



Welcome to

CENTRAL PENN GAS, INC.





Table of Contents

Welcome	2
How to Contact Us.....	3
Gas Service	4
Your Natural Gas Meter	5
Understanding Your UGI CPG Bill.....	6
Payment Plans	8
Third Party Notification	10
Budget Billing Plan.....	11
Automatic Bill Payment Plan	12
Customer Assistance Programs.....	13
Maintenance Tips	14
Customer Choice—Selecting a Gas Supplier	15
Conservation Tips	16
Safety.....	18
For Your Protection	22
Rights and Responsibilities	24



Welcome

UGI would like to welcome you as our customer. Thank you for choosing safe, efficient natural gas to fuel your home.

We take pride in delivering clean and reliable natural gas. UGI CPG can keep your home warm and cozy even on the coldest winter nights. And with natural gas, hot water is plentiful, cooking is easy and clothes dryers work quickly and gently.

UGI CPG personnel are as dependable as our product. Day or night, our highly skilled employees are always prepared to provide prompt, expert emergency service when you need it. In addition, our knowledgeable staff will answer all of your service questions.

Again, we welcome you as a new customer. It is UGI CPG's mission to excel in customer satisfaction and deliver safe and reliable energy. We value our customers and look forward to providing you with superior service.



2

How to Contact Us

To Report a Gas Leak or Odor

Please call **1-800-652-0550** and select option 1 (available 24/7).

Para informar de un escape de gas u olor, por favor llame al **1-800-652-0550**

y seleccione la opción 1 (disponibles 24/7).

Visit us at our website: www.ugi.com

In addition, you can contact us at 1-800-652-0550 if you have questions or need information about the following topics:

[Billing Questions](#)

[Credit Department Inquiries/Overdue Bills](#)

[Obtain information about Customer Assistance Programs](#)

[Your UGI CPG Account](#)

[Shut Off Service](#)

[Turn On Service](#)

Self-Service Transactions

The following transactions can be completed online at www.ugi.com, by clicking on UGI Central Penn Gas: [Sign up for Budget Billing](#)

Mail Bill Payments (please include your bill stub) to:

P.O. Box 71208

Philadelphia, PA 19176-6208

Write to us at:

UGI Central Penn Gas

P.O. Box 508

Lock Haven, PA 17745

or send e-mail to: cpgcustomerservice@ugi.com



3

Gas Service

We do our best to make it easy for you to conduct business with UGI CPG whether you are moving into a new home, having your meter read or arranging for special service.

Moving?

UGI CPG will work with you to have your gas service turned on when you arrive or turned off when you leave. To start the process, please call a customer service representative at **1-800-652-0550**.

Turn On Service

For properties with previous service, a meter reading must be obtained to begin billing. If the gas is turned off and the meter is inside your home, you will have to be available at the property to allow entry and start-up of all natural gas appliances. If your gas is on and you have an outdoor meter, we will be able to perform the reading without arrangements.

Shut Off Service

Please inform us at least seven days in advance of the date service is to be stopped so we can arrange a final meter reading and obtain your new billing address.



Your Natural Gas Meter

Gas Meter Safety

UGI CPG personnel must be able to easily access your natural gas meter to perform routine functions such as meter readings, periodic safety checks, or other maintenance as well as critical tasks in an emergency. In addition, some common sense housekeeping tips will help insure that your gas meter continues to function properly and safely.

Outdoor Meters

- Keep outdoor meters clear of any landscaping that obstructs access or visibility. Shrubs and plants that are near your meter should be trimmed regularly.
- Do not build decking or fencing that blocks access to the gas meter.
- Instruct children not to climb on or play near a gas meter.
- In the winter, carefully clear ice and snow from the natural gas meter as well as any appliance exhaust vents.
- Never use a snow blower or plow around a gas meter. Shovel carefully by hand.
- If the snow is very deep please clear a path to the meter.

Indoor Meters

- Keep the area surrounding an indoor meter clear of boxes, furniture, shelves, etc.
- Do not build walls or paneling that obstructs access to the gas meter.
- Never hang or lean anything against a gas meter.
- Instruct children not to climb on or play near a gas meter.

