



Welcome to

PENN NATURAL GAS, INC.





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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 PNG 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 PNG 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.

We also offer a selection of natural gas water heaters, hearth products and appliances, which our experts are available to install. And our CustomCare maintenance and repair plans provide peace of mind that we will be there when gas equipment breaks down—even on weekends and holidays. At UGI PNG, our focus is on you, and how we can make your busy life easier and more comfortable.

Again, we welcome you as a new customer. It is UGI PNG'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.



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How to Contact Us

To Report a Gas Leak or Odor

Please call **1-800-228-1110** (available 24/7).

Para informar de un escape de gas u olor, por favor llame al **1-800-228-1110** (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 Account Services:

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 PNG Account

Self Service Transactions can also be completed by dialing **1-800-432-8017**. 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: **1-800-432-8017**
Make A Payment: **1-888-499-0510**
Energy Assistance Programs: **1-800-490-8605**
Credit and Collections: **1-888-829-8611**
TDD: **1-800-556-1414**

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Gas Service

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

Moving?

UGI PNG 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 **1-800-432-8017**.

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 PNG 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 PNG 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 PNG 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 PNG Bill

How to Contact UGI PNG

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 PNG 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 PNG and the date your payment is due.

Billing Summary for Service to:
 JANE DOE
 123 MAIN ST
 WHEREVER PA 19555

Rate Classification: Residential Heating
Billing Period: 12/29/2008 to 01/27/2009 (29 days)
 Remote Device Read

Questions?
 Call 800-432-8017 or write to UGI at
 PO BOX 13009
 Reading, PA 19612-3009
 *Your current UGI charges include State taxes totaling \$ 13.68.

Past Bill Information - UGI Utility
 The account balance on your last bill was \$ 157.80
 Thank you for your payment of -100.00
 Adjustments -0.77
 Late Charge 0.77
 Your balance as of 01/29/2009 (due now) 57.80

Customer Number
 909 999 9999 99

Current Bill Information - UGI Utility
 Customer Charge
 Commodity Charge (95 CCF at \$1.05347) 11.75
 Distribution Charge (First 80 CCF at \$0.38638) 100.08
 Distribution Charges (Next 15 CCF at \$0.36200) 30.91
 PA State Tax Surcharge 5.43
 PA Sales Tax 0.16
 Total Current Charges - UGI Utility 8.90
UGI Utility charges owed this bill 157.23
Total Amount Due, Please Pay by Due Date (02/19/2009) \$ 215.03
 \$ 215.03

Meter Information - Next Read Date February 27, 2009

Previous Reading	Present Reading	CCF Used
1634 (company)	1729 (remote)	95

Messages from UGI
 *Your current price to compare is \$ 1.05351 /CCF.
 *Your total annual usage is 329 CCF. Your average monthly usage is 27 CCF.
 *Help prevent pipeline damage, accidents and service disruptions. Call 811 before you dig.

Average CCF Per Day

Month	Average CCF Per Day
J	1.36
F	1.02
M	1.36
A	1.02
M	1.36
J	1.02
J	1.36
A	1.02
S	1.36
O	1.02
N	1.36
D	1.02
J	1.36

Price Comparison Table:

Average	Last Year	This Year
CCF/day	1.40	2.70
Daily temperature	31°F	26°F

Payment Information:
 If you pay at a payment agent please take your entire bill. Make check payable to UGI PNG. Keep this part for your records. **Important information is on the back of this bill.**
 UGI Penn Natural Gas, Inc.
 PO Box 71204
 Philadelphia, PA 19176

Customer Number 909 999 9999 99

Due Date February 19, 2009
Amount Due \$ 215.03
With Late Charge \$ 218.24

Payment Plans

Online Payment

In addition to paying by mail, UGI PNG offers the convenience and flexibility of paying your bill online. Call **1-888-499-0510** 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 PNG 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 PNG at **1-800-432-8017** for payment agency locations. Walk-in payment centers are independent agents who may collect a fee for their service. UGI PNG does not receive any of this fee.

Making Payment Agreements for Past-Due Bills

If you have a bill payment problem, call UGI PNG immediately at **1-888-829-8611**. If you're on a limited income and need help, UGI PNG has a number of assistance programs. Call **1-800-490-8605** 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.



