



## LOW INCOME USAGE REDUCTION PROGRAM (LIURP)

UGI's LIURP offers free weatherization measures to qualified low-income residential heating customers in order to limit heat loss and provide long-term energy savings. These energy savings measures may include window and baseboard caulking, door and window weather-stripping, attic and sidewall insulation, duct and pipe insulation, ventilation, water conservation devices, furnace inspections and energy education.

In addition, non-heating UGI Electric accounts may qualify for measures such as refrigerator replacement and high-efficiency lighting.

### LIURP ELIGIBILITY CRITERIA

To be eligible the customer must have: (1) an active UGI gas or electric heating account with twelve (12) or more continuous billing periods for the same account number; (2) higher than average gas or electric heating usage during the twelve month period to meet specified consumption levels for the program; (3) renters can qualify with written permission from landlords; (4) Gross Annual Income must be at or below 150% of the Federal Poverty Level (see *insert for details*). A percentage of customers who may have extenuating circumstances can be accepted at 200% of Federal Poverty Level.

One additional LIURP program called the UGI Rehabilitation Program is designed to take a

proactive approach to install approved energy efficient measures at the time of new construction or rehabilitation. Email [liurpteam@ugi.com](mailto:liurpteam@ugi.com) for more information.

## CUSTOMER ASSISTANCE REFERRALS EVALUATION SERVICES (C.A.R.E.S.)

C.A.R.E.S. provides referrals to other helpful programs in your community. UGI will send any customer, regardless of income, a Customer Assistance Guide and energy-related information specifically for your area. In addition to LIHEAP and LIURP, these programs can include budget counseling or Office of Aging programs.

### C.A.R.E.S. ELIGIBILITY CRITERIA

Customer must be a residential customer experiencing a temporary personal or financial crisis.

### Additional Services offered by UGI:

- Conservation literature
- Gift credits
- Third party notification
- Online bill pay
- Budget billing
- Payment arrangements
- Extended due date



[www.ugi.com](http://www.ugi.com)

CONTINUED ON BACK PANEL



Energy to do more®



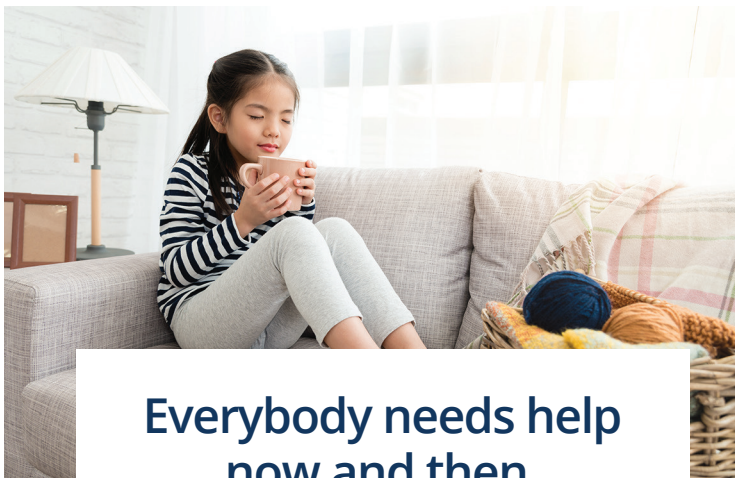
# Universal Services

PROGRAMS

For more information

please call:  
800 UGI-WARM  
800 844-9276

To learn more or enroll visit  
[www.ugi.com/electrichelp](http://www.ugi.com/electrichelp)



## Everybody needs help now and then.

We want to help guide you through the many programs available to help customers manage their energy bills. Look at the table below and select the option that best describes your situation, then look at the Program you should start with.