Estimated Meter Readings

UGI CPG personnel are scheduled to read each customer's natural gas meter every month. However, there may be times when it is necessary to estimate a meter reading. Customers may receive an estimated bill as the result of extreme weather conditions, emergencies or any other circumstance that prevents UGI CPG from obtaining an actual meter reading. Estimated bills are based on factors such as past usage history and the actual temperature during the billing period. If you have any questions about an estimated bill, please call us.

Understanding Your UGI CPG Bill

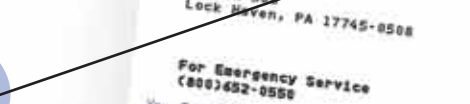
How to Contact UGI CPG

Telephone number and mailing address.



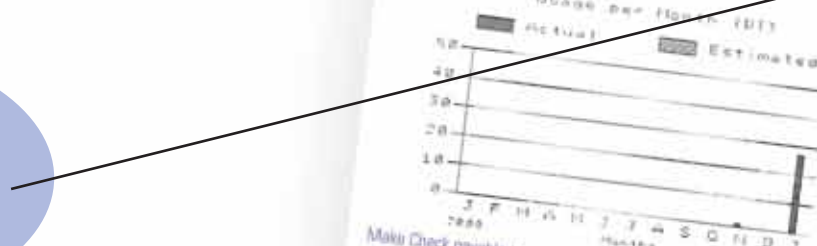
Account Number

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



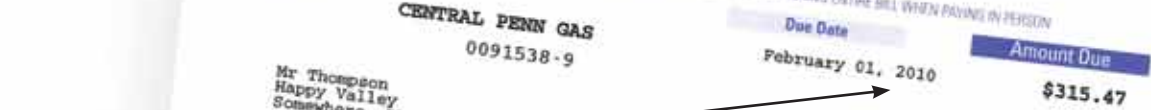
Meter Reading Information

Shows the meter reading for the current billing period and the amount of gas you used in dekatherms (DTH).



Due Date and Amount Due

How much you currently owe UGI CPG and the date your payment is due.



UGI

The Balance on your last bill
 Payments Thank you
 Balance Before this Bill 12.42CR
 .00
12.42CR

Account Number: 0891538-9

Bill For Service to:
 Mr. Thompson

SUNNYSIDE
 Somewhere, PA
 Rate Class: Residential-Heat
 Statement Date: January 12, 2010
 Next Scheduled Meter Reading On or About: February 08, 2010

If you have any questions, please call us at: (800)652-0550 or write us at Central Penn Gas PO Box 598 Lock Haven, PA 17745-0508

For Emergency Service (800)652-0550

Current Bill
 DELIVERY CHARGES 13.25
 Customer Charge 28.69
 Distribution Charge First 5.0 DT 5.7577
 Next 22.1 DT 4.5077
 Total 27.1 DT 57.62

GAS CHARGES
 Gas Supply Charge @ 6.8726/DT 128.51

TAXES & SURCHARGES
 State Tax Adjustment Surcharge 186.25
 Current Charges .18

Balance as of this Bill 327.89
 Due by February 01, 2010 315.67

Your Gas Usage

Average DT per day	This Year	Last Year
Daily Temperature	22.0° F	26.0° F

Meter Reading Information

Meter Number	Present Reading	Last Reading	CCF Used	BTU Factor	Dekatherms
NP00057584	5442	5379	263	.10510	27.1
	Actual 1/08/10	Estimate 12/08/09			

31 Days in Billing period

Messages from Central Penn Gas

In November 2009, UGI announced that Pennsylvania customers would receive a one-time refund through a credit on their January bill due to a significant reduction in natural gas prices. The refund credit is based on gas usage from December 1, 2008 through November 30, 2009. Amounts will vary based on each customer's actual usage during this refund period. Your refund amount is located in the top section of this statement titled "2009 PGC Credit".

