

Welcome to

UGI

GAS SERVICE





Table of Contents

| | |
|--|----|
| Welcome | 2 |
| How to Contact Us..... | 3 |
| Gas Service | 4 |
| Your Natural Gas Meter | 5 |
| Understanding Your UGI Bill | 6 |
| Payment Plans | 8 |
| Due Date Extensions | 9 |
| Third Party Notification..... | 10 |
| Budget Billing Plan | 11 |
| “Easy as ABC” 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 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 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'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.



How to Contact Us

To Report a Gas Leak or Odor

For gas-related emergencies, please call **1-800-609-4844** (available 24/7).
Para las emergencias relacionadas con el gas, por favor llame al **1-800-609-4844** (disponible 24/7).

Visit us at our website: www.ugi.com

Self-Service Transactions

The following transactions can be completed online at www.ugi.com, by clicking on UGI Gas Service at the top:

Shut Off Service

Sign up for Budget Billing

Turn On Service

Pay Your Bill

In addition, you can contact us 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 Account

Self Service Transactions can also be completed by dialing **1-800-276-2722**. These options include:

Obtain Account Balance and Recent Payment Information

Obtain Your Next Meter Reading Date

Request A One-Time Payment Extension

Sign Up For Budget Billing

Obtain Information About:

Authorized Pay Sites

Automatic Bill Payments

Low Income Energy Assistance

Billing and Account Inquiries: **1-800-276-2722**

Make A Payment: **1-877-503-2956**

Energy Assistance Programs: **1-800-844-9276**

Credit and Collections: **1-800-272-9844**

TDD: **1-800-654-5988**



Gas Service

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

Moving?

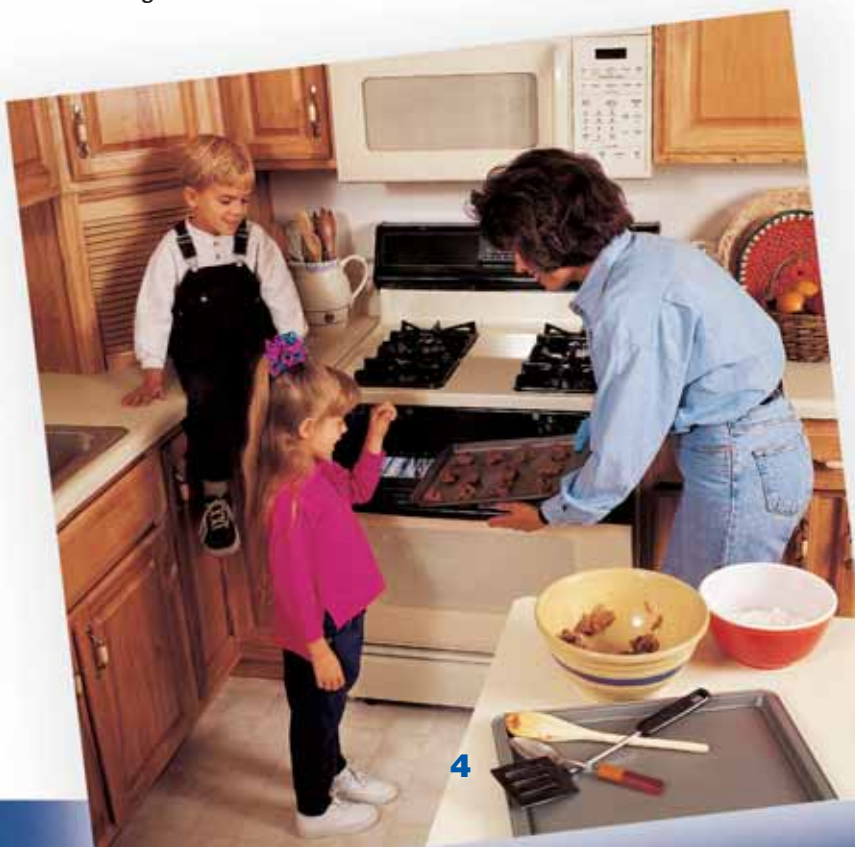
UGI will work with you to have your gas service turned on when you arrive or turned off when you leave. To start the process, visit our website, www.ugi.com or call a customer service representative at **1-800-276-2722**.

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 your meter has an outdoor remote-reading device or if your meter is located outdoors, we will be able to perform the reading without special 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 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 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 circumstances that prevent UGI 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 Bill

How to Contact UGI

Telephone number and mailing address.

Customer Number

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

Next Scheduled Meter Reading

The date of your next UGI meter reading.

