



UGI Utilities, Inc.  
1 UGI Drive  
Denver, PA 17517

October 12, 2021

**VIA ELECTRONIC FILING**

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

**Re: Temporary Reporting Requirements: At-Risk Accounts Docket No. M-2020-3019244**


Dear Secretary Chiavetta,

In response to the Pennsylvania Public Utility Commission's directive for all electric, natural gas, water, wastewater, and telecommunications utilities to comply with a temporary reporting requirement, please find attached one (1) report for customers at-risk for termination. The report includes both UGI Utilities, Inc. gas and electric customers at-risk for termination as requested below as of July 31, 2019-2021, August 31, 2019-2021 and September 30, 2019-2021.

- Total number of a Residential and Non-Residential accounts at risk of termination at the end of the month and for the same months in 2019 and 2020. Please be advised that the 1-30 day period are lumped in with the 30-60 day at Risk Dollars.
- Total aggregate dollars of arrears, broken down by the same account categories, at the end of the month and for the same months in 2019 and 2020.
- The number of residential and non-residential accounts disconnected for non-payment with dollar amounts owed.

Should you have any questions regarding the content of this report, or require additional information, please do not hesitate to contact me at 610-736-5393 or via email at [dadamo@ugi.com](mailto:dadamo@ugi.com).

Sincerely,

DocuSigned by:  
  
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Daniel Adamo  
Vice President Customer Relations  
UGI Utilities, Inc.

Attachments

## PART A

	Total Number of Customers at Risk for Termination July 2019	Total Number of Customers at Risk for Termination July 2020	Total Number of Customers at Risk for Termination July 2021	Total Number of Customers at Risk for Termination August 2019	Total Number of Customers at Risk for Termination August 2020	Total Number of Customers at Risk for Termination August 2021	Total Number of Customers at Risk for Termination September 2019	Total Number of Customers at Risk for Termination September 2020	Total Number of Customers at Risk for Termination September 2021
<b>UGI Utilities - GAS</b>									
Residential - ALL	73,738	64,367	54,987	67,168	66,364	55,470	65,392	67,133	55,350
Residential Low Income	17,364	17,541	14,079	15,977	17,648	13,728	15,883	17,570	12,978
Residential CAP	12,631	13,758	11,770	12,930	13,812	11,948	13,082	13,728	11,543
Non-Residential	1,458	2,177	1,436	1,353	2,334	1,536	1,370	2,363	1,601
<b>Total</b>	<b>75,196</b>	<b>66,544</b>	<b>56,423</b>	<b>68,521</b>	<b>68,698</b>	<b>57,006</b>	<b>66,762</b>	<b>69,496</b>	<b>56,951</b>
<b>UGI Utilities - Electric</b>									
Residential - ALL	6,895	6,377	5,831	6,578	6,428	5,746	6,534	6,431	5,637
Residential Low Income	2,352	2,347	2,012	2,219	2,365	1,992	2,245	2,374	1,900
Residential CAP	1,865	1,897	1,764	1,838	1,900	1,779	1,904	1,916	1,637
Non-Residential	221	288	237	219	287	256	198	296	258
<b>Total</b>	<b>7,116</b>	<b>6,665</b>	<b>6,068</b>	<b>6,797</b>	<b>6,715</b>	<b>6,002</b>	<b>6,732</b>	<b>6,727</b>	<b>5,895</b>

