



Wellsboro Electric Company

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November 16, 2017

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

Ladies and Gentlemen;

Wellsboro Electric Company supports the Commission's "Prepare Now" campaign. We promote LIHEAP, the Dollar Energy Fund hardship program and budget billing through our customer newsletter. Consumers can access the LIHEAP Compass link from our website's homepage as well as PA Power Switch. LIHEAP guidelines and applications, printed versions of the Commission's "Conservation Tips," "Home Heating Safety Tips" and Energy Saver booklets from the U.S. Department of Energy are available in our lobby or mailed if requested by the consumer. We plan to educate our consumers with conservation tips through social media, radio sponsors and bill print messages.

On our website homepage, customers can find the Home Energy Suite self-audit tool. This tool is designed to help residential consumers analyze their home's energy usage and to plan for improved energy efficiency and conservation. Eighty percent of our residential customers have advanced metering which allows the consumer to monitor their monthly, daily and hourly usage and receive peak usage alerts through SmartHub, our customer management program which can be viewed online or through their mobile device. If a consumer does not have computer access, this information is made available to them. We also offer home energy audits at no charge to the consumer.

Wellsboro Electric Company makes every effort to set up reasonable payment arrangements or a budget billing amount that is acceptable to both the customer and the company. Customers expressing difficulty in paying their bill are referred to the hardship programs available along with phone numbers of local community assistance organizations as well as Third Party notification information.

As the cold weather approaches, we will make an extra effort to reduce terminations to low income households. We are diligent to survey all households where service has been terminated and make every effort to restore service by setting up a reasonable payment plan and referring the customer to hardship programs to assist with restoring service. The company continues to accept any combination of LIHEAP, Crisis, hardship fund grants or grants from charitable organizations in order to restore service. For accounts who have been terminated and require restoration, the company will waive the reconnect fee and security deposit to low-income households at or below the poverty line.

Sincerely,

WELLSBORO ELECTRIC COMPANY

Danette Kerestes
Consumer Service Manager