

# Welcome Home



*Customer Information Guide*







# Nice to Meet You!

Thank you for trusting your family's energy needs to UGI.

We know that safe, reliable, and affordable energy is a necessity for you, whether you use it to keep your home warm, your water hot, or your lights on. That's why we take pride in delivering your fundamental energy needs through dependable service.

With UGI as your energy supplier, you get:

- ▶ Energy questions answered by knowledgeable staff
- ▶ Expert emergency service when you need it, day or night, from skilled employees
- ▶ Options to help manage your new account and control expenses

We pride ourselves on being a responsive, engaging energy company. Every day we strive to exceed your expectations.

In this guide, you'll find information on how your service works and how to save money. You can also visit [www.ugi.com](http://www.ugi.com) at any time or call 800-276-2722 for even more information.

Thank you again for choosing UGI. With our dependable service, you now have the **energy to do more.**

#### Headquarters:

*Denver, PA*

#### Total Employees:

*~1,700*

#### Natural Gas Pipeline Network:

*~12,400 miles*


#### Electric Line Network:

*~2,700 miles*

#### Annual Employee Volunteer Hours:

*~40,000 hours*

 *Applies to natural gas customers*

 *Applies to electric customers*

#### At a Glance

*UGI Utilities, Inc. is a natural gas and electric utility committed to delivering reliable, safe, and affordable energy to our 740,000 customers in 46 counties in Pennsylvania and one county in Maryland.*





# Understanding Your Bill

## 1 Customer Account Number

Please have this number ready when you contact us about your account.

## 2 How to Contact UGI

Use this contact information for questions regarding your bill or service.

## 3 Next Scheduled Reading

This is the scheduled date of your next UGI meter reading.

## 4 Meter Reading

The meter reading for the current billing period and amount of energy used; natural gas is shown in CCFs (1 CCF = 100 cubic feet of gas) and electric in kWh. Our personnel are scheduled to read your meter monthly. However, there are occasions when you may receive an estimated bill. We base estimates on usage history and the actual temperature during the billing period.

## 5 Price Comparison

Your current price to compare when shopping for an alternate energy supplier.

## 6 Messages

Important messages from us regarding programs you may participate in, such as budget billing and the "GET Gas" program.

## 7 Due Date/Amount Due

The amount currently owed to us and the date your payment is due.

If you have any questions or want more information, visit [www.ugi.com/billpay](http://www.ugi.com/billpay) or call 800-276-2722.



**UGI Energy to do more®**

**Billing Summary for Service to:**  
 MR. JOHN DOE  
 123 MAIN ST  
 ANYWHERE PA 19601

**Rate Classification (R):**  
 Residential Heating

**Billing Period:**  
 10/13/2022 to 11/10/2022 (29 days)

**Actual Read**  
 questions?  
 Call (800) 276-2722 or write to UGI at  
 PO Box 13009  
 Reading, PA 19612-3009  
 \*Your current UGI charges include State  
 taxes totaling about \$0.68.

**Past Bill Information**  
 The balance on your last bill was..... \$0.00  
 Thank you for your payment of..... 0.00  
 Amount due as of 11/10/2022..... 0.00

**Current Bill Information**  
 Customer Charge..... 14.78  
 Commodity Charge (33 CCF at \$0.86030)..... 28.39  
 Distribution Charges (33 CCF at \$0.51030)..... 16.84  
 Weather Normalization Adjustment..... -1.03  
 Current Charges..... 58.98

**Utility charges owed this bill..... \$58.98**  
**Total Amount Due By 12/01/2022..... \$58.98**

**Account Number**  
 411001234567

**Meter Information - Next Read Date December 13, 2022**

Meter Number	Previous Reading	Present Reading	CCF Used
1234567	4635	4668	33

**Shopping Information Box**  
 When shopping for natural gas with a Natural Gas Supplier, please provide the following data below. If you are already shopping, know your contract expiration date.  
 Account Number: 411001234567 Rate Schedule: R\_H

**Important message(s) from UGI**  
 ■ Your current UGI natural gas price to compare is \$0.86063/CCF.  
 ■ Effective OCT 29, 2022, the Natural Gas System Improvement Charge decreased from 100% to 0.00%.  
 ■ Your distribution charges have been adjusted to reduce the impact of colder than normal weather.  
 ■ Your natural gas total annual usage is 632 CCF. Your natural gas average monthly usage is 53 CCF.  
 ■ We can make your energy costs easier on your budget with our 12 month Budget Billing plan. Your monthly payment would be approximately \$75.00. For more information about this plan call UGI.  
 If you pay at a payment agent please take your entire bill. Make check payable to UGI.  
 Keep this part for your records. Important information is on the back of this bill.

