



Improving **everyday** life.  
Your complete guide to electric service.



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UGI would like to welcome you as our customer. We take pride in delivering reliable electric service. UGI can keep your home warm and cozy even on the coldest winter nights.

And 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. Also, our knowledgeable staff is available to answer all of your service questions.

We know that our customers lead busy lives, which is why UGI provides a number of options to help our customers ease and manage their expenses. For more information, please feel free to visit our web site at [www.ugi.com](http://www.ugi.com).

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.

# UGI Electric

## How to Contact Us

Electric Emergencies: **1-800-962-1212**

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 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 & Account Inquiries: **1-800-276-2722**

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

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

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

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



## Electric 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 electric 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 electric is turned off and the meter is inside your home, you will have to be available at the property to allow entry. If your electric 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.

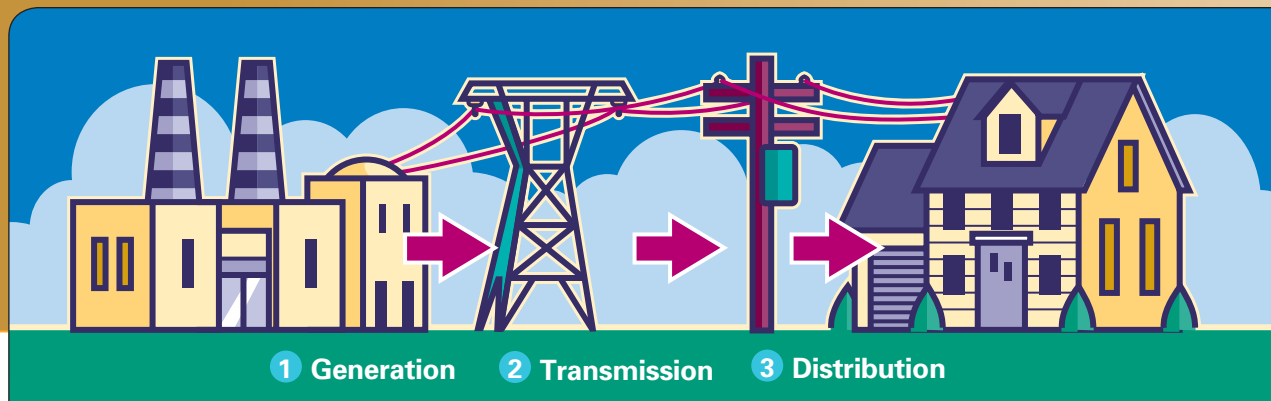
### Attention: Landlords

The **LFSO** (Landlord if Shut Off) program gives property owners the opportunity to have electric service at a rental property automatically put into their name if the property is vacant between tenants. To sign up for this program please speak to a representative at **1-800-276-2722**.

### Meter Reading

UGI attempts to read all meters every month. Occasionally, weather conditions, access to a meter, equipment difficulties, etc., prevent us from reading meters. If we are unable to obtain meter readings, bills are issued based upon estimated meter readings. These estimates are based upon a customer's billing history and/or weather conditions.

# The Pennsylvania Electric Choice Program



## You Can Choose Your Preferred Electric Generation Supplier

Everyone's electric service includes three parts:



- 1 Generation
- 2 Transmission
- 3 Distribution

In Pennsylvania, the production—or generation—of electricity is a competitive business. Competition creates the opportunity for you to choose an electric generation supplier. It also creates the opportunity to lower your monthly electric bill. With Electric Choice, you can compare charges for your generation service. You can also compare other options such as where and how the energy is generated.

## Safety, Reliability and Service Ensured

UGI will still deliver electricity to your home or business no matter which company you choose as your generation supplier. We will continue to provide the same level of service, reliability and safety UGI customers are accustomed to receiving.

## How to Participate in the Program

- Notify your chosen supplier. The supplier will send you a statement outlining the terms of your agreement. You may cancel your choice within three business days of receiving the statement.
- Your chosen supplier will notify UGI.
- You will receive a letter from UGI confirming your choice. Make sure it is the supplier you have chosen. If it isn't, you have 10 days to notify UGI and correct the mistake.

\*If you do not remain with a supplier for the entire calendar year, a penalty may apply.

## Shopping Around

A list of electric generation suppliers licensed by the Pennsylvania Public Utility Commission can be obtained by contacting UGI. These suppliers might contact you directly by mail or telephone. Other sources of Electric Choice information include television and radio advertising, the internet, or the Office of Consumer Advocate (OCA). Information on Electric Choice provided by the Pennsylvania Public Utility Commission can be found at [www.puc.state.pa.us/utilitychoice](http://www.puc.state.pa.us/utilitychoice).