Meter Reading Information

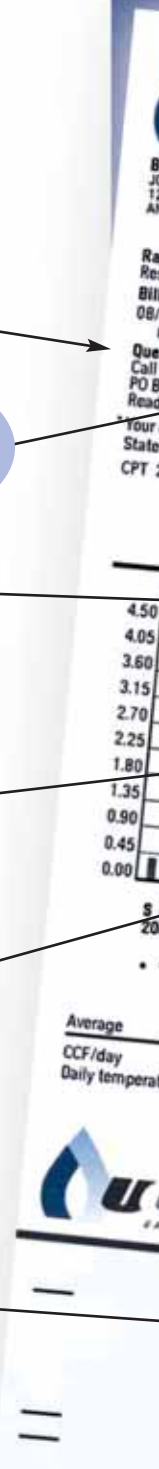
Shows the meter reading for the current billing period and the amount of gas you used in CCF (1 CCF = 100 cubic feet of gas).

Price to Compare

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

Due Date and Amount Due

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





Billing Summary for Service to:
 JOHN Q. SMITH
 1234 YOUR STREET
 ANYTOWN PA 17551

Service Classification:
 Residential Heating
Billing Period:
 10/15/2010 to 09/14/2010 (30 days)
Company Read
 Questions?
 717-232-1811 or write to UGI at
 P.O. Box 13009
 Reading, PA 19612-3009
 Current UGI charges include
 taxes totaling \$ 1.04.
 201 222 3333 44 1

000000

Past Bill Information - UGI Utility

The account balance on your last bill was _____ \$ 18.14
 Thank you for your payment of _____ -18.14
 Your balance as of 09/18/2010 _____ 0.00

Customer Number
 201 222 3333 44

Current Bill Information - UGI Utility

Customer Charge _____
 Commodity Charge (15 CCF at \$1.13000) _____ 8.55
 Distribution Charges (First 15 CCF at \$0.45333) _____ 16.95
 PA State Tax Surcharge _____ 6.80
 Total Current Charges - UGI Utility _____ -0.04
 UGI Utility charges owed this bill _____ 32.26
Total Amount Due, Please Pay by Due Date (10/10/2010) _____ \$ 32.26
 _____ \$ 32.26



Meter Information - Next Read Date November 11, 2010

| Meter Number | Previous Reading | Present Reading | CCF Used |
|--------------|------------------|-----------------|----------|
| 1192254 | 310 (estimated) | 325 (company) | 15 |

Messages from UGI

- Your current price to compare is \$ 1.11189 /CCF.
- Your total annual usage is 544 CCF. Your average monthly usage is 45 CCF.
- We can make your energy costs easier on your budget with our 12 month Budget Billing plan. Your monthly payment would be approximately \$ 94.00. For more information about this plan call UGI.
- Help prevent pipeline damage, accidents and service disruptions. If you see someone digging near your home please call UGI.

Estimated Usage

| Last Year | This Year |
|-----------|-----------|
| 0.37 | 0.50 |
| 72°F | 69°F |

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.
 Post Office Box 13009
 Reading, PA 19612-3009

Please pay by the due date to avoid the late charge. Please return this portion with your payment.

CPT 201 222 3333 44 1

*****AUTO** 5-DIGIT 17036
 JOHN Q. SMITH
 1234 YOUR STREET
 ANYTOWN PA 17036

RH

| | |
|-------------------------|------------------|
| Due Date | October 10, 2010 |
| Amount Due | \$ 32.26 |
| With Late Charge | \$ 32.66 |

Payment Plans

Online

In addition to paying by mail, UGI offers the convenience and flexibility of paying your bill online. Call **1-877-503-2956** to pay your bill or visit our website. Please be aware that a fee will be charged unless you sign up to regularly pay your bill online. UGI does not receive any of this fee.

Payment Agencies

You may pay your bill either by mail or at an approved payment agency. Visit our website or call UGI at **1-800-276-2722** for payment agency locations. Walk-in payment centers are independent agents who may collect a fee for their service. UGI does not receive any of this fee.

Making Payment Agreements for Past-Due Bills

If you have a bill payment problem, call UGI immediately at **1-800-272-9844**. If you're on a limited income and need help, UGI has a number of assistance programs. Call **1-800-UGI-WARM** for more information. We are committed to working with customers who make a sincere effort to pay. Please call us immediately if you ever have a problem or question.

"Easy as ABC" Plan

Turn to page 12 for details on our "Easy as ABC" plan.



Due Date Extensions for Fixed Income Customers

As a UGI residential customer, you may be eligible for UGI's Due Date Extension Program. This program offers an extended due date on your gas bill and is offered to customers who are retired or on a fixed income.

How this Program Works

This special program allows you additional time to deposit your monthly check and have your gas bill payment reach UGI in time to avoid late charges.

How to Apply

Please contact us for a due date extension application and return it with a copy of your social security award letter or other document proving your fixed income status to UGI, P.O. Box 13009, Reading, PA 19612-3009. This information will help us process your application quickly.