**UGI Utilities, Inc.**  
 PO Box 15503  
 Wilmington, DE 19886-5503

**Account Number**  
 411001234567

The amount due will be deducted from your account on December 01, 2022.

Due Date	Amount Due
December 01, 2022	\$58.98
	With Late Charge
	\$59.86

**MR. JOHN DOE**  
 123 MAIN ST  
 ANYWHERE PA 19601

411001234567100000006104000000061966

# Paying Your Bill

## Online at [ugi.com](http://www.ugi.com)

When you enroll in Paperless Billing, you'll receive an email alert when your monthly bill is available. Sign up quickly and easily when you register your account in our Online Account Center at [www.ugi.com](http://www.ugi.com). Not only will you reduce clutter and simplify your life, but you'll also be able to view and download your monthly bills and usage, schedule future payments, and receive paperless billing with exclusive email reminders when your bill is nearing its due date.

All UGI customers can make one-time payments via a bank account or credit card at no additional charge. To view your payment options, visit [www.ugi.com/billpay](http://www.ugi.com/billpay).

## Other Payment Methods

- ▶ **Phone** - Call 800-276-2722 to pay your bill from your checking account, debit or credit card with no fee.
- ▶ **Mail** - Mail payments to P.O. Box 15503, Wilmington, DE 19886-5503. Always include your account number on your check.
- ▶ **Payment Agency** - Visit [www.ugi.com](http://www.ugi.com) or call us for approved payment agency locations. Walk-in payment centers may collect a fee for their service.



## Payment Agreements for Past-Due Bills

If you have a problem paying your bill, please call us at 800-276-2722. Our customer care agents are happy to discuss options available to you.

## Due Date Extensions

If you are on a permanent fixed income, our Due Date Extension program gives you additional time to deposit monthly checks so you can avoid late fees. Call us for an application.

## Third-Party Notification Program

With this program, we send a copy of any past-due and shut-off notices to a designated third party—any friend, relative, caregiver, or even a preferred social services agency. **IMPORTANT: The third party is not responsible for paying any of your bills.** We simply give the designated party the opportunity to remind you to pay your bill and keep your account up to date. Call us to sign up.

## Budget Billing

If your electric or gas usage varies widely from month to month or seasonally, our budget billing plan will spread your costs evenly throughout the year. Enrollment in this plan is free of charge. Sign up at [www.ugi.com](http://www.ugi.com) or call us with your UGI customer account number handy.

## AutoPay

Enrolling in this plan will save you time each month by automatically transferring your bill amount from your checking or savings account. Visit [www.ugi.com](http://www.ugi.com) or call us to sign up.



## Income-Based Customer Assistance Programs

UGI is committed to helping customers who make a sincere effort to pay their bills. Our representatives can provide information on energy assistance programs and fuel funds, make referrals to local agencies, or establish payment arrangements. Call 800-UGI-WARM or 800-844-9276 to learn more. Typically, assistance is available for households with income up to 250% of the Federal Poverty Levels; however, program eligibility is determined during the enrollment process. Programs include:

- Low Income Home Energy Assistance Program (LIHEAP) – Grant program run by the commonwealth of PA, which does not have to be paid back. Apply online at <https://compass.state.pa.us> or call the LIHEAP Hotline at 866-857-7095.
- UGI Customer Assistance Program (CAP) – A personalized monthly payment plan based on percentage of income or average bill. Learn more at [www.ugi.com/CAP](http://www.ugi.com/CAP).
- Operation Share – Grant program for customers experiencing a hardship like death of wage earner, sickness or loss of job, which does not need to be paid back. Call 800-UGI-WARM.
- UGI Low Income Usage Reduction Program (LIURP) – A program providing energy-saving repairs and upgrades to your home, at no cost to you. Visit [www.ugi.com/LIURP](http://www.ugi.com/LIURP) to learn more.



