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June 12, 2020

**VIA ELECTRONIC FILING**


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

**Re: COVID-19 Customer Service, Billing, and Public Outreach Provisions  
Request for Utility Information, Docket No. M-2020-3020055**

Dear Secretary Chiavetta:

UGI Utilities, Inc. (UGI) herein files its response to Pennsylvania Public Utility Commission's (Commission) Secretarial Letter dated May 29, 2020 regarding Docket No. M-2020-3020055, COVID-19 Customer Service, Billing, and Public Outreach Provisions Request for Utility Information. On the attached, UGI has provided information to all requested inquiries under **Section I. COVID-19 Utility Consumer Service and Billing Policies and Procedures** and **Section II. Consumer Education and Outreach.**

Very truly yours,

DocuSigned by:  
  
45B63AF68F62464...  
Danielle Jouenne  
Counsel for UGI

Enclosure

cc: Seth Mendelsohn, PUC Executive Director, via email, [smendelsoh@pa.gov](mailto:smendelsoh@pa.gov)  
Renardo L. Hicks, Chief Counsel, via email, [rlhicks@pa.gov](mailto:rlhicks@pa.gov)  
John Herzog, Executive Deputy Chief Counsel, via email, [jherzog@pa.gov](mailto:jherzog@pa.gov)  
Alexis Bechtel, Director, Bureau of Consumer Services, via email, [abechtel@pa.gov](mailto:abechtel@pa.gov)  
Tom Charles, Director, Office of Communications, via email, [thcarles@pa.gov](mailto:thcarles@pa.gov)  
Lori Mohr, Bureau of Consumer Services, via email, [laumohr@pa.gov](mailto:laumohr@pa.gov)  
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Office of Consumer Advocate, via email, [tmccloskey@paoca.org](mailto:tmccloskey@paoca.org)  
Office of Small Business Advocate, via email, [jorevan@pa.gov](mailto:jorevan@pa.gov)  
Bureau of Investigation and Enforcement, via email, [rkanaskie@pa.gov](mailto:rkanaskie@pa.gov)

**Response of UGI Utilities, Inc. to the Request of the Pennsylvania Public Utility Commission for Information on Utility Billing Policies and Public Outreach in Response to the COVID-19 Pandemic**

**I. UGI Responses to the Request for Information on Utility Consumer Service and Billing Policies and Procedures Implemented in Response to the COVID-19 Pandemic**

UGI Utilities, Inc. (“UGI” or “the Company”) has taken substantive steps above and beyond our normal operations to provide additional support, customer outreach, and communications to our customers during this difficult time in response to the COVID-19 pandemic and recovery period. The information provided below shows the efforts undertaken to date and additional plans to continue to communicate payment options, programs, and support to UGI’s customers.

UGI recognized immediately that all customer classes had the potential to be impacted by the pandemic and went to work on developing a comprehensive communications plan using various channels including our website, email, direct mail, virtual meetings, and video tutorials. The plan provided for a multiple mechanisms to ensure that customers who are falling behind on their bills benefit from outreach from UGI during the current termination moratorium period. Additionally, UGI’s Call Center transitioned to working 100% remotely by March 15, 2020 in order to provide high quality service to our customers while maintaining a healthy and safe environment for our employees. UGI’s Call Center will continue to be available to handle our customers’ questions as we progress through the pandemic and post pandemic periods.

**A. Termination of Utility Service:**

**Request No. 1:**

**After the Commission’s Emergency Order on Terminations at Docket No. M-2020-3019244 ends**

- i. How soon does the utility plan to begin termination of service for nonpayment?**

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- ii. How does the utility plan to implement terminations and will it start the process with new termination notices?**

Response:

**i.** Upon expiration of the PUC Emergency Order, or as otherwise directed by the PUC, the Company will resume normal termination procedures beginning with the issuance of new termination notices as soon as practicable.

**ii.** Prior to resuming terminations, UGI will “cancel” any remaining active 10-day notices. Barring any changes to the voluntary termination extension of July 1, 2020, UGI will update the Company’s Credit and Collection system to begin sending out “new” 10-day notices to any residential or commercial customer that is at least 60 days past due.

**Request No. 2**

**Broken out by customer class, how many customer accounts may be subject to termination if the Commission’s Emergency Order prohibiting terminations is rescinded and how does this number compare to the same time period in 2019?**

- i. Provide these figures for all utility confirmed low-income customers, including Lifeline and Customer Assistance Program (CAP) customers.**  
**ii. Provide future projections if available.**

Response:

**i.** Please see the table below for a comparison between 2019 and 2020 for month ending May comparing the number of customers who are eligible for termination. The Company was at a peak customer count in arrears early in the 2019 collection season at 84,801 customers. Significant improvement was made by the end of the 2019 collection season and by month-end February 2020, the Company had 64,373 customers eligible for termination. This improvement was the result of reducing count of customers in threat of termination and overall active debt through enrolling customers on payment arrangements, CAP, in addition to an active collection

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season with terminating accounts for customers that did not comply with the preceding efforts. This resulted in a more than favorable result when comparing May 2019 to May 2020 even with COVID-19 pandemic negatively impacting customers' ability to pay their utility bills

ii. The forecast shown below for months ending June and July 2020 assumes collections are able to begin on July 1, 2020. If the Commission's moratorium on collections is extended beyond this time period, the Company expects that the estimated number of customers in arrears will continue to increase well above this estimate.

<b><u>Customer Class</u></b>	<b><u>Actual as of 5/31/19</u></b>	<b><u>Actual as of 5/31/20</u></b>
Residential (All)	78,223	66,529
Residential Low Income	20,025	19,969
Residential CAP	15,195	15,000
Non- Residential	1,327	1,659
<b>TOTAL</b>	<b>79,550</b>	<b>68,188</b>

<b><u>Customer Class</u></b>	<b><u>Forecast as of 6/30/20</u></b>
Residential (All)	79,122
Residential Low Income	22,856
Residential CAP	16,562
Non- Residential	2,096
<b>TOTAL</b>	<b>81,217</b>

<b><u>Customer Class</u></b>	<b><u>Forecast as of 7/31/20</u></b>
Residential (All)	89,052
Residential Low Income	24,652
Residential CAP	18,640
Non- Residential	2,614
<b>TOTAL</b>	<b>91,666</b>

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**Request No. 3:**

**Is the utility currently assessing a “reconnection fee” to restore service? If yes, how is the fee billed and/or collected? Will this fee apply to customers reconnected under the Commission’s Emergency Order that wish to pay any arrearage and stay connected?**

**Response:**

No. UGI is currently waiving all reconnection fees.

**B. Universal Service Programs:**

**Request No. 4.**

**Is the utility currently removing customers from CAP for non-payment or failure to recertify?**

**Response:**

No. UGI ceased removing customers from CAP for failure to re-certify as of March 18, 2020. Currently, UGI has alerted our Community Based Organizations (CBOs) that this hold will be in place for 90 days. UGI’s policy is to NOT remove customers from CAP for non-payment until 109 days past termination of service. No CAP customers have been terminated for non-payment in Calendar Year 2020.

**Request No. 5.**

**What are the utility’s current Hardship Fund payment requirements to qualify low-income customers for grants (e.g., waiving payment history “good faith payment”, or CAP participation criteria) and have these requirements been revised due to the pandemic?**

**Response:**

In order to receive a hardship payment, a customer must have an outstanding balance on their utility bill. The maximum income of the customer’s household must be at or below the current federal poverty income guidelines (“FPIG”) of 200%. The Company has not revised the

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criteria during the pandemic, but is considering potential future changes to the income guidelines.

**C. Other Assistance Initiatives:**

**Request No. 6:**

**Describe any policies/procedures the utility has updated to assist customers impacted by the pandemic that go beyond provisions in PUC policies or regulations.**

Response:

Currently, UGI has updated the following policies/procedures to assist customers impacted by the pandemic:

- Began waiving Late Payment charges effective 3/24/2020.
- Instructed the Community Based Organizations (CBOs) to allow customers to telephonically accept “signature” agreeing to the CAP Program rules.
- UGI increased the Health and Safety allowance for Weatherization jobs to allow CBOs to accommodate additional PPE requirements.
- Prepared additional Consumer education and Outreach as described in Part II of the Commission’s information request.

**Request No. 7:**

**Describe any proposed or anticipated changes in programs/practices/policies to assist customers impacted by the pandemic after the Governor’s Emergency Proclamation and the PUC Emergency Order on Terminations expire or are lifted.**

Response:

UGI is currently reviewing additional options to help customers impacted by the COVID-19 pandemic. Options include an Emergency Relief Program which will provide qualified

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customers a deferred payment plan and a one-time grant to assist them with the payment of an account balance. Customers will be able to apply and submit required documentation to qualify via a newly created online process or through direct mail and facsimile if necessary. UGI is also considering an increase to the Operation Share federal poverty level eligibility criteria from 200% to 250%. In addition, our expanded customer communications plan will continue as long as required by our customers.