Take the time to review the materials you receive. Make a list of questions you have for suppliers. If you decide that a supplier is right for you, notify that company.



For more information on the Electric Choice Program, call 1-888-285-2133 or visit our website: [www.ugi.com](http://www.ugi.com)

# Understanding Your Electric Bill

To reflect the changes brought about by the Electric Choice Program, your UGI electric bill is “unbundled.” If you choose an alternate generation supplier, you may have a choice about how you are billed.

## Learn the Basics of Your Electric Bill

### Your electric bill is “unbundled.”

That means the various charges related to your electric service, including generation supply, are listed separately on your bill. This occurs regardless of whether or not you choose a new supplier.

### If you choose an alternate generation supplier, you may have a choice of receiving one or two bills.

In most cases, you will be able to receive a single monthly bill from UGI. This bill includes the charges from your new generation supplier.

However, some suppliers may want to bill you separately for your electric generation and transmission charges. In this case, you would receive two electric bills each month.

### Your alternate generation supplier’s name will appear on your electric bill.

If you have selected a new supplier, the name, address and telephone number of UGI and your new supplier will be provided on your bill.



Want to learn more?  
Call us and we'll be  
there to assist you.

## What Do Each of These Charges Mean?

Here are brief explanations of some of the charges you see on your unbundled electric bill. Remember that most charges will vary depending on how much electricity you

### Generation Charge

For producing electricity. If you select a new supplier, this charge is not regulated by the Public Utility Commission and will depend on the contract between you and your supplier.

### Transmission Charge

For transporting electricity from the source of supply to UGI’s local distribution network. For electric customers who select a new supplier, transmission costs should be included in the charges from your new supplier. Be sure to find out if the supplier’s price per kilowatt hour (kWh) includes transmission costs.

### Distribution Charge

For delivering electricity from the electric distribution company to your home or business.

### Customer Charge

Basic service charges to partially cover costs for billing, meter reading, equipment, and service line maintenance.



*You can contact us with any questions about your electric service or your UGI Electric bills:*

**1-800-276-2722**



# Convenient & Flexible Payment Options

## 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.

## 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 energy 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 electricity 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).



## 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 electric 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 electric bill payment reach UGI in time to avoid late charges.

### How to Apply

Mail a copy of your social security award letter or other document proving your fixed income status to UGI, PO 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**.

# Customer Assistance Programs

## Helping to Resolve Payment Problems



UGI has a number of assistance programs to help low income households better afford their electric bills. To find out if you qualify call **1-800-UGI-WARM (1-800-844-9276)**.

### LISHP/CAP

The Low Income Self-Help Program (LISHP) or Customer Assistance Program (CAP) 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 bills more affordable. When LISHP bills are paid on or before the due date, the difference between the amount billed and the actual amount used maybe 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, heater repairs and water flow restrictors. You must be a residential UGI 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 grant program, funded by the Company, voluntary contributions from UGI customers and UGI employees. 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 also offers:

- TDD Pennsylvania Relay Service for the hearing impaired (**1-800-654-5988**)
- Braille or large print bills
- Due date extension for fixed income customers (see p.12)
- Customer Assistance Guides
- Translation services

## “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

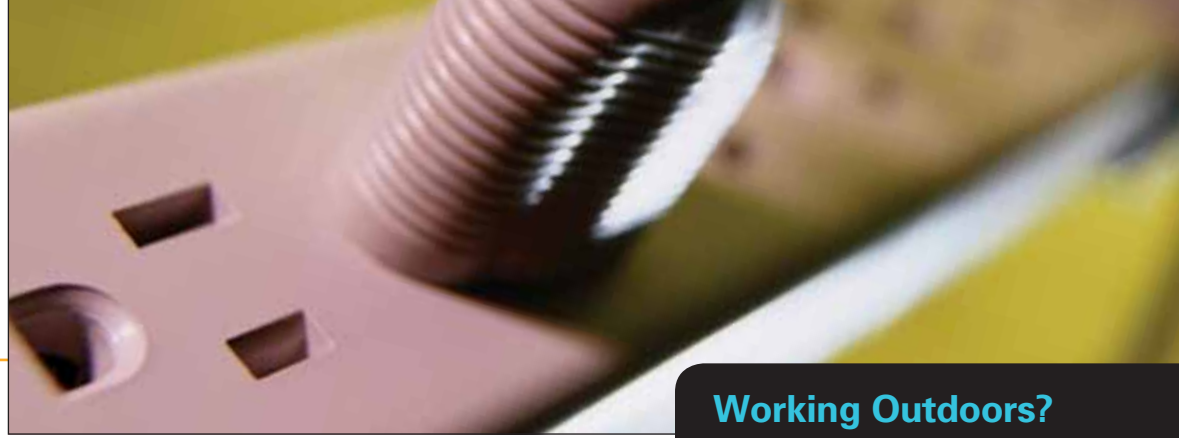
You may cancel the “Easy as ABC” plan simply by notifying UGI. After you cancel, you make all future payments directly to UGI.