# Using Your New Energy Service Safely

## Natural Gas Safety

### *Natural Gas is Naturally Odorless*

To make it detectable, a chemical known as Mercaptan is added. It has a smell that is similar to rotten eggs. If you smell this odor, you need to act. There is **no cost** to you for UGI to investigate a natural gas odor. As an additional precaution, natural gas detectors are also widely available for purchase from many retailers.

### *What to Do if You Smell Gas*

- ▶ **LEAVE** the area immediately and evacuate others. Take everyone including pets with you. Leave the door open if possible, and proceed to a safe location at least 100 yards away (the length of a football field), where you can no longer smell the odor of natural gas.
- ▶ **CALL UGI's** gas emergency line 800-276-2722 from a safe location, 24 hours a day, 7 days a week, if you smell natural gas indoors, outdoors, or near a gas meter.
- ▶ **CALL 911** from a safe location if you ever hear or see natural gas blowing anywhere.

### *Use your eyes and ears as well.*

Be aware of any indication of a possible natural gas pipeline leak, including:

- ▶ Air blowing the dirt, grass, or trees near a pipeline
- ▶ Bubbling or blowing air in a pond or stream
- ▶ Dead grass or plants in an otherwise green area
- ▶ Unusual hissing sounds

If you notice signs of a possible leak, contact UGI at 800-276-2722 or call 911 from a safe location.

Don't assume someone else has already called and do not report a possible leak by email or social media.



## *What NOT to Do if You Smell Gas*

- ▶ DO NOT use phones (standard or cellular), computers, appliances, elevators, lamps, garage door openers, or electrical devices if an odor of gas is present.
- ▶ DO NOT touch electric outlets, switches or doorbells.
- ▶ DO NOT smoke or use a lighter, match or other flame.
- ▶ DO NOT operate vehicles or power equipment where leaking gas may be present.
- ▶ DO NOT try to re-light a pilot light.
- ▶ DO NOT e-mail UGI or post emergency notifications on our social media if you smell natural gas or suspect a natural gas leak. Please call UGI or 911.
- ▶ DO NOT re-enter a building until it has been inspected by a UGI technician.

Visit [www.ugi.com](http://www.ugi.com) for more information, and teach your family what to do, and what NOT to do, if anyone ever notices the odor that is added to odorless natural gas.

## Carbon Monoxide Safety

While natural gas has a scent added to it, incomplete combustion of ANY fossil fuel could produce an odorless, tasteless, and colorless gas called carbon monoxide (CO). Here's what you need to know about CO to protect yourself:

- ▶ CO can enter living spaces in your home as a result of a malfunctioning appliance or blocked chimney.
- ▶ All fuel-burning equipment should be installed and regularly serviced by an experienced professional.
- ▶ All fuel-burning equipment requires proper venting and air flow for safe operation. Do not install equipment in a confined space. When renovating, have a professional specify space required for fuel-burning equipment.
- ▶ Signs that you may have a CO problem include: water vapor condensing on windows (other than normal bathroom and kitchen moisture), pets acting lethargic or lazy, headaches, dizziness, flu-like symptoms, and nausea.
- ▶ A CO detector should be installed on each floor of a home, particularly near every sleeping area.
- ▶ If you are alerted by your CO detector, or if you suspect CO poisoning, move to fresh air and call UGI or 911.



*Protect your home with CO detectors.*





## Electric Safety

Electrical emergencies can happen anywhere, anytime. Follow these tips to increase your safety in any situation.

### Fallen Wires

Stay away from fallen wires and warn others to keep away. Call us immediately. If a wire touches your vehicle, stay inside. However, if your car catches fire, jump clear of the car without touching the car's metal and the ground at the same time.

### Indoor Electrical Fires

Without touching the appliance, unplug it or turn off the electric supply. Use a Class C rated fire extinguisher, if available. If one is not available, throw baking soda on the fire—never use water on an electrical fire. If necessary, call your fire department.