**II. UGI Responses to the Request for Information on Utility Consumer Education and Outreach Implemented in Response to the COVID-19 Pandemic.**

As stated earlier, UGI has taken a proactive approach in developing a multifaceted communications plan to all our customers. Exhibit A, which is attached, shows all outbound communications that the Company has taken to date to educate, inform, and support our customers concerns and needs. In addition to our outreach initiatives, the Company has also provided feedback received from our customers on one of the communication campaigns outlined on page 17 of Exhibit A.

**Request No. 8.**

**Descriptions and/or examples of how the utilities are educating their customers about their rights and responsibilities, assistance programs, energy efficiency and conservation, and/or COVID-19 recovery.**

**Response:**

Please see Exhibit A outlining all communications educating out customers about their rights and responsibilities, assistance programs, energy efficiency, and conservation since the Governor's Emergency Order. UGI continues to update content frequently and build upon the

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foundation created specifically for the COVID-19 pandemic. The multifaceted communication platforms developed include: Website content, virtual customer meetings, instructional videos about low income programs, E-mail, direct mail, bill inserts, and postcards.

**Request No. 9.**

**Efforts to reach all utility consumers with information about income-qualified programs and resources and about non-income-qualified educational services, tools, and resources.**

Response:

Please see Exhibit A.

**Request No. 10.**

**Methods that utilities are using to make their customers aware of important proceedings that may include telephonic public input hearings and allowing consumers to be able to make their voices heard.**

Response:

UGI utilizes various methods, such as newspaper notices, bill inserts, and website postings, to inform its customers of important proceedings to permit customer engagement. By way of example, UGI is currently in a Base Rate Case proceeding in which the Company has participated in two scheduled public input hearings and communications to customers have been provided in bill inserts and printed in newspapers of general circulation throughout our service territory. Additionally, the Company's direct case is available in pdf format on the Company's website.



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**Request No. 10.**

**Description of utility outreach methods that could be used to inform eligible Pennsylvanians about changes related to COVID-19 in the Lifeline Program for Telephone and Broadband Internet Service.**

Response:

Not applicable.



# UGI Utilities, Inc.

## COVID-19 Related Customer- Facing Communication Efforts



# UGI.com Home Page – June 2020

Energy to do more®

(800)-276-2722 OR [CONTACT US](#)    **EMERGENCY**    **ELECTRIC OUTAGES**    **SEARCH**    **LOG IN**

**UGI**  
Energy to do more®

[ACCOUNT & BILLING](#)    [CHOOSE GAS](#)    [SAFETY](#)    [WAYS TO SAVE](#)    [NEWS & COMMUNITY](#)

### Login to Your Account

USER ID [Forgot?](#)

PASSWORD [Forgot?](#)

Remember Me

**LOG IN**

[Register Your Account](#)

## Together We Can Do More

To help you worry less during these challenging times, we've compiled a list of resources and information regarding assistance programs and payment options.

**LEARN MORE**

Learn More destination is <https://www.ugi.com/covid-19-response-plan/>



# Created COVID-19 Response Page

Energy to do more®

<https://www.ugi.com/covid-19-response-plan/>

**Together We Can Do More**

WE WANT YOU TO KNOW THAT WE TRULY APPRECIATE THE OPPORTUNITY TO MEET YOUR ENERGY NEEDS – WHETHER IT’S KEEPING your home or business warm and comfortable, powering your wi-fi devices, or warming your hand-washing water – all of us at UGI are thankful for you. We understand that these are challenging times and we are committed to making things easier for our customers.

**We are Here for You**  
If you are having payment difficulties, please call our office to discuss your options. We will help you determine which payment plans or programs will best meet your current needs.

Our Customer Care team is available 8:00 a.m. to 5:00 p.m. Monday through Friday. Please call 800-276-2722 or review our [Frequently Asked Questions](#).

**Keeping You Connected**  
UGI has temporarily suspended the disconnection of natural gas or electric service due to non-payment.

**24/7 Safety is our Number One Priority**  
UGI is ready 24 hours a day, 7 days a week to promptly respond to emergency calls and to continue to provide safe and reliable energy service to keep you warm and comfortable.

**Residential Resources**

**Business Resources**

## Frequently Asked Questions

- How will COVID-19 impact my natural gas and/or electric service?
- What programs are available to help?
- Is there energy assistance available from UGI?
- What if my service is disconnected?
- Will I still be able to conduct business as normal with UGI?
- What else are you doing to ensure customer safety?
- Why do I see UGI employees working in my neighborhood?
- What else is UGI doing to help?
- How do I protect myself against scams?

### Service

**Temporary Disconnection Suspension**

Effective immediately, UGI will suspend the disconnection of natural gas or electric service due to non-payment.

**Energy Assistance**

UGI Utilities is committed to helping customers who make a sincere effort to pay their bills. If you are temporarily unable to pay your UGI bill, please visit our [customer assistance page](#) or contact the UGI Customer Information Center at 800-276-2722.

**Billing and Payment Information**

Find out more about all of the available Payment Options [here](#).

**Budget Billing Program**

If your gas or electric usage varies widely from month to month or seasonally, consider our [Budget Billing program](#), which allows you to spread your UGI costs evenly throughout the year.

### Safety

**Report Gas Leaks**

Call UGI at 800-276-2722 from a safe location immediately if you damage your meter or smell or hear natural gas.

Our emergency dispatch team will remain open as usual: 24 hours a day, seven days a week.

**Natural Gas Safety**

Please review [these important natural gas safety guidelines](#) to protect yourself and your loved ones.

**Electric Safety**

Please review [these important electric safety tips and information](#) to keep you safe.

To report a power outage, call 800-276-2722 and select option 2.

**COVID-19 Resources**

[Center for Disease Control and Prevention](#)  
[World Health Organization](#)  
[Pennsylvania Department of Health](#)  
[Pennsylvania Emergency Management Agency PEMA](#)

### Contact UGI

**Customer Service**

800-276-2722  
Monday-Friday, 8 AM – 5PM  
[customerservice@ugi.com](mailto:customerservice@ugi.com)

**Switching to Natural Gas**

800-276-2722 – Select Option 4  
Monday-Friday, 8 AM – 5PM  
[gasconversion@ugi.com](mailto:gasconversion@ugi.com)

**Call Before You Dig**

Call 811  
<http://www.pa811.org>



# COVID Residential Resources Web Page

Energy to do more®

<https://www.ugi.com/covid-19-response-plan/residential-resources/>

1-800-274-2722 OR CONTACT US    EMERGENCY    ELECTRIC OUTAGES    SEARCH    LOG IN

ACCOUNT & BILLING    CHOOSE GAS    SAFETY    WAYS TO SAVE    NEWS & COMMUNITY

## COVID-19 Residential Resources

TOGETHER WE CAN DO MORE > COVID-19 RESIDENTIAL RESOURCES

UGI is committed to making things easier for our customers during these challenging times. To help you worry less, we've compiled the following list of resources and information regarding assistance programs and payment options.

**Temporary Disconnection Suspension**  
Effective immediately, UGI will suspend the disconnection of natural gas or electric service due to non-payment.

**Late Payment Fees Waived**  
UGI is providing bill credits for any late payment charges billed on or after March 25th, 2020 and until further notice. Bill credits will be applied on the next billing statement.

**Billing and Payment Information**  
UGI offers a variety of payment options including:

- Creating an online account to pay online anytime
- Quick pay with a bank account with no fee
- Quick pay by credit cards with no fee
- Send your payment by mail

View all of our options on our [Payments & Billing page](#).

**Budget Billing Program**  
If your gas or electric usage varies widely from month to month or seasonally, consider our [Budget Billing program](#), which allows you to spread your UGI costs evenly throughout the year.

**Additional Information**

- IRS Economic Impact Payment Information Center
- COMPASS Need-Based Benefits Application
- Center for Disease Control and Prevention
- World Health Organization
- Pennsylvania Department of Health
- Pennsylvania Emergency Management Agency (PEMA)
- Pennsylvania 211: Get Connected. Get Help.™

### Customer Assistance Programs to Help with Your Bill

Welcome! Thank You for Attending

www.ugi.com/heretohelp | (800) UGI WARM

As always, UGI offers many programs to assist customers in managing their energy costs and saving money. UGI is committed to helping customers who make a sincere effort to pay their bills. Our representatives can assist you by providing the information on a variety of energy assistance programs, making referrals to local agencies, applying for a grant from various fuel funds or establishing payment arrangements or an extension.

Existing assistance programs include:

**Assistance Grants**

**Low-income Home Energy Assistance Program (LIHEAP)** offers FREE energy assistance grants for income-qualified customers. You do not have to have an unpaid bill to receive these grants.

