



**FOR IMMEDIATE RELEASE**

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**UGI Extends Customer Service Hours on Wednesday, September 5<sup>th</sup>**

**Reading, PA, September 4, 2007** – UGI Utilities reports that a scheduled customer service outage that extended longer than anticipated has concluded. While UGI's customer service was schedule to be curtailed from 5:00 pm on Saturday, September 1 until 2:00 am on Monday, September 3 to accommodate an electrical system upgrade, technical difficulties related to restarting the Company's mainframe computer extended the customer service outage. Throughout the customer service outage calls related to emergencies such as natural gas leaks and electric power outages were answered and dispatched. However, without the use of the Company's mainframe computer, customer service representatives were unable to access customer billing records or account information, preventing them from handling billing inquiries or routine turn on or shut off requests. UGI's mainframe system was restarted on September 4<sup>th</sup> and UGI's full customer service capabilities were restored at 3:00 pm.

**As a result of the prolonged customer service outage UGI will offer extended customer service hours on Wednesday, September 5<sup>th</sup> from 7:00 am to 7:00 pm.**

Customer call volume is expected to be exceptionally high on Wednesday. While UGI has scheduled additional staffing in its customer information center to handle the anticipated call volume, customers are urged to hold off on routine inquiries if at all possible for an additional day or two or to utilize UGI's web site([www.ugi.com](http://www.ugi.com)) for non-emergency inquiries such as service turn on/shut off requests, meter reading dates and submissions, etc.

UGI apologizes to customers for the inconvenience and thanks customers in advance for their patience and understanding.

*UGI Utilities' headquarters is located in Reading, PA. The utility serves 473,000 natural gas customers in eastern Pennsylvania and 62,000 electric customers in Luzerne and Wyoming Counties. Additional information about UGI Utilities is available online at [www.ugi.com](http://www.ugi.com).*

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