Make Check payable to
CENTRAL PENN GAS

PLEASE RETURN THIS PART WITH YOUR PAYMENT-BRING ENTIRE BILL WHEN PAYING IN PERSON

Due Date February 01, 2010
Amount Due \$315.47

Mr. Thompson
 Happy Valley
 Somewhere, PA

Central Penn Gas
 PO BOX 71208
 PHILADELPHIA, PA 19176-6208

01009153890000315472

Payment Plans

What is Budget Billing?

UGI CPG's budget billing program is an effective way to manage natural gas costs throughout the year. Budget billing divides your total gas use for the year into even monthly amounts. We review your natural gas use three times a year and adjust the budget billing amount as necessary so that, at the end of each 12-month period, you have paid for the actual amount of gas you used. There is no cost to enroll and no additional fees, to sign up, call us at **1-800-652-0550** or visit www.ugi.com.

Automatic Bill Payment (ABP)

Your bill is paid automatically from a checking or savings account on the due date, saving you time and postage. There is no fee for automatic bill payment and your privacy is fully protected. An enrollment form is available at www.ugi.com or by calling **1-800-652-0550**. Please complete the form and mail it, along with a voided check or savings deposit slip to UGI CPG, to P.O. Box 508, Lock Haven, PA 17745. For further details turn to page 12.

Debit and Credit Card Payments

We handle debit and credit card payments through a third party that accepts Visa and MasterCard. The third party charges a fee of \$4.95 per payment up to payments of \$500.00. We do not set the fee and receive no portion of the fee. To arrange a payment, call **1-877-527-9618**. Please have your eight-digit account number ready.



8

Payment Centers

To pay in person, we have payment centers in some communities. UGI CPG contracts with an independent company to operate these centers, and they charge a small fee for payments. We do not set the fee and receive no portion of the fee. For a listing of the nearest payment centers, call **1-800-652-0550**, or visit www.ugi.com.

Phone or Computer

Your bank may offer pay-by-phone or online bill payment services. Talk to your bank for more information.

Mail

Place your payment and the tear-off return stub from the bill in the return envelope. Please do not use staples or send cash. Mail your payment at least a week before the due date to avoid late charges.



9

Third Party Notification

There are times when problems can get in the way of life's daily chores. Illness, a family crisis, even an unplanned trip can result in past due bills piling up.

At these times, our Third Party Notification Program can be a real help. With this program, UGI CPG sends a third party of your choosing a copy of past due and shut-off notices.

How the Program Can Work for You

When you sign up for UGI CPG's Third Party Notification Program, we put a special code on your account. You give us the name and address of the person you want to receive a copy of any future past-due or shut-off notices. (Sometimes we phone this person instead of mailing a copy of the notice.)

Both you and that third party must agree to this notification process. Both of you must sign a form.

The third party is not responsible for paying any of your bills. We simply give the person you designate a chance to remind you to promptly pay your UGI CPG bill.

You may choose anyone in the U.S. as the third party. It could be a relative, a friend, or even a social service agency.

Who Can Benefit from this Program

This program can help customers who are ill, elderly, handicapped, who are away from home for long periods, or may not always remember to pay bills on-time.

Third Party Notification can also benefit someone worried about an elderly parent who lives alone.

How You Can Apply

If you would like to sign up for this program, please call **1-800-652-0550**.

Budget Billing Plan

Household budgeting can be a grind. UGI CPG's Budget Billing can make it easier by enabling you to pay roughly the same amount each month.

Here's How Budget Billing Works for You

Based on the amount of gas used in the past, UGI CPG estimates your usage and spreads the amount evenly over the budget period. Every three months, UGI CPG compares the amount of gas actually used with the amount that was estimated and determines if an adjustment is necessary. Your budget may be adjusted up or down based on changes in your usage and/or UGI CPG's rates.

It is Easy to Register for Budget Billing

There is no charge for using UGI CPG's Budget Billing plan. You can sign up any month of the year. Visit our website at www.ugi.com to enroll online or call **1-800-652-0550** and follow the instructions (have your account number handy).



Automatic Bill Payment Plan

When you enroll in UGI CPG's free Automatic Bill Payment (ABP) plan, your bank transfers to UGI CPG the exact amount of your monthly utility bill. Your payment is transferred directly from your checking or savings account **on the due date of the bill**.