**Monthly Payment Reduction**

**Customer Assistance Program (CAP)** offers a personalized monthly payment based on income, average bill, and past due debt forgiveness with on-time monthly payments. The difference between the CAP payment and actual usage bill may also be forgiven.

**Hardship Fund**

**Operation Share Energy Fund** is a community-based program that is funded by voluntary donations from UGI employees, UGI customers and concerned citizens. This fund provides energy assistance grants to qualified customers who experience difficulty paying their heating bills.

**Contact UGI**  
UGI customers who are not eligible for low-income and fixed-income assistance but are experiencing trouble managing their energy costs should still consider contacting our Customer Care Center Monday through Friday from 8AM to 5PM at 800-276-2722. Our representatives can individually assist you and your family with additional options that may be available based on your account.



# COVID-19 Business Resources Web Page

<https://www.ugi.com/covid-19-response-plan/business-resources/>

**COVID-19 Business Resources**

TOGETHER WE CAN DO MORE > COVID-19 BUSINESS RESOURCES

Due to the COVID-19 pandemic, many non-essential businesses have been closed until further notice. UGI understands that your business relies on its operation to maintain payroll, insurance, and utilities to name a few. Because of that, we're working with legislators, local Chambers of Commerce, and building associations to identify and communicate programs available to help business customers.

In addition, the UGI Business support team has been working diligently to gather information we know our business customers need. The information is from a variety of sources, and as you know, this content changes frequently. We recommend checking with your accountant, financial institution or one of the organizations referenced below if you have questions or concerns about the available assistance programs offered as a result of the Corona Aid, Relief and Economic Security (CARES) Act.

**Contact UGI**  
Our Representatives are available Monday through Friday from 8AM - 5PM at **800-276-2722**

**Support Agencies**

- U.S. Small Business Administration
- SBA Local Assistance Agency Finder
- Chamber of Commerce:
  - PA Chamber COVID-19 Information
  - Local Chamber Listing
- U.S. Senator Bob Casey Website
- U.S. Senator Pat Toomey Website
- U.S. Treasury
- PA Public Utility Commission COVID-19 Information
- PA Department of Community & Economic Development



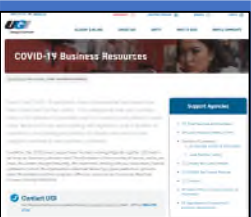
## Coronavirus Aid, Relief and Economic Security (CARES) Act & Financial Assistance for Business

<p><b>Economic Injury Disaster Loans (EIDL)</b></p> <ul style="list-style-type: none"> <li>Advance on loan up to \$10,000</li> <li>Program provides working capital of up to \$2 million; funds available within three days of successful application</li> <li>No need to repay the loan</li> <li><a href="#">Economic Injury Disaster Emergency Loan Advance Website</a></li> </ul>	<p><b>Small Business Administration Debt Relief</b></p> <ul style="list-style-type: none"> <li>Provides a reprieve to small businesses as they overcome challenges created by the current health crisis</li> <li>SBA will pay principal and interest of new 7(a) loans issued prior to September 27, 2020</li> <li>SBA will pay principal and interest of current 7(a) loans for period of six months</li> <li><a href="#">SBA Debt Relief Website</a></li> </ul>	<p><b>Small Business Administration Express Bridge</b></p> <ul style="list-style-type: none"> <li>Small businesses with an existing relationship with an SBA Express Lender may access up to \$25,000 with less paperwork</li> <li>Businesses waiting for Economic Injury Disaster Loan disbursement may qualify for this loan</li> <li>Loan will be repaid in full or in part by proceeds from EIDL loan</li> <li><a href="#">SBA Express Bridge Loans Website</a></li> </ul>
<p><b>Additional Tax-Related Help</b></p> <ul style="list-style-type: none"> <li><a href="#">New Employee Retention Tax Credit</a> is for employers who are closed, partially closed, or experiencing significant revenue losses as a result of COVID-19. Employers who receive a Paycheck Protection Program (PPP) loan are not eligible for the tax credit. Available for private employers, including non-profits meeting specific eligibility criteria.</li> <li><a href="#">Deferral of Payroll Taxes</a></li> <li><a href="#">Expanded Unemployment Insurance</a></li> <li><a href="#">Immediate Tax Credits for FFCRA Leave</a></li> </ul>	<p><b>Save Small Business Fund</b></p> <ul style="list-style-type: none"> <li>Provides \$5,000 in short-term relief</li> <li>Employer criteria includes:                     <ul style="list-style-type: none"> <li>Between 3 and 20 Employees</li> <li>Operating in one of a select group of economically vulnerable zip codes</li> <li>Has been harmed financially by the COVID-19 pandemic</li> </ul> </li> <li><a href="#">Save Small Business Fund Website</a></li> </ul>	<p><b>Paycheck Protection Program (PPP)</b></p> <ul style="list-style-type: none"> <li>Provides loan forgiveness for retaining employees by temporarily expanding the traditional SBA 7(a) loan program</li> <li>For employer that has 500 workers or less (hospitality or food service employee count is per location)</li> <li>No collateral required</li> <li>Loans up to 250% of employer's average monthly payroll costs, with \$10 million cap</li> <li>Loans will be forgiven if the employer maintains its workforce for the covered period February 15, 2020 to June 30, 2020</li> <li><a href="#">Paycheck Protection Program Website</a></li> </ul>

**Large Commercial and Industrial Accounts**

Commercial or industrial businesses with a rate category of DS, LFD, XD or IS that are experiencing financial strain as a direct result of COVID-19 should contact our Large Customer Billing group at [LCBgroup@ugi.com](mailto:LCBgroup@ugi.com) or 866-613-0571 to discuss available payment options.

Major Accounts customers can access billing and meter worksheets, invoices, usage history, etc. on [UGI's Transportation Customer Portal](#).

March 13 – June 1, 2020		Pageviews	Unique Pageviews	Average Time on Page
	<b>COVID-19 Response Plan (<a href="http://www.ugi.com/covid-19-response-plan">www.ugi.com/covid-19-response-plan</a>)</b>	21,106	18,823	1:43
	<b>Residential Resources Page (<a href="http://www.ugi.com/covid-19-response-plan/residential-resources">www.ugi.com/covid-19-response-plan/residential-resources</a>)</b>	1,627	1,420	1:38
	<b>Business Resources Page (<a href="http://www.ugi.com/covid-19-response-plan/business-resources">www.ugi.com/covid-19-response-plan/business-resources</a>)</b>	136	122	2:11





# May 2020 Bill Insert (English One Side/Spanish Other Side)

Energy to do more®

Audience: All Customer Classes Receiving Paper Bills\* (577,000)



## Together we can do more.

At UGI, we are committed to making things easier for our customers during these challenging times.

### We Are Here for You

If you are unable to make a payment, please call our office to discuss your options. Our Customer Care team is available 8:00 a.m. to 5:00 p.m. Monday through Friday to help customers determine which payment plans or programs will best meet their current needs. **Please call 800-276-2722.**

### Keeping You Connected

UGI has temporarily suspended the disconnection of natural gas or electric service due to non-payment.

### Help When You Need It

UGI is providing bill credits for any late payment charges billed on or after March 25th, 2020 and until further notice. Bill credits will be applied on the next billing statement.

Our Customer Care team is here to help connect you with resources that will meet your needs, including access to help through our energy assistance programs, making referrals to local agencies, and eligibility for energy grant programs. Visit [www.ugi.com/customerassistance](http://www.ugi.com/customerassistance) for more information.

### 24/7 Safety is our Number One Priority

UGI is ready 24 hours a day, 7 days a week to promptly respond to emergency calls and to continue to provide safe and reliable energy service to keep you warm and comfortable.

### Share the Warmth

Operation Share energy fund provides energy assistance grants to customers who have trouble paying their energy bills. 100% of every dollar donated goes directly to a local household in need. To join us in helping your neighbors, visit [www.ugi.com/operationshare](http://www.ugi.com/operationshare).



**We know you have a lot to take care of, so let UGI take care of you.**

For the latest information, please visit [www.ugi.com/together](http://www.ugi.com/together).



## Juntos podemos hacer más.

En UGI, estamos comprometidos a facilitar las cosas para nuestros clientes durante estos tiempos difíciles.

### Estamos aquí para usted

Si no puede realizar un pago, llame a nuestra oficina para analizar sus opciones. Nuestro equipo está disponible de Lunes a Viernes de 8:00 a.m. a 5 p.m. para ayudar a los clientes a determinar qué planes o programas de pago satisfarán mejor sus necesidades actuales. **Por favor llame al 800-276-2722.**

### Manteniéndote conectado

UGI ha suspendido temporalmente la desconexión del servicio de gas natural o eléctrico por falta de pago.