## PART B

	Total Aggregate Dollars of Arrears - 31-60 Days July 2019	Total Aggregate Dollars of Arrears - 31-60 Days July 2020	Total Aggregate Dollars of Arrears - 31-60 Days July 2021	Total Aggregate Dollars of Arrears - 31-60 Days August 2019	Total Aggregate Dollars of Arrears - 31-60 Days August 2020	Total Aggregate Dollars of Arrears - 31-60 Days August 2021	Total Aggregate Dollars of Arrears - 31-60 Days September 2019	Total Aggregate Dollars of Arrears - 31-60 Days September 2020	Total Aggregate Dollars of Arrears - 31-60 Days September 2021
<b>UGI Utilities - GAS</b>									
Residential - ALL	\$ 6,477,821	\$ 6,941,528	\$ 6,004,493	\$ 6,039,172	\$ 5,944,111	\$ 4,736,844	\$ 5,306,835	\$ 5,689,871	\$ 4,187,634
Residential Low Income	\$ 1,174,089	\$ 1,178,059	\$ 1,015,787	\$ 971,217	\$ 868,151	\$ 808,882	\$ 835,242	\$ 787,359	\$ 571,160
Residential CAP	\$ 588,303	\$ 670,954	\$ 555,885	\$ 518,354	\$ 440,222	\$ 543,722	\$ 453,387	\$ 384,278	\$ 371,970
Non-Residential	\$ 155,035	\$ 471,467	\$ 199,822	\$ 124,934	\$ 428,425	\$ 162,007	\$ 112,146	\$ 392,623	\$ 147,746
<b>Total</b>	<b>6,632,856</b>	<b>7,412,995</b>	<b>6,204,315</b>	<b>6,164,106</b>	<b>6,372,536</b>	<b>4,898,851</b>	<b>5,418,981</b>	<b>6,082,494</b>	<b>4,335,380</b>
<b>UGI Utilities - Electric</b>									
Residential - ALL	\$ 944,879	\$ 872,215	\$ 884,165	\$ 919,007	\$ 993,243	\$ 818,926	\$ 920,660	\$ 1,087,885	\$ 811,350
Residential Low Income	\$ 278,201	\$ 238,841	\$ 232,359	\$ 277,705	\$ 295,450	\$ 220,731	\$ 280,849	\$ 322,138	\$ 219,424
Residential CAP	\$ 205,363	\$ 171,169	\$ 166,525	\$ 224,358	\$ 211,182	\$ 176,093	\$ 239,755	\$ 229,580	\$ 157,758
Non-Residential	\$ 14,062	\$ 44,334	\$ 27,224	\$ 18,531	\$ 45,519	\$ 27,103	\$ 17,030	\$ 50,371	\$ 25,526
<b>Total</b>	<b>958,941</b>	<b>916,549</b>	<b>911,389</b>	<b>937,538</b>	<b>1,038,762</b>	<b>846,029</b>	<b>937,690</b>	<b>1,138,256</b>	<b>836,876</b>

	Total Aggregate Dollars of Arrears - 61-90 Days July 2019	Total Aggregate Dollars of Arrears - 61-90 Days July 2020	Total Aggregate Dollars of Arrears - 61-90 Days July 2021	Total Aggregate Dollars of Arrears - 61-90 Days August 2019	Total Aggregate Dollars of Arrears - 61-90 Days August 2020	Total Aggregate Dollars of Arrears - 61-90 Days August 2021	Total Aggregate Dollars of Arrears - 61-90 Days September 2019	Total Aggregate Dollars of Arrears - 61-90 Days September 2020	Total Aggregate Dollars of Arrears - 61-90 Days September 2021
<b>UGI Utilities - GAS</b>									
Residential - ALL	\$ 3,285,193	\$ 3,251,281	\$ 3,495,722	\$ 2,110,419	\$ 3,143,351	\$ 2,620,620	\$ 1,914,520	\$ 2,618,894	\$ 1,902,697
Residential Low Income	\$ 752,567	\$ 638,022	\$ 618,066	\$ 438,609	\$ 569,142	\$ 472,307	\$ 373,344	\$ 393,367	\$ 305,597
Residential CAP	\$ 502,018	\$ 438,240	\$ 343,090	\$ 292,092	\$ 363,029	\$ 308,078	\$ 227,512	\$ 216,165	\$ 219,200
Non-Residential	\$ 138,493	\$ 323,478	\$ 142,719	\$ 77,411	\$ 263,999	\$ 92,539	\$ 52,451	\$ 195,592	\$ 73,608
<b>Total</b>	<b>3,423,686</b>	<b>3,574,759</b>	<b>3,638,441</b>	<b>2,187,830</b>	<b>3,407,350</b>	<b>2,713,159</b>	<b>1,966,971</b>	<b>2,814,486</b>	<b>1,976,305</b>
<b>UGI Utilities - Electric</b>									
Residential - ALL	\$ 375,102	\$ 353,334	\$ 437,113	\$ 268,978	\$ 326,046	\$ 347,624	\$ 279,612	\$ 373,405	\$ 296,436
Residential Low Income	\$ 119,463	\$ 108,464	\$ 96,747	\$ 93,606	\$ 96,273	\$ 88,849	\$ 98,214	\$ 103,254	\$ 77,988
Residential CAP	\$ 94,280	\$ 82,498	\$ 64,040	\$ 76,619	\$ 70,329	\$ 67,098	\$ 79,576	\$ 72,775	\$ 54,742
Non-Residential	\$ 8,864	\$ 16,061	\$ 10,588	\$ 6,745	\$ 18,027	\$ 12,994	\$ 6,213	\$ 22,158	\$ 9,492
<b>Total</b>	<b>383,966</b>	<b>369,395</b>	<b>447,701</b>	<b>275,723</b>	<b>344,073</b>	<b>360,618</b>	<b>285,825</b>	<b>395,563</b>	<b>305,928</b>