ABP eliminates writing a check, putting it into an envelope, putting a stamp on it and taking it to the mailbox, or making a trip to a payment agency.

We'll Keep You Informed

As part of the ABP plan you'll continue to receive a bill every month from UGI CPG. This statement will tell you how much your bank is deducting from your account. You should keep your bill as a record of your payment. Call UGI CPG immediately if you have questions about any charges.

Now the Budget Billing Plan is Twice as Convenient

If you are part of the Budget Billing Plan, you'll really like our ABP plan. Instead of writing a check each month, your bank will transfer the budgeted amount to UGI CPG.

Always on Time, Never Late

With ABP your bill is paid promptly, on the due date, every month. There is no need to worry about late charges. And, if you happen to be on vacation...your bill will be paid on time.

Changing Your Mind is a Snap

You may cancel the ABP plan simply by notifying UGI CPG. After you cancel, you make all future payments directly to UGI CPG.

Signing up for ABP is Easy

- The application is available at www.ugi.com
- You may also request an application
- Return your completed application and one voided check to:
UGI Central Penn Gas
Budget Billing Plan
P.O. Box 508
Lock Haven, PA 17745-9966
- Or, call UGI CPG at 1-800-652-0550 and follow the instructions to request an application

Customer Assistance Programs

UGI CPG understands that managing energy costs in the winter can be difficult. To assist those in need, UGI CPG offers a number of low-income, special needs assistance programs. If you or someone you know is in need of payment assistance, please contact us to check eligibility for the following programs:

LIHEAP (Low-Income Home Energy Assistance Program)

A **FREE** federal program that offers financial assistance to qualified income-eligible customers.

Operation Share

UGI's employee, customer and company contribution-based program offers energy assistance grants to households having extreme difficulty paying their natural gas bills. For every \$2 you donate, UGI will add \$1 of funding—up to \$40,000. UGI is continually developing other means for supporting financially troubled households.

LIURP (Low-Income Usage Reduction Program)

An income-based weatherization program that provides home energy-saving measures to limit heat loss and help lower bills.

CARES (Customer Assistance Referral and Evaluation Services)

Through a network of local social agencies, this program provides assistance to those experiencing a temporary crisis.

CAP (Customer Assistance Program)

This program offers special reduced payment plans and debt forgiveness for customers in need.

Third-Party Notification

Customers can designate a third person, or party, to receive notification (by mail) of past due gas bills or shut-off notices.

This individual can remind the customer to promptly pay the bill but **is not responsible for paying the bill**. When a third party contacts UGI about a shut-off notice, we will tell them what the customer can do. Customers can choose anyone, provided both the customer and the person agree to the notification process. Third-Party Notification can help customers who are ill, elderly, disabled, away from home for long periods of time or do not always remember to pay their bills on time. Refer to page 10 for more details on this program.

**For more information, please call
1-800-652-0550.**



Maintenance Tips

Congratulations on Choosing Natural Gas Appliances!

Your new appliances should provide you with years of comfort, convenience and enjoyment. To keep your appliances running efficiently, follow the maintenance tips listed below. (They're great energy savers, too!)

Heating Equipment:

- Check your furnace filter at least monthly and change or clean as needed.
- Have your furnace or boiler checked by a qualified technician once a year.

Water Heater:

- For new water heaters, each month drain several pails of water from the drain valve near the bottom of the water heater. This will prevent deposits and sediment from building up in the unit.
- Keep the burner area free of dust and dirt.
- Store combustibles or flammables away from the water heater.
- Check the flame twice a year to be sure it is solid blue—no yellow or orange.

Range:

- Keep areas around surface burners and pilot lights free of dirt and food particles.
- Wipe burner caps after each use to remove spill-over deposits.

Dryer:

- Clean the lint screen after each load.
- Periodically clean lint from the exhaust duct work, vent and hinged hood cover (outside the house).
- Do not dry materials stained with cleaning solvents, wax or paint; foam rubber or rubber-coated articles; or glass fiber materials.

Grills:

- Periodically clean the burner assembly of debris and spider webs.
- Periodically check the flex hose (connects the grill to your home's natural gas fuel line) for signs of wear and tear.