### Portable Generators

Never use a generator indoors or in any enclosed space. Always use proper power cords and follow instructions. Do not overload the generator with more equipment than its output rating. Also make sure your generator is properly grounded.

### Light Bulbs

Be sure to turn light switches off before changing bulbs. Use only bulbs of the appropriate wattage for the fixture.

### Electric Cords and Outlets

Replace any frayed or damaged cords. Also use proper extension cords— heavy-duty cords for power tools and moisture-resistant cords for working outdoors. If you have children in your home, make sure to install safety plugs and outlet covers. Also, never plug too many cords into one circuit.

### Tree Planting and Trimming

Trees should be kept a safe distance from all electrical wires. Call us for a free "Trees for Streets and Lawns" brochure to learn more.

### Safety & Security Lighting Program

We can install outdoor lighting that automatically comes on at dusk and goes off at dawn. Adequate outdoor lighting improves visibility, reduces accidents, and deters burglars and vandals. Call us for more information.



## Gas Line Safety

Safe habits go beyond the walls and foundation of your home. Follow these guidelines to avoid unnecessary damage to natural gas distribution lines, electric lines, and other utilities' facilities as you enjoy your home and property.

### Aboveground Pipe Safety

You should never hang anything from aboveground pipes. The added weight can weaken or break pipe joints or fittings, resulting in a leak.

### Underground Pipe Safety

Call 811 three business days before a digging project—it's the law. Whether you're doing a major excavation or minor landscaping, safeguard yourself from hazards related to damaging underground pipelines. A simple call gets all your public utility lines marked to help protect you from injury and costly property damage.



*Know what's below.  
Call before you dig.*

## What About Gas Lines Beyond the Meter?

We are responsible only for maintaining pipes that run up to and include the meter. All natural gas pipes on the property beyond the meter must be maintained by the property owner.

Before digging near buried natural gas pipes, locate the pipes and mark the area. To ensure the safety and soundness of the pipes and customer-owned fuel lines, periodically inspect them for leaks and corrosion and never hang anything from them.

Should you need assistance in locating, inspecting, or repairing pipes, you can contact your local plumber or heating contractor or call us.

Digging safely starts with knowing what's under your feet.



# Customer Choice Information

Under the Electric and Natural Gas Choice Program, you have the option to choose a third-party energy supplier. Regardless of which supplier you choose, you will receive the same level of service and reliability you already enjoy from us.

## Choosing Another Supplier

While we cannot recommend suppliers or provide information on their pricing, you can look at your most recent bill for our current Price to Compare (see the sample bill on page 3) or check [www.ugi.com/price-to-compare](http://www.ugi.com/price-to-compare).

### Questions you could ask third-party suppliers:

- ▶ What is your price per kWh of electricity or per CCF of natural gas? Does this price include transmission and state-mandated alternative energy costs?
- ▶ Is this rate fixed or can it change?
- ▶ Do I need to sign a contract? What is the length of the agreement?
- ▶ Are there penalties for switching or canceling?
- ▶ Will I get one bill or two? Do I have a choice?
- ▶ Are there restrictions on how much energy I can use or when I can use it?
- ▶ Do your quoted rates include taxes?
- ▶ Are there any other charges or fees?

For a list of licensed electric generation and natural gas suppliers, visit the sites below:

- ▶ For electric generation suppliers:  
[www.ugi.com](http://www.ugi.com) or [www.papowerswitch.com](http://www.papowerswitch.com).
- ▶ For natural gas suppliers:  
[www.ugi.com](http://www.ugi.com) or [www.pagasswitch.com](http://www.pagasswitch.com).

If you decide that another electric generation or natural gas supplier is right for you:

- ▶ Notify your chosen supplier. The supplier will send you a statement outlining the terms of your agreement. You may cancel your choice within three business days of receiving the statement. *A penalty may apply if you do not remain with a supplier for the entire agreement period.*
- ▶ Your chosen supplier will notify us.
- ▶ You will receive a letter from us confirming your choice. Please make sure that it is the correct supplier.