**PART B (cont'd)**

	Total Aggregate Dollars of Arrears 90+ Days July 2019	Total Aggregate Dollars of Arrears 90+ Days July 2020	Total Aggregate Dollars of Arrears 90+ Days July 2021	Total Aggregate Dollars of Arrears 90+ Days August 2019	Total Aggregate Dollars of Arrears 90+ Days August 2020	Total Aggregate Dollars of Arrears 90+ Days August 2021	Total Aggregate Dollars of Arrears 90+ Days September 2019	Total Aggregate Dollars of Arrears 90+ Days September 2020	Total Aggregate Dollars of Arrears 90+ Days September 2021
<b>UGI Utilities - GAS</b>									
<b>Residential - ALL</b>	\$ 30,924,202	\$ 35,351,862	\$ 35,430,563	\$ 29,915,083	\$ 36,725,984	\$ 35,901,694	\$ 30,160,031	\$ 37,469,999	\$ 35,608,978
<b>Residential Low Income</b>	\$ 9,416,021	\$ 10,121,240	\$ 8,597,174	\$ 8,548,934	\$ 10,296,308	\$ 8,454,583	\$ 8,572,763	\$ 10,295,962	\$ 8,043,553
<b>Residential CAP</b>	\$ 6,544,413	\$ 7,607,391	\$ 6,237,563	\$ 6,374,129	\$ 7,716,340	\$ 6,503,066	\$ 6,386,550	\$ 7,650,259	\$ 6,196,187
<b>Non-Residential</b>	\$ 1,288,600	\$ 2,378,040	\$ 1,601,671	\$ 1,225,018	\$ 2,449,782	\$ 1,566,132	\$ 1,203,707	\$ 2,334,568	\$ 1,342,452
<b>Total</b>	\$ <b>32,212,802</b>	\$ <b>37,729,902</b>	\$ <b>37,032,234</b>	\$ <b>31,140,101</b>	\$ <b>39,175,766</b>	\$ <b>37,467,826</b>	\$ <b>31,363,738</b>	\$ <b>39,804,567</b>	\$ <b>36,951,430</b>
<b>UGI Utilities - Electric</b>									
<b>Residential - ALL</b>	\$ 3,803,768	\$ 4,073,551	\$ 4,609,465	\$ 3,714,276	\$ 4,165,176	\$ 4,643,693	\$ 3,737,261	\$ 4,234,081	\$ 4,634,446
<b>Residential Low Income</b>	\$ 1,535,423	\$ 1,652,963	\$ 1,492,687	\$ 1,432,700	\$ 1,679,021	\$ 1,462,489	\$ 1,431,535	\$ 1,671,982	\$ 1,390,393
<b>Residential CAP</b>	\$ 1,205,756	\$ 1,317,300	\$ 1,150,904	\$ 1,161,720	\$ 1,333,967	\$ 1,172,355	\$ 1,178,932	\$ 1,323,800	\$ 1,070,074
<b>Non-Residential</b>	\$ 46,391	\$ 91,278	\$ 117,801	\$ 44,830	\$ 95,707	\$ 118,725	\$ 41,587	\$ 105,628	\$ 110,634
<b>Total</b>	\$ <b>3,850,159</b>	\$ <b>4,164,829</b>	\$ <b>4,727,266</b>	\$ <b>3,759,106</b>	\$ <b>4,260,883</b>	\$ <b>4,762,418</b>	\$ <b>3,778,848</b>	\$ <b>4,339,709</b>	\$ <b>4,745,080</b>