### Signing up for “Easy as ABC” is Easy

- The application is available at [www.ugi.com](http://www.ugi.com).
- 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.

# Be Safe. Be Smart.

## Safety Tips



**Working Outdoors?**  
Don't Forget:

### Fallen Wires

Assume that wires are energized and don't touch them. Call UGI and the police immediately. Stay away from fallen wires and warn others to keep away. If a wire is touching your vehicle, stay inside. If your car catches fire, it's important that you leave the vehicle immediately. Because metal conducts electricity, don't touch the car's metal and the ground at the same time. Jump clear of the vehicle for proper exit.

### Indoor Electrical Fires

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

### Portable Generators

Improper use of portable generators can lead to electrical fires or poisonous carbon monoxide gas.

Never use a generator indoors, in your garage or basement, or in any enclosed space. Always use proper power cords and follow manufacturer's instructions for safe operation. Do not overload the generator by operating more equipment than the generator's output rating. Be sure your generator is properly grounded.

### Light Bulbs

Be sure to turn off light switches when you change a bulb. To avoid fire through overheating, use only bulbs of the appropriate wattage for the fixture.

### Electric Cords

Check your cords often for fraying or damage and replace them if necessary. Use the right extension cord for the job: heavy-duty extension cords with power tools, moisture-resistant extension cords outdoors. Plus, place all cords safely out of the way so people don't trip.

### Outlets

If you have children, or even if they're visiting your home, make sure you have installed safety plugs and outlet covers, (available at most hardware stores and home project centers). Also, never overload your outlets. Too many cords plugged into one circuit creates an electrical hazard.

### UGI's Safety & Security Lighting Program

For a nominal monthly charge, you can have UGI's outdoor lighting service, which includes your choice of fixture, energy, installation and maintenance. Adequate outdoor lighting improves visibility, reduces accidents and deters burglars and vandals. Once outdoor lighting is installed, lights automatically come on at dusk and go off at dawn. For more information, call **570-830-1218** or **570-830-1256**.

### Call 811 before you dig!

Whether your plans include minor tree planting or major construction digging, please take time to call the PA One Call System 8-1-1 to learn the location of all underground utility lines.



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

Pennsylvania law requires a notice to all utilities before excavation is allowed to begin. The One Call System is available 24 hours a day.

### Are your trees too big?

Proper planting and tree-trimming procedures are necessary to help prevent interruption of electrical service. A service interruption can occur when branches contact power lines. Trees must be kept a safe distance from all electrical wires.

To assure your safety and reliable service, UGI maintains a coordinated vegetation management program that promotes proper tree selection and planting, as well as tree trimming in the vicinity of power lines.

*A free brochure entitled "Trees for Streets and Lawns" is available by calling 1-800-962-1212.*

# Save Energy & Money In Your Home

By upgrading to a more efficient comfort system, enhancing insulation levels, and modifying energy-usage habits, there are a variety of ways you can save energy—and money—around your home. The next few pages offer options you can consider.

## Upgrade Your Old Home Comfort System

For the greatest home energy efficiency, it's important to choose the right heating and cooling system. Consider your home's energy demands, installation costs, and long-term operating costs when shopping for the right system. **Efficient electric heating and cooling options include:**



### Heat Pump System

An electric heat pump works by removing heat from a cooler place and moving it to a warmer place. In winter, it transfers heat from the outside to warm the house; in summer, it transfers heat from indoors to cool the house. An electric heat pump provides greater use because it heats and cools, and can be used along with humidifiers and other air treatment equipment. Because the unit transfers heat and does not manufacture heat, the electric heat pump operates at an efficiency greater than 100% under normal operating conditions.



Relax...when done properly, you can keep comfortable while reducing energy costs.