Customer Choice— Selecting a Gas Supplier

With natural gas choice you can shop around and select the supplier who will provide your natural gas. UGI CPG will continue to deliver the natural gas to your home or business through our local pipelines. You will not need to have new pipelines or a new meter installed if you choose a new gas supplier.

You can always depend on UGI CPG to provide safe, reliable natural gas service. UGI CPG will continue to provide meter reading service and 24-hour emergency response. We will also maintain our local pipelines.

All residential, commercial, and industrial natural gas customers are eligible to participate. However, if you are a Customer Assistance Program (CAP) participant and you choose a gas supplier you will no longer be eligible for the CAP program.

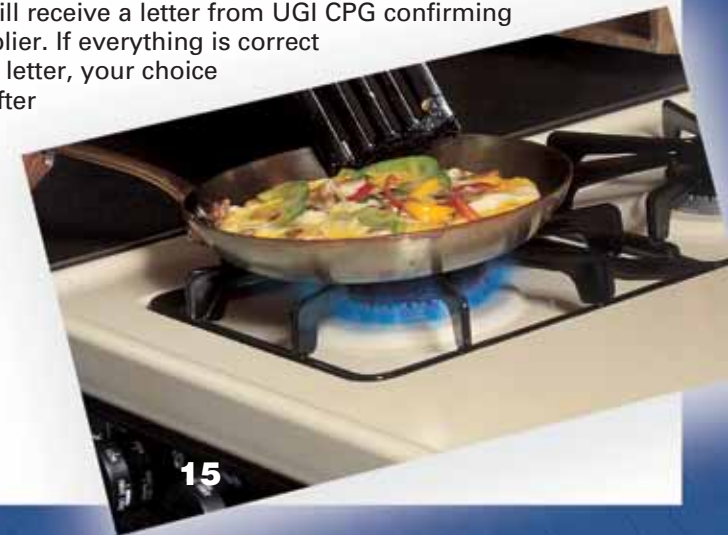
All natural gas suppliers must obtain a license from the Pennsylvania Public Utility Commission (PUC) or the Maryland Public Service Commission (MDPSC). An updated list of licensed natural gas suppliers is available on the PUC's Gas Choice web site at www.puc.state.pa.us/utilitychoice or on the MDPSC website, www.psc.state.md.us.

UGI CPG cannot recommend a supplier or provide information on their pricing.

Make sure the prices suppliers quote you are in dekatherms (DTH) or 1 million BTU's for a true "apples to apples" comparison.

Suppliers will send you a statement outlining the terms of your agreement. They will then notify UGI CPG. Soon after UGI CPG is contacted, you will receive a letter from UGI CPG confirming your choice of supplier. If everything is correct in our confirmation letter, your choice will go into effect after your next meter reading date.

You do not have to choose a new supplier.



Conservation Tips

Natural gas is America's most popular heating fuel. And thanks to efficiency gains, the average American home uses 22% less natural gas than it did in 1980. Here are some tips to keep your natural gas bills down.

Keep the Cold Out

Reducing air leaks could cut 10 percent from an average household's monthly energy bill.

For example, consumers can seal leaks around doors, windows, and other openings such as pipes or ducts, with caulk or weather-stripping. The most common places where air escapes in homes are:

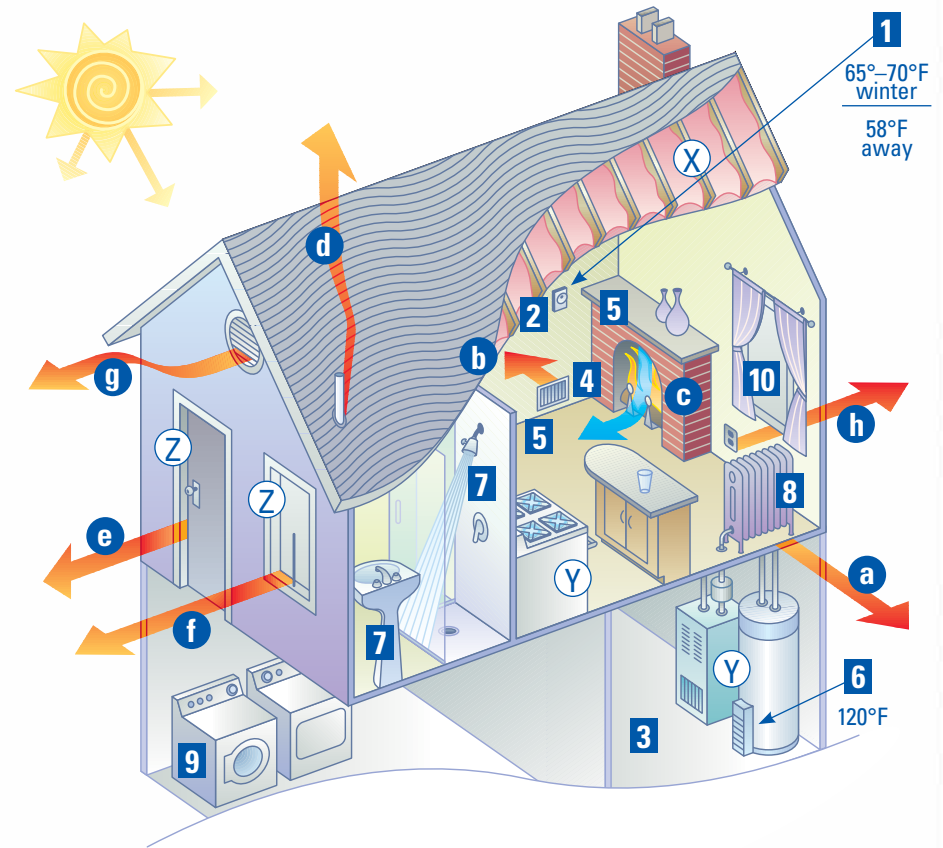
- a** floors, walls, ceilings
- b** ducts
- c** fireplace
- d** plumbing penetrations
- e** doors
- f** windows
- g** fans and vents
- h** electrical outlets

Use Energy Wisely

The following steps can reduce annual heating bills by as much as 10 percent per year.

- 1** Set thermostats between 65 and 70 degrees during the winter, and at 58 degrees when away from the house for more than a few hours. Bear in mind that warmer temperatures are recommended for homes with ill or elderly persons or infants.

- 2** Turn down thermostats automatically without sacrificing comfort by installing an automatic setback or programmable thermostat.
- 3** Change or clean furnace filters once a month during the heating season. Use receipt of your natural gas bill as a reminder.
- 4** Warm air rises, so use registers to direct warm airflow across the floor.
- 5** Close vents and doors in unused rooms and close dampers on unused fireplaces.
- 6** Set water heater temperatures at 120 degrees. This will allow a family to cut water heating bills and reduce the risk of scalding.
- 7** Install water-flow restrictors in shower-heads and faucets.
- 8** Place a sheet of aluminum foil between the radiator and the wall to reflect heat back into the room.
- 9** Run washing machines and clothes dryers with a full load.
- 10** On sunny days, open draperies and blinds to let the sun's warmth in. Close them at night to insulate against cold air outside.



Plan for Long-Term Energy-Efficiency Improvements

- X** Check to see if attic and basement have the recommended levels of insulation.
- Y** Check the heating system and replace old, outdated appliances with high-efficiency natural gas models. When buying new appliances, compare energy efficiency ratings and annual operating costs.
- Z** Install storm or thermal windows and doors or double-paned glass. A less expensive alternative is plastic sheeting, which can be temporarily fastened over doors and windows to prevent drafts and retain heat.

Source: American Gas Association

Safety

Natural gas has an excellent safety record. We are here to help you with problems or questions. Call us. Emergency service is available 24 hours a day.

Learn the Smell of Natural Gas

Natural gas has no real odor so a harmless chemical is added to help with detection. The smell is similar to that of rotten eggs. Free booklets are available with a sample of this smell (call UGI CPG for a free Scratch and Sniff pamphlet).

