



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
HARRISBURG, PA

October 30, 2025

Dear Utility CEO,

As colder weather begins to settle across Pennsylvania, the Commission is deeply concerned about the challenges facing many households this winter. Rising energy prices, potentially severe weather, and – most significantly – the delayed start of the federal Low Income Home Energy Assistance Program (LIHEAP) due to uncertainty regarding federal funding, create an unprecedented set of affordability concerns for families across our Commonwealth.

This year's circumstances present a heightened risk for Pennsylvania households – especially those already living on tight budgets and facing interruptions in other federal support programs. The absence or delay of LIHEAP funding could leave hundreds of thousands of families without the assistance they have relied upon for more than 50 years. Some may not know where to turn for help, while others may resort to unsafe or more expensive alternatives to stay warm. Compounding the loss of LIHEAP funding are the day-to-day financial pressures that face so many households.

Against this backdrop, the role of our public utilities is more critical than ever. The Commission is calling on all utilities – especially those providing heat-related services – to be proactive, flexible, and compassionate in working with customers. Of particular concern are LIHEAP-eligible customers that may be exposed to termination before the start of the winter moratorium. This means, among other things, reaching out early and often, identifying changes in usage that may signal distress, and connecting customers with every available resource to keep them safe, warm, and connected.

Pennsylvania's utilities collectively invest hundreds of millions of dollars each year in universal service programs that reduce bills, improve efficiency, and prevent terminations. These include Customer Assistance Programs, weatherization and usage reduction initiatives, hardship funds, and other affordability options. While federal funding remains uncertain, these universal service programs continue to serve as a vital safety net for Pennsylvania families.

The Commission's **Call Utilities Now** campaign will continue to emphasize the importance of early interaction between at-risk consumers and their utility providers. But this winter will require more than the usual outreach. It will require special attention to customers who may be facing difficulty for the first time, and

who may not know what options exist or how to ask for help. We urge utilities to redouble their efforts to communicate clearly and compassionately about available programs, payment plans, and energy-saving opportunities.

We also encourage utilities to:

- **Identify emerging account risks early** and engage in customer outreach before balances become unmanageable;
- **Coordinate with community organizations**, social service agencies, and local partners to ensure consistent and trusted messaging about available assistance;
- **Provide staff with the flexibility and guidance** needed to tailor **payment arrangements** to individual household circumstances, especially the households affected by the LIHEAP delay;
- **Maintain clear communication channels** with the Commission about any emerging affordability or service concerns; and
- **Prioritize Hardship Fund grants** for customers with household **incomes at or below 150%** of the Federal Poverty Income Guidelines.

The PUC will continue to work closely with all stakeholders to navigate this difficult season and ensure that Pennsylvania families are not left behind. By taking early, proactive steps and maintaining open lines of communication, we can collectively protect the health and safety of our communities – and reaffirm the essential role our utilities play in the daily lives of the people we serve.

Thank you for your continued commitment to the residents of Pennsylvania and for your leadership during what may be a challenging winter for many households.

Sincerely,

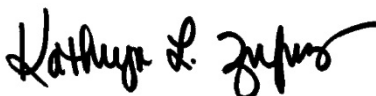
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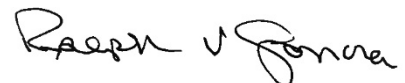
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