### Baseboard Resistance Heating System

Baseboard resistance is an inexpensive and easy type of electric heat to install.

The heaters are available in various sizes to accommodate the heat loss requirements of any room. Each room can be individually controlled by a thermostat, providing the flexibility to tailor the heating needs of all individual areas. Baseboard resistance heat installation is dependable and maintenance-free with no moving parts.

Because of the easy installation, these heaters can be used in additions and in areas needing an additional heat source. As with all heating installations, effective insulation will minimize operating cost and maximize comfort.

### Geothermal Heating and Cooling System

The geothermal ground source heat pump offers a unique way to heat and cool your home while offering significant energy savings. This system uses the earth's relatively constant year-round temperature to warm you in winter and cool you in summer. The highly efficient geothermal heat pump can cut your home heating and cooling energy consumption by as much as 75%, according to a study by the U.S. Environmental Protection Agency. The installation expense can be somewhat higher than other options, but the payback in energy savings more than covers the expense.

For additional tips on reducing your electric bill, please contact UGI at **570-830-1219** and request a copy of our *More than 100 Ways to Improve Your Electric Bill* brochure.

## Conservation Tips

### 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:

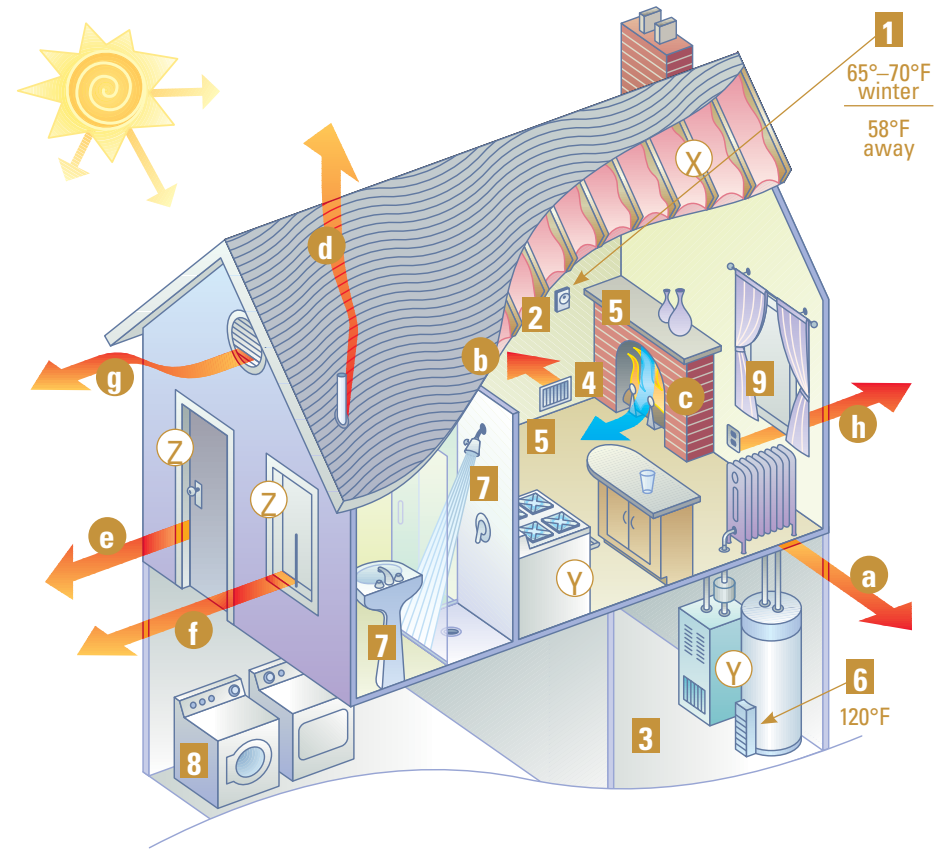
- a floors, walls, ceilings
- b ducts
- c fireplace
- d plumbing penetrations
- e doors
- f windows
- g fans and vents
- h electrical outlets

### 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 electric 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 without sacrificing comfort.
- 7 Install water-flow restrictors in shower-heads and faucets.
- 8 Run washing machines and clothes dryers with a full load.
- 9 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 newer high-efficiency 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.



### Save When Using Your Appliances

Your major appliances contribute significantly to the total amount of energy used in your home. By following these tips, you can save energy and money:

#### Using Hot Water

Set the thermostats on your water heater to 120°F or lower. A minor adjustment like this can really save you money and reduce the risk of burns from scalding water. Also, insulate your hot water heater tank and hot water pipes for more savings. Insulation jackets are available at hardware or home improvement stores. Consider using a timer and always locate your water heater as close as possible to the area of use.

