



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

January 20, 2022

**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,

We wish to have you reject eFiling, Confirmation Number 2364110, due to combining UGI Gas and UGI Electric data with this submission.

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 October 31, 2019-2021, November 30, 2019-2021 and December 31, 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

**ATTACHMENT 1  
UGI GAS**

| <b>Residential</b>   |               |               |               |               |               |               |               |               |               |
|--|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
|  | Oct 2019      | Oct 2020      | Oct 2021      | Nov 2019      | Nov 2020      | Nov 2021      | Dec 2019      | Dec 2020      | Dec 2021      |
| Total Number of Accounts At Risk of Termination            | 62,883        | 65,809        | 54,156        | 60,926        | 66,174        | 55,061        | 61,328        | 65,493        | 54,749        |
| Total Aggregate Dollars of Arrears                         | \$ 34,167,129 | \$ 45,965,739 | \$ 41,420,665 | \$ 33,972,055 | \$ 45,948,466 | \$ 41,231,296 | \$ 35,858,323 | \$ 47,549,467 | \$ 43,032,651 |
| Dollars of Arrears 30-60 Days                              | \$ 4,851,142  | \$ 6,164,752  | \$ 4,033,825  | \$ 5,089,446  | \$ 5,927,912  | \$ 4,336,688  | \$ 6,459,212  | \$ 7,772,432  | \$ 6,096,142  |
| Dollars of Arrears 60-90 Days                              | \$ 1,663,105  | \$ 2,428,788  | \$ 1,786,221  | \$ 1,571,204  | \$ 2,604,216  | \$ 1,481,164  | \$ 1,956,771  | \$ 2,646,523  | \$ 1,548,378  |
| Dollars of Arrears 90+ Days                                | \$ 27,652,882 | \$ 37,372,199 | \$ 35,600,619 | \$ 27,311,405 | \$ 37,416,338 | \$ 35,413,444 | \$ 27,442,340 | \$ 37,130,511 | \$ 35,388,132 |
|  |               |               |               |               |               |               |               |               |               |
| Total Number of Customers Terminated for Non-Payment       | 3,814         | -             | 1,830         | 1,113         | -             | 1,774         | 1             | 40            | 0             |
| Total Dollars Owed of Customers Terminated for Non-Payment | \$ 4,477,872  | \$ -          | \$ 2,400,722  | \$ 1,228,637  | \$ -          | \$ 2,407,129  | \$ 2,692      | \$ 45,851     | \$ -          |

| <b>Non-Residential</b>                                     |              |              |              |              |              |              |              |              |              |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|  | Oct 2019     | Oct 2020     | Oct 2021     | Nov 2019     | Nov 2020     | Nov 2021     | Dec 2019     | Dec 2020     | Dec 2021     |
| Total Number of Accounts At Risk of Termination            | 1,359        | 2,331        | 1,562        | 1,306        | 2,285        | 1,522        | 1,169        | 1,913        | 1,404        |
| Total Aggregate Dollars of Arrears                         | \$ 1,329,623 | \$ 2,800,286 | \$ 1,456,485 | \$ 1,247,010 | \$ 2,584,689 | \$ 1,491,010 | \$ 1,244,473 | \$ 1,775,272 | \$ 1,426,937 |
| Dollars of Arrears 30-60 Days                              | \$ 117,719   | \$ 392,733   | \$ 144,026   | \$ 126,305   | \$ 400,280   | \$ 167,535   | \$ 206,117   | \$ 418,281   | \$ 264,757   |
| Dollars of Arrears 60-90 Days                              | \$ 54,554    | \$ 199,394   | \$ 56,773    | \$ 48,024    | \$ 142,232   | \$ 50,668    | \$ 46,017    | \$ 125,644   | \$ 42,994    |
| Dollars of Arrears 90+ Days                                | \$ 1,157,350 | \$ 2,208,159 | \$ 1,255,685 | \$ 1,072,681 | \$ 2,042,177 | \$ 1,272,807 | \$ 992,340   | \$ 1,231,347 | \$ 1,119,184 |
|  |              |              |              |              |              |              |              |              |              |
| Total Number of Customers Terminated for Non-Payment       | 33           | -            | 36           | 29           | 8            | 32           | 40           | 91           | 49           |
| Total Dollars Owed of Customers Terminated for Non-Payment | \$ 33,045    | \$ -         | \$ 33,573    | \$ 20,782    | \$ 14,273    | \$ 75,416    | \$ 22,652    | \$ 655,167   | \$ 53,485    |