**IMPORTANT:** If you participate in the Customer Assistance Program (CAP) and you wish to choose a supplier, please contact us for assistance.







# Your Rights and Responsibilities

The Pennsylvania Public Utility Commission (PUC) has updated its **Standards and Billing Practices for Residential Service**.

*Your Rights and Responsibilities as a Utility Consumer* is a booklet prepared by the PUC to explain the rules regarding a utility's billing, credit, dispute handling and shut-off practices.

This useful booklet also includes information about various payment options for your utility bill, understanding the components of your utility bill, policies regarding security deposits, steps and rules about utility shut-offs, and how to shop for electricity or natural gas service.

You'll find a copy of the Rights and Responsibilities booklet to review or print at [www.ugi.com](http://www.ugi.com). We will continue providing you with safe and reliable utility service, clear and concise bills, and fair policies. You, the consumer, should know your rights and fulfill your responsibilities to maintain your service.

## As a residential utility customer, you have the **RIGHT** to:

- ▶ Safe and reliable service.
- ▶ A clear, concise, and accurate bill.
- ▶ Fair credit and deposit policies.
- ▶ Know how your bill is calculated and how to tell if it is too high.
- ▶ Question or disagree with your utility company.
- ▶ Personal privacy. UGI has the responsibility of safeguarding your personal information against unauthorized use.

## As a residential utility customer, you also have the **RESPONSIBILITY** to:

- ▶ Pay your bill on time.
- ▶ Provide us with access to your meter.
- ▶ Give UGI at least 7 days' notice before you move or wish to discontinue service. If you fail to notify us, you remain responsible to pay the bills.

## Special Protections

You may qualify for special protections if you:

- ▶ Are a victim of domestic violence and have a Protection From Abuse Order.
- ▶ Live in a low-income household.
- ▶ Are seriously ill or a member of your household is seriously ill. You will be required to provide proof to your provider.



Together, we have the energy to do more.®



## Billing

All UGI customers receive bills for electric service once during a regular billing cycle (approximately one month). Customers can enroll in a program (at [www.ugi.com](http://www.ugi.com)) to pay their bills online. Please refer to [www.ugi.com](http://www.ugi.com) and "Pay Bill Online" in the left center side of the page for a list of options.

## Meter Readings

Each month on approximately the same date, meter readers are scheduled to read the electric meter at your residence. Meter readers and utility service personnel carry identification, which you may ask to see for your protection. UGI has moved to an Automated Meter Reading (AMR) system throughout most of our service territory. Using the AMR system, UGI is able to record meter readings by simply driving or walking by your home. Employees use devices known as ERTs (Encoder-Receiver-Transmitters) that allow them to obtain an accurate meter reading.

- ▶ Through Automated Meter Reading, monthly bill statements are based on actual meter reads and exact electric usage. Therefore, customers will no longer routinely receive estimated electric bills.



## **Excess Flow Valve**

UGI customers may request the installation of a safety device, called an Excess Flow Valve (EFV), on their underground natural gas service line. An EFV is a device installed as part of a service line that provides a safety benefit by reducing or stopping the flow of natural gas if a line is broken or damaged.

UGI installs EFVs on most new customer service lines, as well as on service lines replaced as part of UGI's facility replacement and betterment program; however, EFVs cannot be installed on some service lines due to high gas flow or incompatible gas system pressure.

Customers who do not have an EFV on their service line may request one. Please be aware the installation of customer-requested EFVs will be done at the customer's expense and eligibility. If you are interested in making an EFV installation request, visit [www.ugi.com](http://www.ugi.com) and click on the link "Excess Flow Valve Request" located in the footer.

# Welcome Home.

*UGI Emergency Contact:*

*UGI Contacto de emergencia:*

**800-276-2722 - Customers of UGI Gas and Electric Service**

**Billing and Customer Inquiries:**

800-276-2722

**Customer Assistance Programs:**

800-844-9276 (800-UGI-WARM)

**For Hearing Impaired:**

800-654-5988

Discover everything UGI does for homes  
and businesses at [www.ugi.com](http://www.ugi.com)



**Energy to do more®**