#### Washing Dishes

Use your dishwasher's energy-saver feature. Run the dishwasher only when it's full. Stop the machine early and allow your dishes to air dry.

#### Washing Clothes

Did you know that using cold water cleans your clothes as well as hot water? It's an easy way to save. Also, try to put the right size load into washers and dryers. Overloading makes machines work harder and wastes energy. Putting in too little is wasteful, too.

#### Bathing

Take a quick shower instead of a bath. It uses less water. Also, put a flow-restrictor in your showerhead to cut your use of water even more.

#### Cooking in the Oven

Don't preheat your oven earlier than you have to. Find out how long it takes for your oven to heat to the desired temperature. Next time you bake, you'll know exactly how long you need to preheat.

- Turn heat off for the last 10 minutes.
- Bake in ceramic or glass instead of metal, and you can set your oven 25° lower on any given recipe.
- Keep the oven door closed instead of opening it to look inside. This prevents a great deal of heat loss.

#### Cooking on the Range

- Clean range pans often so they reflect more heat.
- Boil or heat on the range with a cover on the pot to save one-third energy.
- Use the right size pan for each burner. A larger burner doesn't cook faster; it just heats the air.

#### Using the Refrigerator

Use this trick to test the door seal: close the door on a piece of paper. If the paper pulls through easily, the seal needs to be replaced. Keep the freezer as full as possible, and defrost when the ice is  $\frac{1}{4}$  thick.

### Save When Using Home Lights

Follow the "3-minute rule." If you're leaving a room for three minutes or more, turn off the lights. Also, choose light colored walls to reflect natural light better. Your room will need less artificial light. When selecting light bulbs:

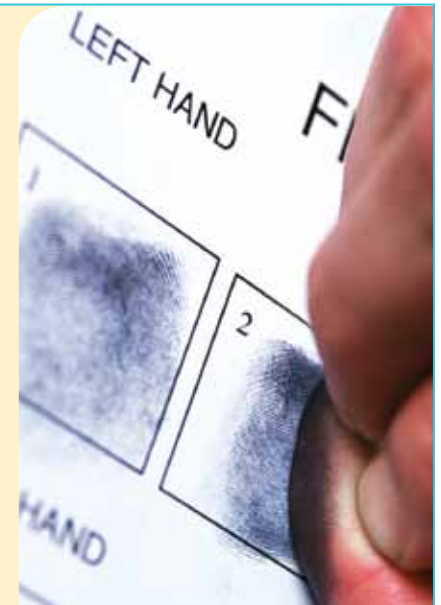
- Choose compact fluorescent light bulbs that use about 75% less electricity and last about ten times longer than regular incandescent bulbs.
- Use lower wattage bulbs.
- Select fluorescent lights that are three to five times more efficient than regular bulbs.

#### Service Tip

### Theft of Service—*We All Pay*

It is dangerous and illegal to tamper with utility meters or power lines. Customers who tamper with our meters or turn on their own service are stealing from you as well as UGI. They could be fined or go to prison.

Call UGI at **570-829-8619** if you suspect meter tampering or electricity theft. **We will keep your report confidential** and it will help all of our honest customers and can save innocent people from harm.





## Choose & Use Energy-Efficient Appliances

Even the appliances that you use every day can help create a more energy-efficient household. Here's what to look for when buying new appliances:

### Electric Range

When purchasing, it's important to look for the best energy efficiency rating you can find. Also, the better insulated the oven is, the more efficiently it will operate. Usually, self-cleaning ovens have the best insulation.

### Refrigerator

In general, refrigerators with improved insulation and better door seals will run most efficiently. The style of refrigerator you choose will also affect energy use. Top-freezer models tend to run more efficiently than side-by-side and bottom-freezer models. Compact models, while convenient for small rooms, do not use energy as efficiently as larger models.

### Washer and Dryer

Front-load washer models offer more energy efficiency, using less water. Look for a machine that doesn't offer a warm-rinse alternative. Cold water rinses just as well as warm and, ultimately, costs less. Because energy efficiency is relatively the same for all dryers, you can make your choice based on desired features. Compact models, however, run less efficiently.