**ATTACHMENT 2  
UGI ELECTRIC**

| <b>Residential</b>   |              |              |              |              |              |              |              |              |              |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
|  | Oct 2019     | Oct 2020     | Oct 2021     | Nov 2019     | Nov 2020     | Nov 2021     | Dec 2019     | Dec 2020     | Dec 2021     |
| Total Number of Accounts At Risk of Termination            | 6,557        | 6,592        | 5,673        | 6,456        | 6,693        | 5,768        | 6,609        | 6,858        | 6,025        |
| Total Aggregate Dollars of Arrears                         | \$ 4,677,100 | \$ 5,859,947 | \$ 5,646,816 | \$ 4,619,970 | \$ 5,997,599 | \$ 5,604,698 | \$ 4,859,269 | \$ 6,248,604 | \$ 5,974,397 |
| Dollars of Arrears 30-60 Days                              | \$ 801,538   | \$ 1,093,978 | \$ 756,783   | \$ 811,831   | \$ 1,066,152 | \$ 730,945   | \$ 931,089   | \$ 1,161,987 | \$ 908,514   |
| Dollars of Arrears 60-90 Days                              | \$ 282,962   | \$ 438,429   | \$ 301,948   | \$ 272,969   | \$ 455,273   | \$ 292,044   | \$ 303,870   | \$ 458,240   | \$ 293,887   |
| Dollars of Arrears 90+ Days                                | \$ 3,592,600 | \$ 4,327,540 | \$ 4,588,085 | \$ 3,535,170 | \$ 4,476,174 | \$ 4,581,709 | \$ 3,624,310 | \$ 4,628,378 | \$ 4,771,996 |
|  |              |              |              |              |              |              |              |              |              |
| Total Number of Customers Terminated for Non-Payment       | 136          | 0            | 206          | 94           | 0            | 161          | 0            | 0            | 0            |
| Total Dollars Owed of Customers Terminated for Non-Payment | \$ 205,713   | \$ -         | \$ 320,624   | \$ 168,772   | \$ -         | \$ 370,895   | \$ -         | \$ -         | \$ -         |

| <b>Non-Residential</b>                                     |           |            |            |           |            |            |           |            |            |
|--|-----------|------------|------------|-----------|------------|------------|-----------|------------|------------|
|  | Oct 2019  | Oct 2020   | Oct 2021   | Nov 2019  | Nov 2020   | Nov 2021   | Dec 2019  | Dec 2020   | Dec 2021   |
| Total Number of Accounts At Risk of Termination            | 211       | 293        | 244        | 212       | 308        | 247        | 230       | 280        | 261        |
| Total Aggregate Dollars of Arrears                         | \$ 72,793 | \$ 191,294 | \$ 139,026 | \$ 70,459 | \$ 202,242 | \$ 133,039 | \$ 77,391 | \$ 184,615 | \$ 136,994 |
| Dollars of Arrears 30-60 Days                              | \$ 20,195 | \$ 50,820  | \$ 22,642  | \$ 17,438 | \$ 54,138  | \$ 23,453  | \$ 22,039 | \$ 45,474  | \$ 26,166  |
| Dollars of Arrears 60-90 Days                              | \$ 8,271  | \$ 26,415  | \$ 11,005  | \$ 9,520  | \$ 26,262  | \$ 10,103  | \$ 8,105  | \$ 22,651  | \$ 9,464   |
| Dollars of Arrears 90+ Days                                | \$ 44,327 | \$ 114,059 | \$ 105,380 | \$ 43,501 | \$ 121,842 | \$ 99,483  | \$ 47,246 | \$ 116,490 | \$ 101,365 |
|  |           |            |            |           |            |            |           |            |            |
| Total Number of Customers Terminated for Non-Payment       | 1         | 0          | 7          | 3         | 0          | 2          | 2         | 7          | 2          |
| Total Dollars Owed of Customers Terminated for Non-Payment | \$ 482    | \$ -       | \$ 7,054   | \$ 4,661  | \$ -       | \$ 1,028   | \$ 1,423  | \$ 12,996  | \$ 1,258   |