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Due Date Extensions for Fixed Income Customers

As a UGI PNG residential customer, you may be eligible for UGI PNG'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 PNG 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 PNG, 1 UGI Center, Wilkes-Barre, PA 18711-0601. This information will help us process your application quickly.



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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 PNG 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 PNG'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 PNG 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 **1-800-432-8017**.

Budget Billing Plan

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

It is Easy to Register for Budget Billing

There is no charge for using UGI PNG'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 **1-800-432-8017** and follow the instructions (have your customer number handy).



“Easy as ABC” Plan

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

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 PNG. After you cancel, you make all future payments directly to UGI PNG.

Signing up for “Easy as ABC” is Easy

- *The application is available at www.ugi.com*
- *Return your completed application with your next bill payment*
- *Or, call UGI PNG at 1-800-432-8017 and follow the instructions to request an application*

Customer Assistance Programs

UGI PNG has a number of assistance programs to help low income households better afford their natural gas bills. To find out if you qualify call **1-800-490-8605.**

Customer Assistance Program (CAP)

The CAP Program offers a monthly payment based on a percentage of your household gross income, household size and usage at the property. In most cases, this program will help make UGI PNG bills more affordable. When CAP bills are paid on or before the due date, the difference between the amount billed and the actual amount used may be forgiven.

LIURP

The Low Income Usage Reduction Program (Weatherization) offers free energy conservation measures to high usage, low income households to help make energy bills more affordable. Possible energy saving measures can include ceiling insulation, floor, duct and hot water pipe insulation, caulking and weather-stripping, gas heater repairs and water flow restrictors. You must be a residential UGI PNG customer at the same address for at least 12 months before you can qualify for these services.

Operation Share Fuel Fund–501 (c) (3)

The Operation Share Fuel Fund is a UGI PNG grant program, funded by the Company and voluntary contributions from UGI PNG customers. This program is designed to assist low-income households who are experiencing a short-term payment problem.

C.A.R.E.S.

The Customer Assistance and Referral Evaluation Services can provide referrals to other helpful programs in your community. These programs can include the Low Income Home Energy Assistance Program (LIHEAP), budget counseling, State Weatherization or Office of Aging programs.

UGI PNG also Offers:

- TDD Pennsylvania Relay Service for the hearing impaired (**1-800-556-1414**)
- Braille or large print bills
- Due date extension for fixed income customers (see p.9)
- Translation services



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 PNG 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 PNG to provide safe, reliable natural gas service. UGI PNG 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). 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.

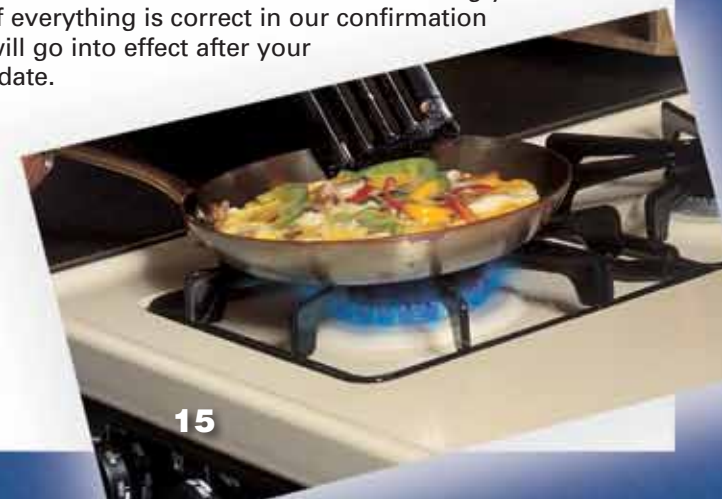
UGI PNG cannot recommend a supplier or provide information on their pricing.

Look at a UGI PNG bill to obtain UGI PNG'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 PNG. Soon after UGI PNG is contacted, you will receive a letter from UGI PNG 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.



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 PNG for a free scratch and sniff folder).

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 PNG.
- If odor is strong leave the building immediately. Don't light a match or switch anything on or off. Call UGI PNG at **1-800-228-1110** from a neighbor's phone or a cell phone outside of the building.

If You Smell Gas Outside Your Home

- Call UGI PNG at **1-800-228-1110** 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 PNG 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 PNG at **1-800-432-8017**. 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 PNG gas lines, call **811**. As a safety measure and to avoid service stoppages, UGI PNG 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-PNG 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 PNG at **800-432-8017**.