### Ayuda cuando lo necesitas

UGI está proporcionando créditos en la factura por los cargos por pagos atrasados facturados a partir del 25 de marzo de 2020 y hasta nuevo aviso. Los créditos de factura se aplicarán en el próximo estado de cuenta.

Nuestro equipo está aquí para ayudarlos a conectarse con los recursos que satisfarán sus necesidades, incluido el acceso a la ayuda a través de nuestros programas de asistencia energética, la derivación a agencias locales y la elegibilidad para programas de subvención energética. Visite [www.ugi.com/customerassistance](http://www.ugi.com/customerassistance) para más información.

### 24/7 La seguridad es nuestra política número uno

UGI está listo las 24 horas del día, los 7 días de la semana para responder rápidamente a las llamadas de emergencia y continuar brindando un servicio de energía seguro y confiable para mantenerlo cálido y cómodo.

### Comparte el calor

El fondo de energía Operation Share proporciona subvenciones de asistencia energética a clientes que tienen problemas pagando sus facturas. El 100% de cada dólar donado va directamente a un hogar local necesitado. Para unirse a nosotros para ayudar a sus vecinos, visite [www.ugi.com/operationshare](http://www.ugi.com/operationshare).



**Sabemos que tienes mucho que cuidar, así que deja que UGI se ocupe de ti.**

Para obtener la información más reciente, visite [www.ugi.com/together](http://www.ugi.com/together).

[www.ugi.com/together](http://www.ugi.com/together) destination is <https://www.ugi.com/covid-19-response-plan/>

\*Customers enrolled in eBill received email with "Together" content



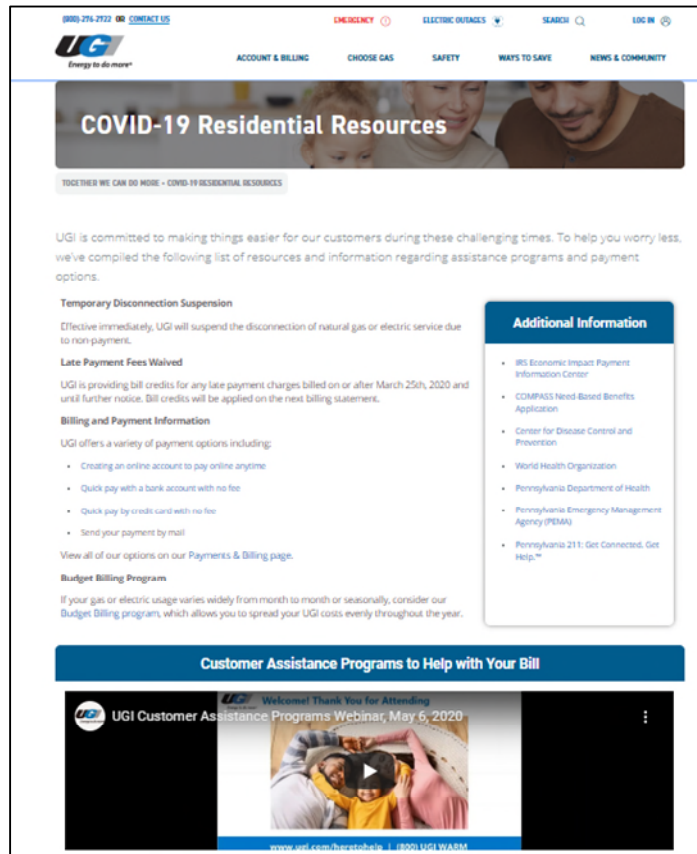
# May 4 - Customer Assistance Program Video Added to Customer Assistance Program Web Page



Results 5/4 – 6/1/2020	Video Link	Views
Pre-recorded webinar (English)	<a href="https://youtu.be/alwjDpWaOfA">https://youtu.be/alwjDpWaOfA</a>	238
Pre-recorded webinar (Spanish)	<a href="https://youtu.be/uuBNEa6toxE">https://youtu.be/uuBNEa6toxE</a>	75



# May 20 - Recorded Zoom Webinar Video Added to COVID-19 Residential Resources Web Page



Results 5/26 - 6/1/2020	Video Link	Views
Live (Zoom) webinar recording*	<a href="https://youtu.be/x8ViQiH3z3k">https://youtu.be/x8ViQiH3z3k</a>	23

\*Planned future communications to All Residential Natural Gas & Electric Customers will include a link to this video.



# May 2020 - Facebook Ads

Energy to do more®

5/5/2020 through 5/18/2020

**UGI Utilities, Inc.**  
 Sponsored ·

At UGI, we are committed to making things easier for our customers during these challenging times.

UGI.COM  
**Together We Can Do More**  
 For All UGI Customers

[LEARN MORE](#)

Results 5/5/2020 – 5/31/2020	Total
Impressions	1,327,932
Reach	228,484
Clicks	4,877

5/18/2020 to Current\*

**UGI Utilities, Inc.**  
 Sponsored ·

We are committed to making things easier for our customers and have compiled a list of resources and information [...See More](#)

UGI.COM  
**UGI is Here to Help**  
 For Residential Customers

[LEARN MORE](#)

Adelaida Meyer... 1 Comment 2 Shares

Like Comment Share

\*June 1, 2020



# March 18 – Email

Energy to do more®

Subject: “COVID-19 Virus Response:  
UGI Utilities is Here for  
You”

Audience: All Customer Classes

Delivered: 328,922



Energy to do more®

During the coronavirus (COVID-19) emergency, UGI remains committed to providing safe and reliable natural gas service to you 24 hours a day, 7 days a week.

We know that the daily changes brought on by COVID-19 present significant challenges to our customers and the communities we serve, but our teams are **ready and standing by to help in any way we can.**

First, we continue to closely monitor the situation. The health, safety, and productivity of our employees, customers and stakeholders is our top priority. Our efforts are focused on maintaining a safe and productive operation that continues to meet the needs of our customers. We would like you to know that significant steps we have taken to manage this situation include:

- Ensuring that essential personnel are in position and able to respond to our customers.
- Initiating an expanded work-from-home policy and communication system connectivity for most of our office employees.
- Implementing field operating safety measures to assure that all utility work can be completed in a safe manner for both our employees and customers. These measures include 'social distancing' protocols, use of additional personal protective equipment (PPE), and vehicle disinfecting stations.
- Developing and using prescreening questions for any work involving contact between field staff and customers.
- Suspending service disconnections for nonpayment until further notice.

UGI will review developments associated with the COVID-19 virus and will respond to changing circumstances as appropriate. We urge customers with specific questions to call 800-276-2722 to speak with a UGI customer service representative.

In the meantime, we are hopeful that you, your family, friends, colleagues, and communities remain safe and healthy.



# March 20 – Email

Energy to do more®

Subject: “Important Message Re:  
Your Natural Gas Service  
Installation at %%Service  
Address Full Street%%”

Audience: Prospective Customers  
Converting to Natural Gas  
Who Have Signed  
Contracts But No Meter Set  
Yet

Delivered: 473



Dear Gerald Stephens,

In an effort to do our part to help prevent the further spread of COVID-19 and at the direction of Pennsylvania Governor Tom Wolf, UGI has temporarily suspended all non-emergency construction work. This suspension includes the construction work to connect homes and businesses to the natural gas main nearby. Please disregard this email if construction has already been completed at your property.

If you feel that the service connection to your home or business would be considered an emergency, i.e., no heating source available at your property, please respond to me at [rmyers@ugl.com](mailto:rmyers@ugl.com) as soon as possible, and I will work with our Regional Operations Directors to request waivers from the Governor’s office in order for the work to be completed.

As the situation around COVID-19 evolves, UGI Utilities will continue to review the developments associated with the virus and will respond to changing circumstances as appropriate. For updates to the UGI COVID-19 Response Plan, please visit [our website](#). UGI Utilities urges you to direct specific questions to our agents at [800-276-2722](tel:800-276-2722).

We thank you for your patience and understanding and look forward to serving you as a UGI natural gas customer in the near future.

Sincerely,

Ron Myers  
UGI Representative  
[rmyers@ugl.com](mailto:rmyers@ugl.com)



# March 24 – Email

Energy to do more®

Subject: “COVID-19 Response: Our Customer Spoke, We Listened”

Audience: All Customer Classes

Delivered: 329,130



Energy to do more®

During the coronavirus (COVID-19) emergency, UGI remains committed to providing safe and reliable natural gas service to you 24 hours a day, 7 days a week.

UGI continues to provide reliable service to you while utilizing field operating safety measures such as ‘social distancing’, use of additional personal protective equipment (PPE), and vehicle disinfecting stations.

To further aid our customers during what is likely a disruptive time, UGI continues to suspend service disconnections for nonpayment.

Additionally, for all customers, UGI will provide a bill credit for any late payment charges billed on or after March 25th, 2020 until further notice. A bill credit for the amount of the late payment charge will be applied on your next billing statement.