## PART C

	Total Number of Customers Terminated July 2019	Total Number of Customers Terminated July 2020	Total Number of Customers Terminated July 2021	Total Number of Customers Terminated August 2019	Total Number of Customers Terminated August 2020	Total Number of Customers Terminated August 2021	Total Number of Customers Terminated September 2019	Total Number of Customers Terminated September 2020	Total Number of Customers Terminated September 2021
<b>UGI Utilities - GAS</b>									
Residential - ALL	886	0	2887	1522	0	2992	775	0	2611
Residential Low Income	168	0	510	283	0	369	153	0	670
Residential CAP	85	0	280	206	0	220	110	0	198
Non-Residential	141	0	85	56	0	44	65	0	72
<b>Total</b>	<b>1027</b>	<b>0</b>	<b>2972</b>	<b>1578</b>	<b>0</b>	<b>3036</b>	<b>840</b>	<b>0</b>	<b>2683</b>
<b>UGI Utilities - Electric</b>									
Residential - ALL	125	0	184	40	0	237	43	0	216
Residential Low Income	33	0	42	4	0	41	10	0	51
Residential CAP	16	0	24	4	0	36	11	0	36
Non-Residential	11	0	2	4	0	10	7	0	6
<b>Total</b>	<b>185</b>	<b>0</b>	<b>252</b>	<b>44</b>	<b>0</b>	<b>247</b>	<b>50</b>	<b>0</b>	<b>222</b>

	Total Aggregate Dollars Terminated July 2019	Total Aggregate Dollars Terminated July 2020	Total Aggregate Dollars Terminated July 2021	Total Aggregate Dollars Terminated August 2019	Total Aggregate Dollars Terminated August 2020	Total Aggregate Dollars Terminated August 2021	Total Aggregate Dollars Terminated September 2019	Total Aggregate Dollars Terminated September 2020	Total Aggregate Dollars Terminated September 2021
<b>UGI Utilities - GAS</b>									
Residential - ALL	\$ 1,377,884	\$ -	\$ 3,065,749	\$ 947,091	\$ -	\$ 3,492,026	\$ 468,950	\$ -	\$ 3,333,385
Residential Low Income	\$ 288,242	\$ -	\$ 613,443	\$ 329,517	\$ -	\$ 449,513	\$ 133,219	\$ -	\$ 879,727
Residential CAP	\$ 158,428	\$ -	\$ 324,265	\$ 298,795	\$ -	\$ 299,586	\$ 96,839	\$ -	\$ 238,226
Non-Residential	\$ 137,652	\$ -	\$ 74,928	\$ 26,926	\$ -	\$ 48,556	\$ 48,350	\$ -	\$ 225,511
<b>Total</b>	<b>\$ 1,515,536</b>	<b>\$ -</b>	<b>\$ 3,140,677</b>	<b>\$ 974,017</b>	<b>\$ -</b>	<b>\$ 3,540,582</b>	<b>\$ 517,300</b>	<b>\$ -</b>	<b>\$ 3,558,896</b>
<b>UGI Utilities - Electric</b>									
Residential - ALL	\$ 229,028	\$ -	\$ 248,356	\$ 50,765	\$ -	\$ 333,802	\$ 25,266	\$ -	\$ 304,204
Residential Low Income	\$ 68,386	\$ -	\$ 63,026	\$ 10,592	\$ -	\$ 53,669	\$ 7,347	\$ -	\$ 62,685
Residential CAP	\$ 33,803	\$ -	\$ 31,429	\$ 5,940	\$ -	\$ 46,226	\$ 9,992	\$ -	\$ 49,897
Non-Residential	\$ 8,265	\$ -	\$ 2,221	\$ 2,330	\$ -	\$ 9,367	\$ 3,164	\$ -	\$ 7,878
<b>Total</b>	<b>\$ 237,293</b>	<b>\$ -</b>	<b>\$ 250,577</b>	<b>\$ 53,095</b>	<b>\$ -</b>	<b>\$ 343,169</b>	<b>\$ 28,430</b>	<b>\$ -</b>	<b>\$ 312,082</b>