Natural Gas Products for the Home

UGI PNG houses a selection of popular models and sizes in water heaters, space heaters, pool heaters and natural gas grills, which our experts are available to install. All other items are available by special order; you may contact a representative in Wilkes-Barre at **570-829-8712** or in Archbald at **570-876-7047**.

Water Heaters

With a natural gas water heater, you've got a steady supply of hot water. A gas hot water heater recovers faster than an electric unit to give you more of what you want when you want it. So relax and treat yourself each day with a shower or bath heated by clean, economical natural gas. Available models include: AO Smith, Ruud and American.

Hearth/Fireplace

A natural gas fireplace offers a realistic, virtually maintenance-free alternative to a traditional fireplace with the added convenience of remote control. Available models currently include: Regency, Vanguard and Hampton stoves.

Space Heating Products

Our space heating products allow you to conserve energy by directing the heat to concentrate on certain, limited-space areas. Available models include: Empire, Vanguard and Rinnai.

Appliances by Maytag

Our available appliances include: ranges, cook tops, wall ovens and clothes dryers.

Outdoor Products

Our available products include: natural gas grills (Broilmaster and Broil King), gas lights (MHP), tiki torches (Beachside) and pool heaters (Teledyne Laars).



Service and Repairs

Our expertly trained technicians will be happy to service or repair any natural gas heating system or appliance regardless of brand or where it was purchased.

Our Customer Information Center is open 24 hours a day for emergency repairs or to schedule service calls—just call **1-800-432-8017**.

Service Calls at Prevailing Rates

Our expertly trained technicians are available to service or repair your gas fired appliances at prevailing rates. Call **1-800-432-8017** to schedule a service call; our operators are available 24 hours a day for emergency calls.

OR BE PROTECTED ALL THE TIME...

A broken furnace in the chill of winter or a stubborn water heater at anytime might not only disrupt your comfort level, but it might also affect your household budget. To avoid sudden and costly repairs, you can cover the charges for maintenance and repair of your heating unit for one full year, with a low monthly fee. Rest easy knowing you will be covered 24/7, all year long, under our popular CustomCare maintenance and repair plan for natural gas heating equipment and appliances. Under the CustomCare program, you select plans or options that best suit your needs. There are no additional charges for labor or covered parts. For more information on CustomCare, call **1-877-517-3808**.

Specially-Priced Options

CustomCare maintenance and repair plans cover gas-utilization appliances, such as natural gas heating systems, clothes dryers, water heaters, etc. Contracts are available for one year, renewable annually and may be used for a newly-purchased appliance or natural gas fired heating equipment and appliances already in your home.

Please note there is no charge for services solely related to suspicion or detection of a natural gas leak.

For Your Protection

Our meter readers and service representatives wear uniforms with company logos and drive clearly marked vehicles. Most of UGI PNG'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 reading, which UGI PNG routinely performs on a scheduled monthly date as noted on each customer's bill, and leak and corrosion control surveys.

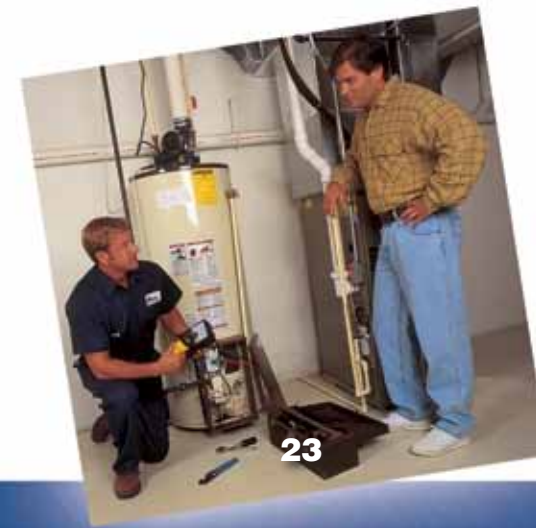
When a UGI PNG representative arrives at your home or business, you should ask for proper identification before allowing entry. All UGI PNG employees are required to carry identification cards and will be happy to present them to you upon request. These cards display the company logo and the employee's 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 PNG at **1-800-432-8017** to verify that the person is scheduled to perform work in your home, business or neighborhood.

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 PNG. 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 PNG customer. Learn more about your rights and responsibilities in a free booklet called "Rights and Responsibilities as a Utility Customer". 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