If you are having trouble paying your bill, there are options available from UGI’s customer care programs such as [budget billing](#) to help with averaging your bill evenly over the year. UGI’s Customer Care Team is also available to answer your questions and concerns at [800-276-2722](tel:800-276-2722). Please follow the links below to learn more.

- **Login to your online account:**  
<https://www.ugi.com>
- **Register for an online account:**  
<https://onlineaccount.ugi.com/portal/CustomerRegistration.aspx>
- **Sign up for budget billing:**  
<https://www.ugi.com/payments-billing/budget-billing/>
- **Learn more about UGI’s Customer Assistance Programs:**  
<https://www.ugi.com/assistance-programs/>

We know that the daily changes brought on by COVID-19 present significant challenges to our customers and the communities we serve, but our teams are ready and standing by to help in any way we can. We urge customers with specific questions to call [800-276-2722](tel:800-276-2722) to speak with a UGI Customer Service Representative.

In the meantime, we are hopeful that you, your family, friends, colleagues, and communities remain safe and healthy.



# March 27 – Email

Energy to do more®

Subject: “COVID-19 Update for UGI’s Major Accounts”

Audience: Major Accounts

Delivered: 1,673



Energy to do more®

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**To UGI’s Valued Major Account Customers:**

During these trying times, UGI would like to take this opportunity to remind you of our continued commitment to providing safe and reliable service 24 hours a day, 7 days a week. Specifically, for our Major Account customers, we wanted to highlight some important notes, resources and reminders:

- Information regarding UGI’s overall business continuity plan and FAQs pertaining to COVID-19 can be found here: <https://www.ugi.com/covid-19-response-plan>
- UGI’s Transportation Customer Portal provides customers access to billing and meter worksheets, invoices, usage history, etc. and can be found here: <http://www.ugi.com/transportation>
- UGI has temporarily ceased shut-off activity and is waiving late payment charges (a credit will be applied on your next billing statement) until further notice.
- UGI reminds all customers to continue to work closely with their suppliers to balance deliveries with usage.
- UGI encourages you to keep an open line of communication with us on any significant changes to your use of natural gas.
  - UGI’s Large Customer Billing team is fully dedicated to our Key Accounts Customer base. We’re closely monitoring the [LCBgroup@ugi.com](mailto:LCBgroup@ugi.com) inbox daily. Additionally, the team is responding to voicemails left at 866 615 0571 (to be returned within 24-48 business hours). Further, the LCB team can assist with setting up auto-payment options.
  - As an additional resource, please route non-billing related updates or questions to your local Relationship Manager:



**Steve Bareuther**

SERVES HARRISBURG  
EAST SHORE,  
LANCASTER AND  
LEBANON AREA

610-736-5446  
[sbareuth@ugi.com](mailto:sbareuth@ugi.com)



**Joseph Bauman**

SERVES SCRANTON,  
WILKES-BARRE,  
POCONO AND  
POTTSVILLE AREA

570-829-8901  
[jbauman@ugi.com](mailto:jbauman@ugi.com)



**Rhiannon Hazzard**

SERVES READING,  
ALLENTOWN AND  
EASTON AREA

610-796-3436  
[rhazzard@ugi.com](mailto:rhazzard@ugi.com)



**Andrew Rohrer**

SERVES HARRISBURG  
WEST SHORE,  
LEWISBURG,  
WILLIAMSPORT AND  
LOCK HAVEN AREA

570-701-9010  
[arohrer@ugi.com](mailto:arohrer@ugi.com)





# April 23 - Email

Energy to do more®

Subject: "A Thank You from UGI"  
Audience: All Residential Natural Gas  
& Electric Customers  
Delivered: 313,833



thank you!

Recently, there has been so much uncertainty in our lives. **One thing that remains certain is how grateful we are to have you as a customer.** We want you to know that we truly appreciate the opportunity to meet your energy needs – whether it's keeping your home warm and comfortable, drying your seemingly endless loads of laundry or warming your hand-washing water – **all of us at UGI are thankful for you.**

If you've reached out to our Customer Care Team and shared your story, **thank you.** If you've helped your neighbors through a donation to our Operation Share Energy Fund, **thank you.** If you've paid your recent energy bill, **thank you.** If you've called 811 before starting a landscaping project, **thank you.**

And to our customers, friends and neighbors on the front lines of the COVID-19 pandemic going to work every day to help the rest of us in any capacity, **a special thank you,** we truly appreciate your selflessness, courage and dedication during this crisis.

Finally, if there is anything we can do to support you, please contact us at 800-276-2722 or [visit our website](#) for resources to assist you during this time. Now, and always, we are here for you.

Sincerely,

Your Friends in Customer Care at UGI Utilities

[COVID-19 RESPONSE PLAN](#) | [GAS SAFETY](#) | [ELECTRIC SAFETY](#)



# April 23 - Email

Energy to do more®

Subject: "A Thank You from UGI"  
Audience: All Non-Residential Natural Gas & Electric Customers  
Delivered: 18,874



thank you!

Recently, there has been so much uncertainty in our lives. **One thing that remains certain is how grateful we are to have you as a customer.** We want you to know that we truly appreciate the opportunity to meet your energy needs – whether it's keeping your business warm and comfortable, warming your hand-washing water or powering your equipment – **all of us at UGI are thankful for you.**

We recognize it's been a tough few weeks, especially for our business customers. Please know that we are standing by and ready to support you now, and when your doors reopen. And to those on the front lines of the COVID-19 pandemic going to work every day to help the rest of us in any capacity, **a special thank you**, we truly appreciate your selflessness, courage and dedication during this crisis.

If there is anything we can do to support you, please contact us at [800-276-2722](tel:800-276-2722) or [visit our website](#) for resources to assist you during this time. **Now, and always, we are here for you.**

Sincerely,

**Your Friends in Customer Care at UGI Utilities**

[COVID-19 RESPONSE PLAN](#) | [GAS SAFETY](#) | [ELECTRIC SAFETY](#)



Energy to do more®

# Feedback from April 23 Thank You Emails

Residential: 47% open rate or 147,798 unique opens | Commercial: 35% open rate or 6,647 unique opens.

- Nooo thank you for your services!!!
- Thank You All As Well! 🙏😊
- Thank you for being great!
- Aw, thank you! - Bill Davis A.P.T Distributing Co.
- Thank you! 😊
- Thank you for your email!!!
- As a frontline worker, thank you. Thank you for being a great company to me and my family over the years! Your work does not get overlooked by these eyes. Sincerely, Sherry Moll
- Thanks for the empathy during this process.
- thank you for your heart support thank you God bless you
- Dear UGI, Thank you for your email, it was very well received. It is nice to see a positive email from you. Stay safe, Warm regards, Angela Stauffer
- 👍😊❤️
- WOW! What a nice gesture to reach out to your customers during this uncertain and stressful time. Kudos to you!
- Thank you for being such a reliable energy provider throughout the years. It means a lot to me to never have to worry about my gas supply. Stay positive -stay healthy - stay safe. Sue Carter
- THANK YOU SO MUCH..
- You don't need to thank us we need to thank you for all you do so efficiently and professionally expertly
- Thank you so much
- Thank you guys
- And I, in return to everyone at UGI Utilities, Inc.,...
- And we thank you for keeping us warm
- It is a company that I trust.
- UGI Utilities Staff: Thank you for the gracious note to your consumers. It is very much appreciated.
- We had to avail ourselves of your services due to a problem with our heater. The Service Technician you sent was very knowledgeable, gracious, and had us repaired in a timely fashion. Having the service contract is a great convenience. A satisfied customer, Angelina (Mrs. Joseph) Marnickas
- Thank you for your dedication during this crisis. George and Pennie Dodson
- Thank You!
- Thank you for your concern.
- We appreciate you too!!! 👍
- Have a nice day! Sincerely, Therese Miller
- your welcome an thank you also😊
- Welcome And Thank You
- Thank you ..... Robert Asby
- Thank you for your email... So many companies have sadly become unrecognizable and it's customers forgotten. Please stay safe and again thank you for this email..
- No, Thank You!
- THANK YOU THAT HIT MY HEART
- Very touch with your message and thank you for keeping us warm
- Thank You for your pleasant letter, as I want to thank all of you for working hard to keep every ones needs taken care of ,so much appreciated, stay safe and God Bless.




# May 2 - Email

Energy to do more®

**Subject:** "Join Us for a Webinar on Assistance Programs You May Be Eligible For"

**Audience:** Residential Low Income Natural Gas & Electric Customers

**Delivered:** 16,706



**UGI is Here to Help**





Do you, or someone you know, need help paying your UGI utility bills?

UGI is committed to helping customers who make a sincere effort to pay their bills. Our representatives will be holding a live webinar where they will provide information on a variety of energy assistance programs. There will be a question and answer segment following the presentation.