### Dishwasher

You'll save energy and water by choosing a dishwasher that uses less than 8 gallons of water per wash. Some use as little as 5 gallons; others use up to 13 gallons. Also look for an energy-saver cycle and a delay-start setting. This lets you set your dishwasher to run during off-peak energy hours. You can usually choose between a heated dry or air dry cycle. Air dry is more efficient.

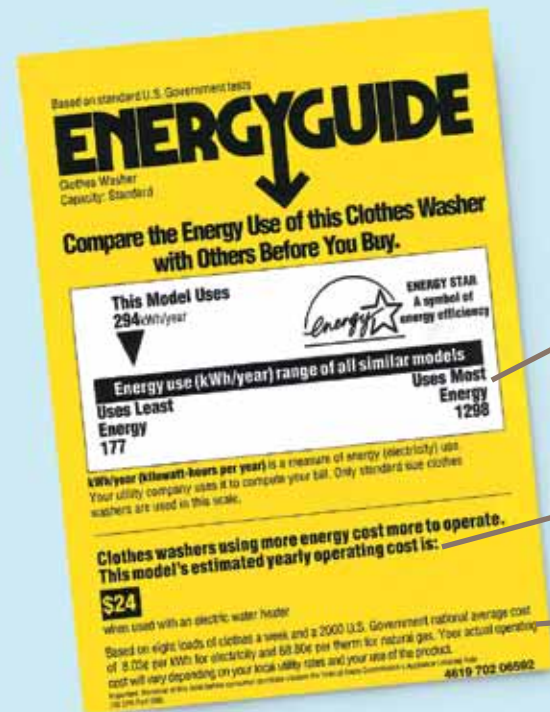
### Water Heater

Your water heater can consume 15 to 20 percent of the energy you use in your home each year, so choosing the right water heater can save you money. Don't wait until your water heater breaks down. You may be tempted to rush out and buy a

low-cost replacement. This can be a mistake that costs more money in the long run. Look for a water heater that meets your usage needs. You'll have hot water when you need it, and you'll save money through efficient energy use.

### Shopping Tip:

## How to Read the EnergyGuide on New Appliances



An EnergyGuide is an informative appliance label that lets you compare energy costs of similar competing appliances. Use this handy information to help you make a better buying decision.

- A scale showing the highest and lowest energy consumption for models within the same size range.
- The estimated annual operating cost for this model.
- How to determine your yearly cost based on local energy rates.



## Equipment Maintenance Tips

### Heating Equipment

- Check your furnace filter at least monthly and change or clean as needed.
- Get your heating system tuned up.
- Have your furnace or boiler checked by a qualified technician once a year.
- Lubricate pump and blower bearings regularly in accordance with manufacturers' recommendations to limit the amount of energy lost to friction and to extend equipment life as well.

### Water Heater

- Once a year, drain a bucket of water from the bottom of the water heater tank. This gets rid of sediment, which can waste energy by "blocking" the water in the tank from the heating element.
- Insulate your hot water supply pipes to reduce heat loss. Hardware stores sell pipe insulation kits.
- Repair any leaky faucets promptly.

### Air Conditioner

- Check and clean or replace air filters every month.
- Clean the outside condenser coil once a year.
- Schedule periodic maintenance of cooling equipment by a licensed service representative.
- Attics must be ventilated to relieve heat buildup caused by the sun. If necessary, improve attic airflow by adding or enlarging vents.

### Refrigerator/Freezer

- Keep your refrigerator filled to capacity, but don't overcrowd to the point where doors cannot be closed or air cannot circulate.
- Vacuum the condenser coils (underneath or behind the unit) every three months or so.
- Check the condition of door gaskets by placing a dollar bill against the frame and closing the door. If the bill can be pulled out with a very gentle tug, the door should be adjusted or the gasket replaced.

### Range/Oven

- Keep reflector pans beneath stovetop heating elements bright and clean.
- Use the self-cleaning cycle only for major cleaning jobs. Start the cycle right after cooking while the oven is still hot, or wait until late in the evening when electricity usage is low.

### 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.



# Guard Against Impostors A Safety Reminder

We want you to feel secure when UGI representatives visit your home or business. The following tips will help you guard against impostors who could claim to be working for UGI or another one of your utilities:

- Do not open the door to anyone who does not provide I.D.
- All UGI employees are required to carry a company-issued photo I.D.
- If you have any concerns or questions, call UGI on the phone to confirm that a service person is scheduled to work in your area.



## Rights and Responsibilities

Dependable electric 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 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 electric service after moving

How to read your meter

What to do if you experience unscheduled loss of service



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