comments, please feel free to contact me directly.

Very truly yours,

Thomas J. Sniscak
Whitney E. Snyder

TJS/WES/das
Enclosure

cc: Steven L. Grandinali, General Manager
Sasha Oberheim (Bureau of Consumer Services) (soberheim@pa.gov)
Gladys M. Brown, Chairman (by hand delivery)
Andrew G. Place, Vice Chairman (by hand delivery)
David W. Sweet, Commissioner (by hand delivery)
John F. Coleman, Jr., Commissioner (by hand delivery)
Norman J. Kennard, Commissioner (by hand delivery)

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2017 NOV 17 PM 12:24
PA PUC
SECRETARY'S BUREAU
FRONT DESK



November 17, 2015

RECEIVED
NOV 17 PM 12:25
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CLERK'S BUREAU
FRONT DESK

The Honorable Gladys M. Brown
Chairwoman and Commissioners
Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Dear Chairman Brown and Commissioners:

Thank you for your November 1, 2017 letter regarding the Commission's 2017 "Prepare Now" campaign. Pike County Light & Power (PCL&P) is committed to providing programs and services that assist our customers with their monthly energy bill and minimizing winter terminations of service. We will continue to educate our customers about the resources that are available to them and provide the programs and initiatives outlined below:

PCL&P's Programs:

- The Neighbor Fund is PCL&P's home heating payment program that grants up to \$800 to customers in need. It awards grants, not loans, to families who need fuel bill payment assistance. 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 contributes to this fund. Additionally, PCL&P's customers may contribute to The Neighbor Fund by simply adding a dollar to their monthly payment, or mailing a check.
- To avoid seasonal unpredictability of energy bills, Budget Billing spreads customer electric and natural gas bill payments evenly over 12 months. This program is available to help customers manage their energy expenses. The exact Budget Billing amount will vary from customer to customer.
- We understand that keeping an account current may sometimes require a little extra time or financial assistance. Payment arrangements are available to all PCL&P customers. We continue to work with all customers who are willing to enter into a deferred payment arrangement. We will restore defaulted arrangements as soon as the customer makes payment of the defaulted amount.
- PCL&P will continue to emphasize the importance of energy choice. We remind our customers that no matter which company provides their electric supply, PCL&P will continue to read the meter, respond to emergencies, provide customer service and maintain the safety and reliability of its power system.

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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 restore 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 making referrals to LIHEAP and the Neighbor Fund. 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.

Customer Outreach Efforts:

- Bill inserts are mailed to all customers reminding them of the LIHEAP assistance that is available and providing tips on energy conservation and budget billing. The LIHEAP bill insert was provided to customers this month.
- The LIHEAP crisis program assists our customers in need of having their furnaces or heating systems repaired. PCL&P customers are referred accordingly.
- When customers contact PCL&P, PCL&P regularly encourages customers to utilize budget billing and third party notifications and also refers them to the LIHEAP and Neighbor Fund.
- PCL&P will post information on its budget billing program, LIHEAP, and Neighbor Fund on its website prior to December.

I believe the above measures will be instrumental in helping our customers through this winter season and meet the objectives of the 2017 "Prepare Now" campaign. If you have any questions or need further information regarding our programs or policies, please let me know.

Sincerely,



Russell S. Miller
V.P. - Business Development
Pike County Light & Power Company