**Free Customer Assistance Programs Webinar**  
Join Online or by Phone this Wednesday, May 6, 1pm – 2pm


[REGISTER TO ATTEND & PRE-SUBMIT YOUR QUESTIONS](#)


During the webinar, our Customer Outreach Team sharing information about the following assistance programs:

-  **Low Income Home Energy Assistance Program (LIHEAP)**  
LIHEAP offers energy assistance grants to income-qualified customers. Additional money is available in emergency situations where a customer could be in danger of losing their heat.
-  **Customer Assistance Program (CAP)**  
UGI provides CAP participants with a personalized, monthly payment amount based on income, household size and average bill.
-  **Low Income Usage Reduction Program (LIURP)**  
LIURP provides high-usage, low-income households with home improvements to help reduce their energy bills. It provides long-term, cost-effective energy conservation services and equipment to low-income households with higher than average usage at no cost.
-  **Operation Share Energy Fund**  
This community-based program provides energy assistance grants funded by voluntary donations from UGI employees, UGI customers and concerned citizens. In addition, UGI provides a corporate donation to help fund the program.

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**PAY BILL ONLINE**

  
**START/STOP SERVICE**


  
**ENERGY SAVINGS**



# Webinar Registration Email Response

Energy to do more®

Subject: "Zoom Webinar  
Registration Confirmation"  
Audience: Any Customer Completing  
Zoom Webinar Registration  
Form  
Delivered: 158




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Dear Michelle,

Thank you for registering to attend the UGI Utilities Free Customer Assistance Programs Webinar.

On Wednesday, May 6 at 1pm, please click the link or dial the number below to join the webinar.

<https://UGIcorp.zoom.us/j/94980589151>

1-312-626-6799, ID: 94980589151#

**NEW TO ZOOM?**

**PC or Mac:**  
Click the Zoom link provided above, and run software when prompted. Select "join with computer audio" or click the phone call tab to dial in via one of the numbers provided.

**Mobile phone, iPad or tablet:**  
Download the free Zoom app from the iTunes or GooglePlay store; then tap on the link above.

**Landline or Mobile phone:**  
Dial the telephone number provided above and enter the Meeting ID when prompted.

**If you have any questions, please contact us Monday – Friday 8am – 5pm at 1-800-UGI-WARM.**

Sincerely,

**UGI Utilities**

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# May 6 - Email

Energy to do more®

**Subject:** "Reminder to Join Us Later today for Our Free Customer Assistance Program Webinar"

**Audience:** Any Customer that Registered for the Zoom Webinar

**Delivered:** 158



Dear Michelle,

We are looking forward to you joining us this afternoon for our Free Customer Assistance Programs Webinar. Our Customer Outreach team will be providing information on a variety of energy assistance programs.

**Today at 1pm**, please click the link or dial the number below to join the webinar.

<https://UGIcorp.zoom.us/j/94980589151>

**US: +1-312-626-6799, ID: 94980589151#**

**NEW TO ZOOM?**

**PC or Mac:**

Click the Zoom link provided above, and run software when prompted. Select "join with computer audio" or click the phone call tab to dial in via one of the numbers provided.

**Mobile phone, iPad or tablet:**

Download the free Zoom app from the iTunes or GooglePlay store; then tap on the link above.

**Landline or Mobile phone:**

Dial the telephone number provided above and enter the Meeting ID when prompted.

**If you have any questions, please contact us Monday – Friday 8am – 5pm at 1-800-UGI-WARM.**

Sincerely,

**UGI Utilities**



# May 4 - Email

Energy to do more®

**Subject:** "Important Message Re: Your Natural Gas Service Installation at %%Service Address Full Street%%"

**Audience:** Prospective Customers Converting to Natural Gas Who Have Signed Contracts But No Meter Set Yet

**Delivered:** 417



Dear Mark Leiss,

We hope this message finds you and yours safe and well! I'm writing to provide an update about construction to connect your property to the natural gas main nearby. As mentioned in my prior message, UGI suspended all non-emergency construction work to keep our customers, employees and communities safe, as directed by Governor Tom Wolf. As a result, we have developed a significant backlog of new construction work. We have been carefully monitoring guidelines provided by the Federal and Commonwealth Governments and have begun to prepare for when construction activities can resume. There are several challenges to overcome, including securing permits from local municipal offices, many of which were also closed. Please know that we are eager to serve you and are working very hard to schedule your installation as soon as possible. I, or another representative from UGI, will be reaching out to you as soon as we have details to share about your specific project.

If construction has already been completed at your property, please disregard this message with our apologies.

We appreciate your patience and look forward to serving you in the near future! Thank you again for choosing UGI Utilities.

Sincerely,

Ron Myers  
UGI Representative  
[rmyers@ugi.com](mailto:rmyers@ugi.com)



# May 4 - Email

Energy to do more®

**Subject:** "UGI Connections for Your Home – May 2020"

**Audience:** Residential Low Income Natural Gas & Electric Customers

**Delivered:** 30,000



Energy to do more®

## Join Us for a Free Webinar on Assistance Programs

Our representatives will be holding a live webinar on **May 6th from 1pm to 2pm** where they will provide information on a variety of energy assistance programs. There will be a question and answer segment following the presentation. [Register to attend and submit your questions.](#)



As a result of the coronavirus (COVID-19) emergency, UGI provided \$60,000 of financial support to local food banks serving communities in its service area to assist them in meeting the increased need. These donations are part of an initiative conducted by the various companies that are part of UGI Corporation to provide support to the many communities they serve.

"The COVID-19 crisis continues to evolve and it is clearly having a financial impact on millions of Pennsylvanians," Joe Arthur, Executive Director of the Central Pennsylvania Food Bank, said. "Over the past week, some of our partner agencies have already reported triple the amount of clients. Life-sustaining donations like the one provided by UGI will help us feed these families in need and help us provide 120,000 additional meals during this time. We are very grateful for UGI's support." UGI provided donations to the following food banks assisting residents in communities within the Company's service territory:

- The Central Pennsylvania Food Bank received \$20,000. The Central Pennsylvania Food Bank works to reduce hunger in 27 counties across central Pennsylvania.
- The Commission on Economic Opportunity received \$15,000 in support of the Weinberg Northeast Regional Food Bank. The Food Bank serves Lackawanna, Luzerne, Susquehanna, and Wyoming Counties.
- The Community Action Committee of the Lehigh Valley received \$10,000 in support of the Second Harvest Food Bank of the Lehigh Valley and Northeast Pennsylvania. Second Harvest Food Bank serves 200 agencies in Carbon, Lehigh, Monroe, Northampton, Pike, and Wayne Counties.
- Helping Harvest received \$10,000. Helping Harvest distributes food to more than 300 charitable food program partners in Berks and Schuylkill Counties.
- The Second Harvest Food Bank of Northwest Pennsylvania received \$5,000. Second Harvest serves 11 counties in northwest Pennsylvania.



**We Are Here for You.** If you are unable make a payment, please call our office to discuss your options. Our Customer Care team is available Monday-Friday, 8am – 5pm to help customers determine which payment plans or programs will best meet their current needs. For more information on how we can help, [visit our website](#) or call [800-276-2722](tel:800-276-2722).





# May 12 - Email

Energy to do more®

Subject: "UGI is Here to Help"

Audience: All Customer Classes

Delivered: 331,034



At UGI, we are committed to making things easier for our customers during these challenging times.



### We are Here for You

If you are unable make a payment, please call our office to discuss your options. Our Customer Care team is available 8:00 a.m. to 5:00 p.m. Monday through Friday to help customers determine which payment plans or programs will best meet their current needs. Please call 800-276-2722.



### Keeping You Connected

UGI has temporarily suspended the disconnection of natural gas or electric service due to non-payment.



### Help When You Need It

UGI is providing bill credits for any late payment charges billed on or after March 25th, 2020 and until further notice. Bill credits will be applied on the next billing statement.

Our Customer Care team is here to help connect you with resources that will meet your needs, including access to help through our energy assistance programs, making referrals to local agencies, and eligibility for energy grant programs. [Visit our website](#) for more information.



### Safety is our Number One Priority

UGI is ready 24 hours a day, 7 days a week to promptly respond to emergency calls and to continue to provide safe and reliable energy service to keep you warm and comfortable.



### Share the Warmth

Operation Share energy fund provides energy assistance grants to customers who have trouble paying their energy bills. 100% of every dollar donated goes directly to a local household in need. To join us in helping your neighbors, [visit our website](#).

We know you have a lot to take care of, so let UGI take care of you.



# May 27 - Email

Energy to do more®

Subject: "Important Info Regarding Your Account Management"

Audience: Current Residential Natural Gas & Electric Customers Not Enrolled in AutoPay or Electronic Billing

Delivered: 55,796

Dear Terry,

As we navigate this unprecedented time, UGI's top priority is the safety and well-being of our customers and the communities we serve.