If You Smell Gas Inside Your Home

- If odor is faint check to see if a pilot light is out or a burner valve is partially turned on. If you cannot find the source call UGI CPG.
- If odor is strong leave the building immediately. Don't light a match or switch anything on or off. Call UGI CPG at **1-800-652-0550** from a neighbor's phone or a cell phone outside of the building.

If You Smell Gas Outside Your Home

- Call UGI CPG at **1-800-652-0550** right away.
- Keep everyone away from the area where the odor is strongest.
- Don't light any flames.



Carbon Monoxide (CO) Safety

- CO is an odorless, colorless, and tasteless gas produced when any fossil fuel does not burn properly or completely.
- Carbon Monoxide can occur with a malfunctioning appliance or blocked chimney.
- All fuel burning equipment should be installed and regularly serviced by a 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.
- A Carbon Monoxide detector should be installed on each floor of a home and particularly near every sleeping area.
- Signs that you may have a carbon monoxide problem include: water vapor condensing on windows other than bathrooms and kitchens, headaches, dizziness, flu-like signs, and nausea.
- If you are alerted by your CO detector or if you suspect CO poisoning, move to fresh air and call for emergency service.

Appliance Safety

- Follow the manufacturer's directions regarding the care and operation of your appliances.
- Repairs and installations are for experts. Have trained people do the work.
- A gas flame should be primarily blue. If it is yellow or orange, turn off the equipment and call for service (gas fireplaces are an exception).
- Always make sure that there is no gas buildup around a pilot or burner before you relight it.
- Keep the flues of your gas appliances clean and properly vented. If you installed a gas conversion burner in the past year, be alert for soot and buildup from previous fuel. A buildup could block the flue and chimney base.
- Teach children to never turn on or light gas appliances.

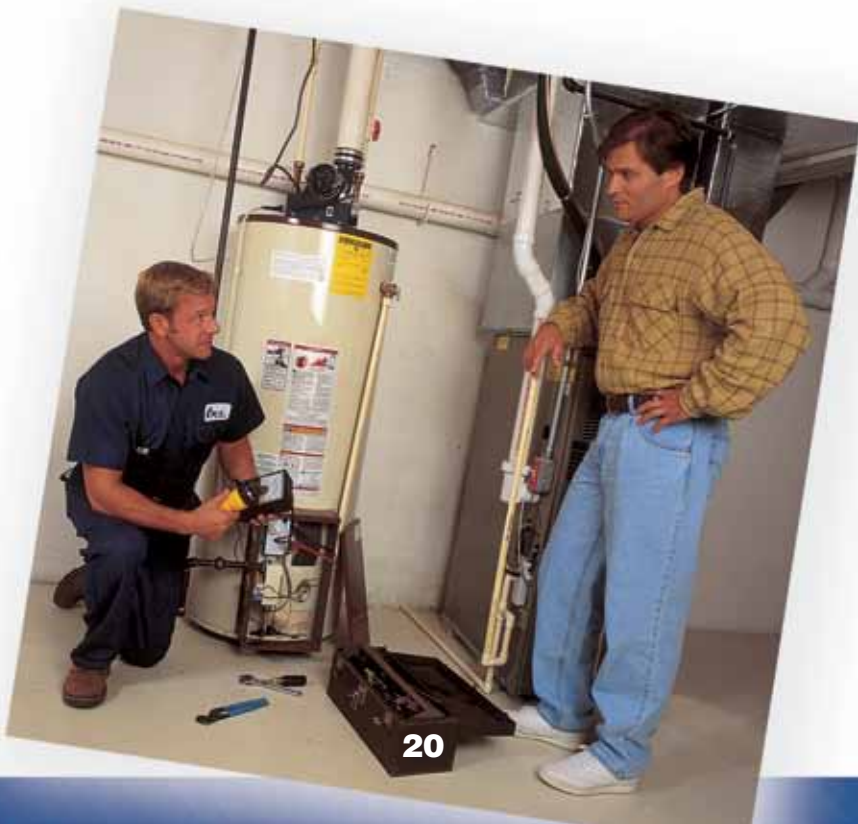


Always Ask for I.D.