Your Current Situation	Start With This Program
You have no heat, or an active termination notice, and limited income. (Note: Enrollment for this program occurs in early November of each year and ends in April the following year.)	Low Income Home Energy Assistance Program (LIHEAP)
You have high debt, and need help managing monthly energy bills. You want "forgiveness" of utility debt as long as you continue to make on-time payments to UGI for 3 years.	Customer Assistance Program (CAP)
You have a temporary hardship (death of wage earner, loss of job, sickness, etc.) that prevents you from paying your utility bills.	Operation Share
Your home is cold and drafty, and keeping the thermostat low doesn't result in lower energy bills.	Low Income Usage Reduction Program (LIURP)

## LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

LIHEAP (Low Income Home Energy Assistance Program) is a federally funded program administered by each state that helps low income households pay their heating bills through energy assistance grants. There are two components to the LIHEAP program: CASH and CRISIS.

### ELIGIBILITY FOR CASH GRANT

A customer must be responsible for home heating costs. CASH grants are applied directly to your account. This is not a loan and the money does not have to be paid back.

### ELIGIBILITY FOR CRISIS GRANT

CRISIS grants help families who are in danger of being without heat due to situations like:

- Utility services shut-off
- Active termination notice
- Broken heating equipment or leaking fuel lines



Homeowners or renters whose gross annual income meets the income guidelines (see insert for details) established for the program by the State are eligible.

To apply, a customer must have a recent heating bill, and the names, Social Security numbers, and proof of income for all household members.

For more information regarding this program, customers can contact UGI or their local County Assistance Offices ([www.ugi.com/CAO](http://www.ugi.com/CAO)).

## CUSTOMER ASSISTANCE PROGRAM (CAP)

UGI's Customer Assistance Program (CAP) benefits include:

- A personalized monthly payment based on income and average bill;
- Past due debt forgiveness with on time monthly payments;
- The difference between the CAP payment and the actual usage bill may also be forgiven.



UGI partners with local community agencies to provide this useful program to customers.

### CAP ELIGIBILITY CRITERIA

To be eligible, a customer must: (1) have household gross income at or below 150% of Federal Poverty Level; (2) be a residential customer with active energy service. Income Guidelines change annually, see insert for details.

### OPERATION SHARE

The Operation Share program provides energy assistance grants to qualified customers who experience difficulty paying their heating bills. This community-based program is funded by voluntary donations from UGI employees, UGI customers, and concerned citizens. In addition, UGI provides a corporate donation to help fund the program.

### OPERATION SHARE ELIGIBILITY CRITERIA

To be eligible the customer must: (1) have an active UGI account; (2) have gross income (see insert for details) at or below 200% of Federal Poverty Level; (3) have not received an Operation Share grant within the past twelve (12) month period.



**CAP & LIHEAP Household Income  
150% Federal Poverty Guidelines  
Valid Through January 31, 2023\***

Household Members	Annual Income	Monthly Income	Weekly Income
1	\$20,385	\$1,699	\$392
2	\$27,465	\$2,289	\$528
3	\$34,545	\$2,879	\$664
4	\$41,625	\$3,469	\$800
5	\$48,705	\$4,059	\$937
6	\$55,785	\$4,649	\$1,073
7	\$62,865	\$5,239	\$1,209
8	\$69,945	\$5,829	\$1,345

*For each additional person add \$7,080/person annual income  
(\$590/person monthly income or \$136/weekly income).*

**LIURP & Operation Share Household Income  
200% Federal Poverty Guidelines  
Valid Through January 31, 2023\***

Household Members	Annual Income	Monthly Income	Weekly Income
1	\$27,180	\$2,265	\$523
2	\$36,620	\$3,052	\$704
3	\$46,060	\$3,838	\$886
4	\$55,500	\$4,625	\$1,067
5	\$64,940	\$5,412	\$1,249
6	\$74,380	\$6,198	\$1,430
7	\$83,820	\$6,985	\$1,612
8	\$93,260	\$7,772	\$1,793

*For each additional person add \$9,440 /person annual income  
(\$787/person monthly income or \$182/weekly income).*

**Visit [www.ugi.com/electrichelp](http://www.ugi.com/electrichelp)  
to learn more or enroll in a program.**

*\*Income guidelines will increase in January of each year.  
If your income levels are close to what is above, please  
contact UGI at the above number to verify eligibility.*