UGI is committed to helping provide support and solutions you may need as developments unfold. You can always stay up to date on our response to COVID-19 at <https://www.ugi.com/covid-19-response-plan/>.



### Create an Online Account for Easy Account Management

For your convenience, we highly recommend managing your account digitally. When you create a UGI Online Account, you'll be able to access your bills and receive bill notifications via email, view your energy usage, update profile and contact settings, pay your bill, and more.

To create your Online Account, all you need is your UGI account number (12 digit number starting with a "4") and your service address zip code. [Create online account now.](#)



### Enroll in AutoPay for No Hassle, On-Time Payments

When you enroll in the UGI AutoPay program, your UGI account balance will be automatically deducted from your checking or savings account on the day your bill is due.

Enroll for free after you create your UGI Online Account. [Learn more.](#)



### Call Us. We're Here to Help.

Our Customer Care Center is staffed Monday through Friday from 8 am to 5 pm with helpful representatives who are ready to assist you. If you have questions about the above programs, or have concerns about your account, please call us at [800-276-2722](tel:800-276-2722).



# May 27 - Email

Energy to do more®

**Subject:** "Important Info Regarding Your Account Management"  
**Audience:** Past Due Residential Natural Gas & Electric Customers Not Enrolled in AutoPay or Electronic Billing  
**Delivered:** 28,942

Dear Terry,

We know our customers have a lot on their minds right now and we want you to know that we are committed to making things easier for you. We wanted to share some digital payment options that may simplify your life now, and in the future.



### Pay by Credit Card Without a Fee

Did you know that you can pay your bill with a credit card without a fee? [Pay with a credit card here.](#)



### Create an Online Account for Easy Account Management

For your convenience, we highly recommend managing your account digitally. When you create a UGI Online Account, you'll be able to access your bills and receive bill notifications via email, view your energy usage, update profile and contact settings, pay your bill, and more.

To create your Online Account, all you need is your UGI account number (12 digit number starting with a "4") and your service address zip code. [Create online account now.](#)



### Call Us. We're Here to Help.

Our Customer Care Center is staffed Monday through Friday from 8 am to 5 pm with helpful representatives who are ready to assist you. If you have questions about the above programs, or have concerns about your account, please call us at 800-276-2722.



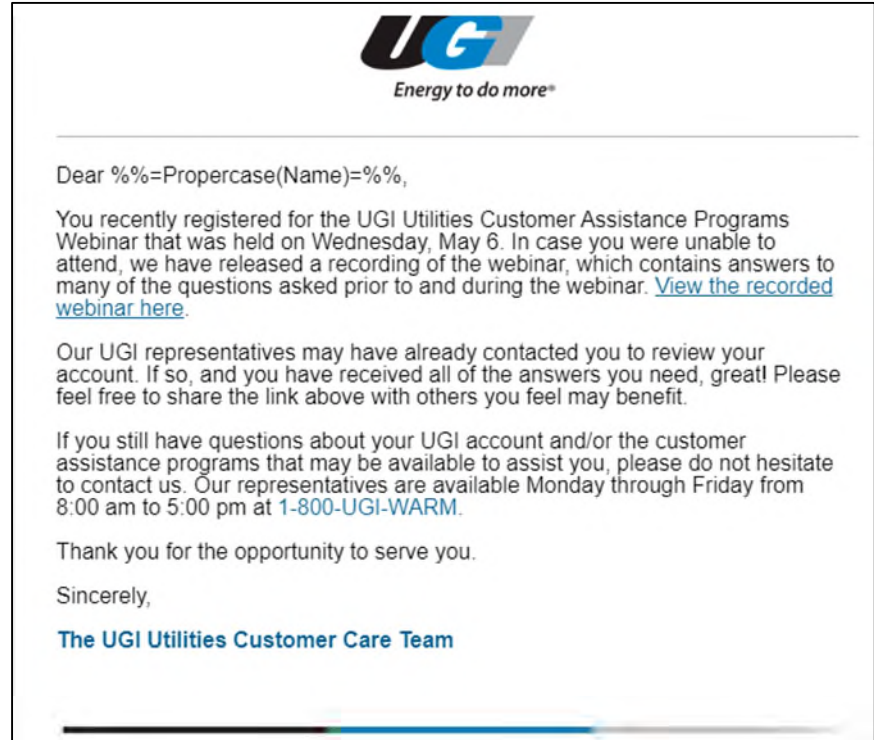
# May 28 - Email

Energy to do more®

Subject: "Thank You for Registering for Our Customer Assistance Webinar"

Audience: Customers That Registered for May 6 Zoom Webinar

Delivered: 158





# June 1- Email

Energy to do more®

**Subject:** "\$100 LIHEAP Crisis Grant Has Been Applied to Your UGI Account"

**Audience:** LIHEAP Supplemental \$100 Grant Recipients

**Delivered:** 1,999



Dear Joseph,

On May 18, 2020, the LIHEAP program re-opened and additional Crisis funding was made available due to the COVID-19 pandemic.

### Your Account Qualified for a \$100 Supplemental LIHEAP Benefit

UGI has received a supplemental amount of \$100 in LIHEAP Crisis funding which has been applied to your account as of May 27, 2020. This \$100 supplemental benefit counts towards your maximum Crisis benefit amount.

Even with this automatic grant from the Department of Human Services you may be eligible for an additional \$100 or more in Crisis Grant from LIHEAP. If you received a delinquent notice since April 9, 2020 and have not reached the \$800 Crisis Grant maximum, UGI will automatically request the additional amount from the Department of Human Services on your behalf, and automatically apply it to your UGI account upon receipt.

### Have Questions? We're Here to Help!

Please reach out to us at [800-UGI-WARM](tel:800-UGI-WARM). Customer Service Representatives are available Monday through Friday from 8:00am until 5:00pm.

Thank you for the opportunity to continue to serve you.

The UGI Utilities Customer Care Team

[COVID-19 RESPONSE PLAN](#) | [GAS SAFETY](#) | [ELECTRIC SAFETY](#)



# June 1- Direct Mail

Energy to do more®

Subject: "\$100 LIHEAP Crisis Grant Has Been Applied to Your UGI Account"  
Audience: LIHEAP Supplemental \$100 Grant Recipients  
Delivered: 797



Address Block

Dear First Name|

On May 18, 2020, the LIHEAP program re-opened and additional Crisis funding was made available due to the COVID-19 pandemic.

### Your Account Qualified for a \$100 Supplemental LIHEAP Benefit

UGI has received a supplemental amount of \$100 in LIHEAP Crisis funding which has been applied to your account as of May 29, 2020. This \$100 supplemental benefit counts towards your maximum Crisis benefit amount.

Even with this automatic grant from the Department of Human Services you may be eligible for an additional \$100 or more in Crisis grant funds from LIHEAP. If you received a delinquent notice since April 9, 2020 and have not reached the \$800 Crisis Grant maximum, UGI will automatically request the additional amount from the Department of Human Services on your behalf, and automatically apply it to your UGI account upon receipt.

### Have Questions? We're Here to Help!

Please reach out to us at (800) UGI WARM. Customer Service Representatives are available Monday through Friday from 8:00 AM until 5:00 PM.

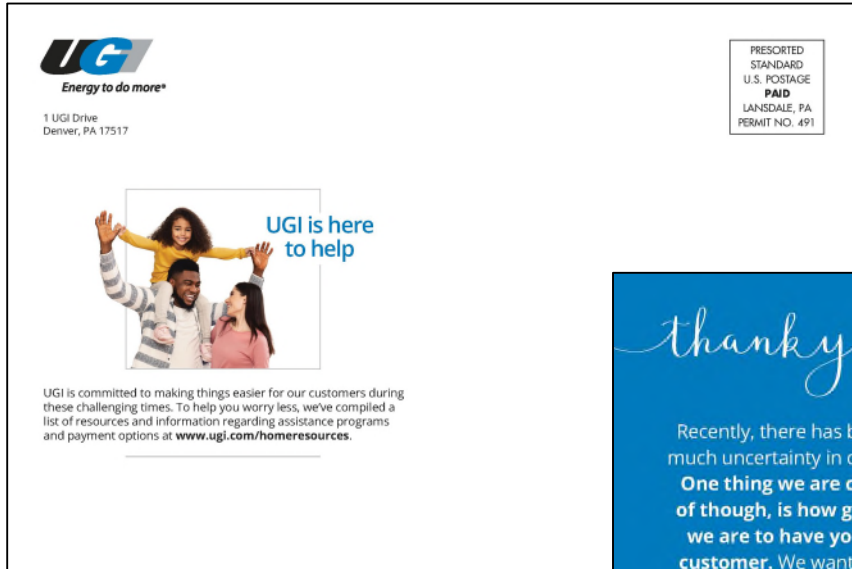
Thank you for the opportunity to continue to serve you.