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 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'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 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. All Pennsylvania utilities participate in this program.

How You Can Apply

If you would like to sign up for this program, please call **1-800-276-2722**.

Budget Billing Plan

Household budgeting can be a grind. UGI'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 estimates your usage and spreads the amount evenly over the budget period. Every three months, UGI 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's rates.

It is Easy to Register for Budget Billing

There is no charge for using UGI'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 **1-800-276-2722** and follow the instructions (have your customer number handy).



“Easy as ABC” Plan

When you enroll in UGI’s free “Easy as ABC” plan, your bank transfers to UGI 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.**

“Easy as ABC” 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 “Easy as ABC” plan you’ll continue to receive a bill every month from UGI. 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 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 “Easy as ABC” plan. Instead of writing a check each month, your bank will transfer the budgeted amount to UGI.

Always on Time, Never Late

With “Easy as ABC” 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 “Easy as ABC” plan simply by notifying UGI. After you cancel, you make all future payments directly to UGI.

Signing up for “Easy as ABC” is Easy

- **The application is available at www.ugi.com**
- **You may also request an application by returning the card enclosed in this booklet**
- **Return your completed application with your next bill payment**
- **Or, call UGI at 1-800-276-2722 and follow the instructions to request an application**

Customer Assistance Programs

UGI understands that managing energy costs can be difficult. To assist those in need, UGI offers a number of low-income, special needs assistance programs. If you or someone you know needs payment assistance, please call 1-800-844-9276 (UGI-WARM) to check eligibility for:

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 designed to limit heat loss and help lower heating bills.

CARES (Customer Assistance Referral and Evaluation Services)

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

CAP (Customer Assistance Program)

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

LISHP (Low-Income Self-Help Program)

Income-eligible customers make monthly payments based on a percentage of their gross household income, household size and usage. Low-income customers who enroll are eligible, over time, for forgiveness of the amount they are in arrears to UGI.

Third-Party Notification

Customers can designate a third person, or party, to receive notification (by mail) from UGI of past due bills or shut-off notices. This individual can remind the customer to promptly pay his/her bill but **is not responsible for paying the bill**. Customers can choose anyone (relative, friend, social service agency), provided both parties agree. This can help customers who are ill, elderly, disabled, away from home for long periods or do not always remember to pay their bills on time. It also benefits those concerned about an elderly parent. Refer to page 10 for more details on this program.

For more information, please call 1-800-276-2722.

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 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 to provide safe, reliable natural gas service. UGI 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 Low-Income Self-Help Program (LISHP) participant and you choose a gas supplier you will no longer be eligible for the LISHP program.

All natural gas suppliers must obtain a license from the Pennsylvania Public Utility Commission (PUC). 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.

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

Look at a UGI bill to obtain UGI's current "price to compare" (see pages 6 and 7). Call prospective suppliers.

Make sure the prices suppliers quote you are in CCF (one hundred cubic feet of natural gas) for a true "apples to apples" comparison.

Suppliers will send you a statement outlining the terms of your agreement. They will then notify UGI. Soon after UGI is contacted, you will receive a letter from UGI 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.

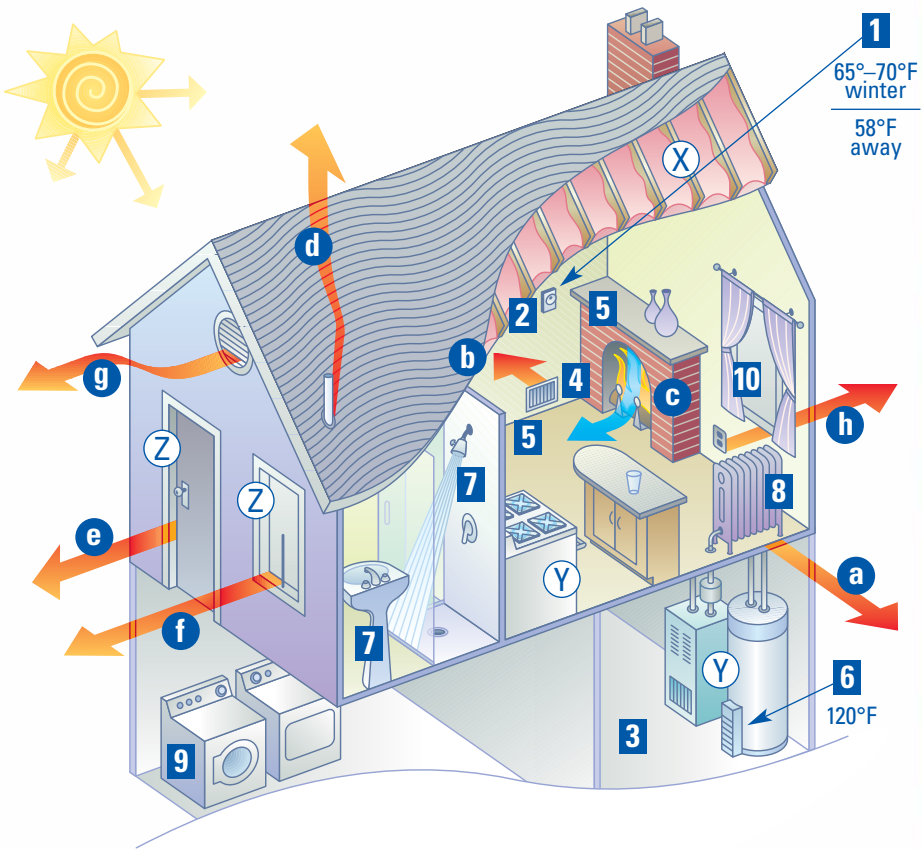
For example, consumers can seal leaks around doors, windows, and other openings such as pipes or ducts, with caulk or weather-stripping. The most common places where air escapes in homes are:

- 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

Safety carries top value at UGI and throughout America's natural gas industry in general. Natural gas has an excellent safety record and we are here to help you with problems or questions. Call us. Our 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 (see enclosed reply card or call UGI for a free Scratch'n 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.
- If odor is strong leave the building immediately. Don't light a match or switch anything on or off. Call UGI at **1-800-609-4844** from a neighbor's phone or a cell phone outside of the building.

If You Smell Gas Outside Your Home

- Call UGI at **1-800-609-4844** 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.

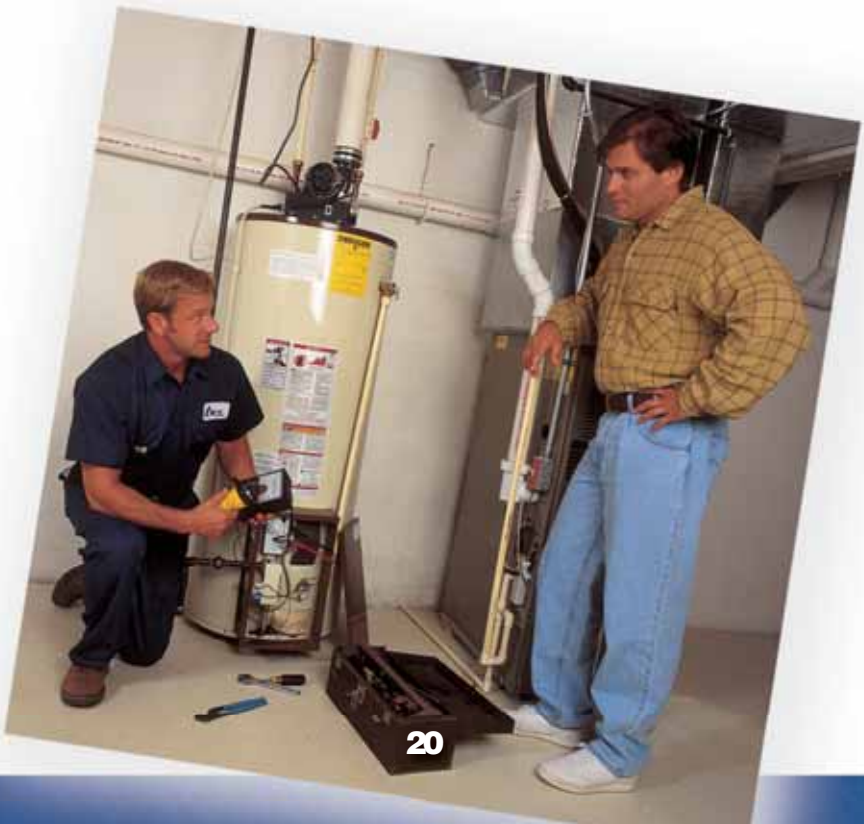


Always Ask for I.D.

- Never open your door to anyone who cannot provide proper identification.
- All UGI 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 at **1-800-276-2722**. Our representative can confirm that work is scheduled in your area.

Call Before You Dig

If you plan to dig, or if you see someone else digging in an area near UGI gas lines, call **811**. As a safety measure and to avoid service stoppages, UGI will locate and mark gas lines free of charge.



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 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 at **1-800-276-2722**.

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'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 routinely performs on a scheduled monthly date as noted on each customer's bill, and leak and corrosion control surveys.

When a UGI representative arrives at your home or business, you should ask for proper identification before allowing entry. All UGI 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 at **1-800-276-2722** to verify that the person is scheduled to perform work in your home, business or neighborhood.



Meter and Line 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. 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.



Rights and Responsibilities

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

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

See the enclosed reply card to request a booklet.