- Never open your door to anyone who cannot provide proper identification.
- All UGI CPG employees carry company I.D.
- If you are unsure why a person is at your home, ask them to wait outside while you call UGI CPG at **1-800-652-0550**. Our representative can confirm that work is scheduled in your area.

Call Before You Dig

PA and MD state laws require residents and contractors to call 811 at least three working days before conducting excavation work, including: installing deck or fence posts, drainage pipes or swimming pools; removing tree stumps; digging trenches; replacing driveways; or laying foundations. A simple call to **811** is all it takes for all local utilities to be notified and mark the location of their underground utilities, in order to avoid damages. This underground utility locating service may be contacted 24 hours a day, 7 days a week, every day of the year, toll-free, at **811**.



Maintaining Buried Gas Lines

Natural gas pipes buried on your property anywhere past your gas meter are owned by the property owner. In providing your natural gas service, UGI CPG is responsible for maintaining pipes only up to, and including, the gas meter. Therefore, all buried gas pipes on your property beyond the gas meter must be maintained by you.

When excavating near buried gas pipes, always locate pipes before digging and mark the area of location, then dig by hand in the area in which the pipes are located. In order to ensure the safety and good condition of your pipes, periodically inspect the pipes for leaks and corrosion. Should you need assistance in locating or inspecting your pipes, or if your pipes are in need of repair or replacing, you may contact your local plumber, heating contractor or UGI CPG at **1-800-652-0550**.

Hanging Objects On Gas Piping

You should **never** hang clothing or anything else from gas pipes, because the added weight of clothing (especially wet clothing being hung to air dry) can weaken or break joints or fittings, resulting in a gas leak.

Water Heater Safety

The leading cause of deaths and injuries to children at home is accidents. Scalding from hot water is one of the most dangerous of these accidents. Small children are busy and can get to sinks or bathtubs quickly. They can burn themselves severely before they can get out of the water. Infants are unable to move away from hot water if it is accidentally left on too hot or if the cold water is unintentionally turned off.

As a result, your water heater should be turned down from 150 to 120 degrees for safety, as well as for energy efficiency, purposes.

The following chart shows just how dangerous hot water can be.

Temperature of Water	Time to Cause a Bad Burn
150°F (66°C)	2 seconds
140°F (60°C)	6 seconds
125°F (52°C)	2 minutes
120°F (49°C)	10 minutes

Source: University of Michigan Health System



For Your Protection

Our meter readers and service representatives wear uniforms with company logos and drive clearly marked vehicles. Most of UGI CPG's services are performed on a pre-scheduled basis; therefore, a representative will make an appointment with you prior to visiting your home. The usual exceptions are meter readings, which UGI CPG routinely performs and leak and corrosion control surveys.

When a UGI CPG representative arrives at your home or business, you should ask for proper identification before allowing entry. All UGI CPG employees are required to carry identification cards and will be happy to present them to you upon request. These cards display the company logo and the employee's photo and information. If you suspect the person's identification or activities, do not allow entry into your home or business. Instead, you should call UGI CPG at **1-800-652-0550** to verify that the person is scheduled to perform work in your home, business or neighborhood.



22

Meter and Line Tampering is Dangerous and Illegal

It is dangerous to tamper with meters or gas lines. Meter and line tampering put innocent people at risk for injury or property damage. And it is against the law.

Customers who illegally tamper with our meters or turn on their own services are stealing from you as well as UGI CPG. It is against the law for someone to turn on his own service or tamper with a meter. That person could be fined or go to prison.

Call us if you know where there is meter tampering or theft. We will keep your report confidential and it will help all of our honest customers. You could save innocent people from harm.



23

Rights and Responsibilities

Dependable gas service and excellent customer service are more than our goals; they are your rights as a UGI CPG customer. Learn more about your rights and responsibilities in a free booklet called "Rights and Responsibilities as a Utility Consumer". Among the topics covered:

Estimated bills

How to check your bill for accuracy

Security deposits

What to do if you can't pay your bill

What the penalties are for late payment

When your service can be shut off

Paying for gas service after moving

How to read your meter

What to do if you experience unscheduled loss of gas service