The UGI Utilities Customer Care Team



# Direct Mail Postcard

Audience: Residential Natural Gas & Electric Customers without Email Address (Mailed to 250,623 Customers)



*thank you!*

Recently, there has been so much uncertainty in our lives. **One thing we are certain of though, is how grateful we are to have you as a customer.** We want you to know that we truly appreciate the opportunity to meet your energy needs—whether it's keeping your home or business warm and comfortable, drying your loads of laundry or warming your water—all of us at UGI are thankful for you.

**Together We Can Do More**

**We're here to help.**  
If you have concerns about your UGI account, please contact us at **(800) 276 2722**. Our representatives are available Monday through Friday from 8 a.m. to 5 p.m.

**Up-to-date information is online.**  
Visit [www.ugi.com/domore](http://www.ugi.com/domore)—we've put together resources our customers may need to get through the COVID-19 pandemic.



# Direct Mail Postcard

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Audience: Small Commercial Customers (Rate N, NT) without Email Address (Mailed to 26,862 Customers)

**UGI**  
Energy to do more®

1 UGI Drive  
Denver, PA 17517

UGI is here to help

UGI understands that your business relies on its operation to maintain payroll, insurance, and utilities to name a few. To support businesses affected by the COVID-19 pandemic, we're working with legislators, local Chambers of Commerce, and building associations to identify and communicate programs available to help business customers. For more information, visit [www.ugi.com/businessresources](http://www.ugi.com/businessresources).

PRESORTED  
STANDARD  
U.S. POSTAGE  
**PAID**  
LANSDALE, PA  
PERMIT NO. 491

*thank you!*

Recently, there has been so much uncertainty in our lives. **One thing we are certain of though, is how grateful we are to have you as a customer.** We want you to know that we truly appreciate the opportunity to meet your energy needs—whether it's keeping your home or business warm and comfortable, drying your loads of laundry or warming your water—all of us at UGI are thankful for you.

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**UGI**  
Energy to do more®





# Bill Send Envelope (Planned for July 2020)

Audience: All Customers Receiving a Bill in July 2020

**Together we can do more.**

If you have concerns about your UGI account, please contact us at **(800) 276-2722**. Our representatives are available Monday through Friday from 8 a.m. to 5 p.m.

**Up-to-date information is online.**

Visit [www.ugi.com/help](http://www.ugi.com/help) for helpful resources.

Recyclable Paper

UGI is here to help.

UGI bill is enclosed.

UGI Utilities, Inc.  
P.O. Box 13009  
Reading, PA 19612-3009

**UGI** Energy to do more®

PAID  
FIRST CLASS MAIL  
U.S. POSTAGE  
AND SERVICE  
MAIL

**UGI is here to help.**

# UGI Utilities, Inc.

## COVID-19 Related Community Based Organization Communication Efforts



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# March 6 – Email

## Audience: CAP Community Based Organizations Related to COVID

**3/6/2020**

Good Afternoon,

We continue to closely monitor the evolving situation related to the 2019 Coronavirus and adapt our processes when necessary and plan accordingly. With the safety of our CBO's, staff, and customers being our highest priority we would like to encourage you and your staff to limit all CAP paperwork to mail and contact over phone. For example: if a customer forgets to sign the consent and release form please just call them and get their consent over the phone and put your signature on the page and a small note that you signed but received consent over the phone.

This is precautionary advice just based on our concerns on everyone's health and safety. As of today, there are two confirmed cases of the Coronavirus in Pennsylvania; one in Delaware County and one in Wayne County. While the risk of contracting the Coronavirus is low and there are no specific travel restrictions at this time, we do know the number of confirmed cases continue to grow in the US and it would be best to limit travel and contact whenever possible.

Thank you,



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# March 18 – Email

## Audience: CAP Community Based Organizations Related to COVID

Good afternoon all,

Hope all is well and everyone is safe and healthy. We have been receiving a few emails from agencies regarding closures due to the pandemic. Can you please respond to this email with answers to the following questions. If you have any additional information or concerns please let us know.

1. Is/did your agency close completely?
2. Will any staff be available for customers remotely?
3. Will you continue taking applications?
4. Are customers aware of how or who to contact to get assistance?
5. What tasks (if any) have you ceased performing? (past due phone calls, recertifications, etc)
6. Is there anyone from your agency who we may contact for urgent situations?



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## March 21 – Email

### Audience: Direct Response to an Agency

Hi [REDACTED]

We have told others that had concerns that they can stop working the past due calls if they wish. We know that phone calls bring in a significant amount of income for the agencies so if you would like to work them and just make them a “courtesy” call we are also fine with that. UGI is not shutting off at this time, but these phone calls could also lead a conversation into seeking LIHEAP once it opens back up in May or referring for a special circumstance OpShare grant.

Let me know if you have any other questions

Thanks,

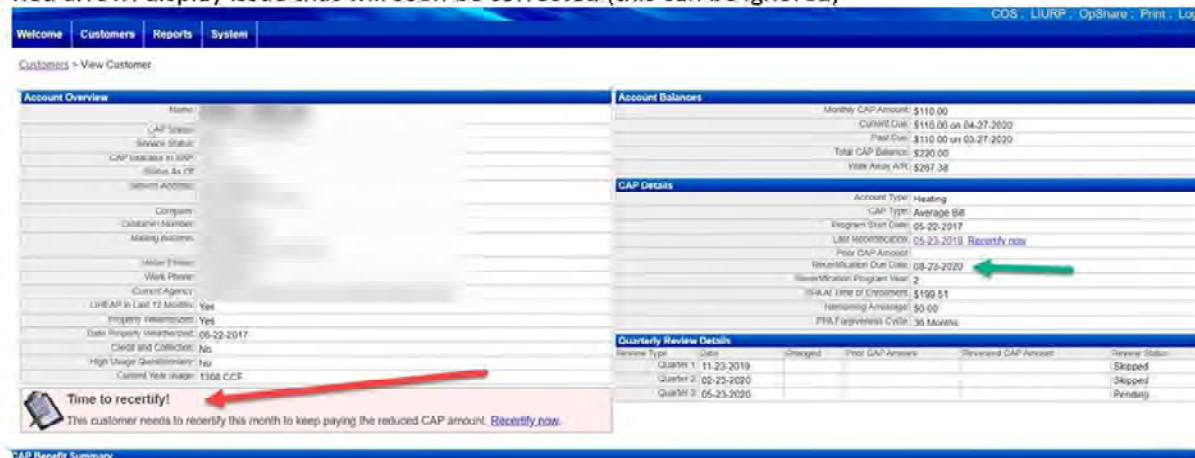
## Audience: CAP Community Based Organizations Related to COVID

Hello Everyone,

Due to COVID-19 we understand the challenges it may have/be causing to get all documents and applications in for a customer's recertification on time. so we have made a change to push all recertifications due dates out 3 months. **The task on recert reminders are now triggered off of the recertification due date.** if you can continue to work the recertifications we ask you to do so, but if you are unable, we are hoping this 3 month extension will help during this time.

Green arrow: recertification due date

Red arrow: display issue that will soon be corrected (this can be ignored)



Account Overview

Account Balances

Account Details

Quarterly Review Details

Time to recertify!  
This customer needs to recertify this month to keep paying the reduced CAP amount. [Recertify now](#)

CAP Benefit Summary

Stay safe and healthy everyone!

Thank you,



## Audience: CAP Community Based Organizations Related to COVID

**Subject:** Agency COVID-19 Check-in Summary

Good afternoon all,

Attached is a summary of some takeaways discussed during our conference call yesterday. Please free to let us know if you have any questions.

We hope that you and your families are staying safe and healthy during these trying times 😊 We appreciate all that you do!

Thank you,

**Below are some takeaways from all agencies:**

- Most agencies are waiting for governor to lift COVID-19 restrictions in order to retu office and have applied Payroll Protection Program for the time being
- Safety plan in place before re-entering customer homes
  - Making sure that customers stay in a separate room while staff is working
  - Possibility of E-signature for consent of weatherization
  - Providing surveys before visiting customers homes

**For the time being UGI will allow:**

- Jobs to be entered as closed, no measures to be partially compensated for in progress jobs and can be re-opened later to complete after inspection is completed

- Mid-year reviews to be extended or may not be issued this year, thus going into 3<sup>rd</sup> quarter reviews
- On temporary basis, health and safety measures can be increased \$250 for both renters and homeowners
- UGI will compensate for additional mileage if needed during COVID-19. Multiple vehicles may be needed therefore mileage for each vehicle will be paid
- In addition to compensating \$5 (up to 5) per contact attempt that does not result in a completed intake (withdraw, rejected) jobs, UGI will compensate \$10 (up to 5) for each contact attempt you make on potential jobs in an effort to keep the customer engaged during this pandemic until you are able to visit their home. These contact attempts must be tracked on a separate spreadsheet and emailed to LIURP team titled "Administrative Contacts".