

CITIZENS' ELECTRIC COMPANY OF LEWISBURG, PA

1775 INDUSTRIAL BLVD. · P.O. BOX 551 · LEWISBURG, PA · 17837-0551 · (570)524-2231 · FAX (570)524-5887

April 17, 2009

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James J. McNulty, Secretary
Pennsylvania Public Utility Commission
PO Box 3265
Harrisburg, PA 17105-3265

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Re: Rulemaking to Amend the Provisions of 52 Pa. Code, Chapter 56 to Comply with the Provisions of 66 Pa. C.S., Chapter 14; General Review of Regulations, Docket No. L-00060182

Dear Secretary McNulty,

In response to the above referenced proposed rulemaking, Citizens' Electric Company is pleased to provide the requested information to facilitate revisions to the PA Code regarding internet based, utility e-billing programs. Our comments below follow the outline contained in your letter dated March 31, 2009.

1.) The scope and description of current e-billing programs.

Citizens' Electric implemented an e-billing program (eBill) in December 2008. The eBill solution is available on the company's website at www.citizenselectric.com. The password protected website utilizes Secure Sockets Layer technology, firewalls and secured servers to ensure that transmission of information over the internet is encrypted and can not be intercepted by intruders, and that customer data is protected on our servers from unauthorized access. Financial transaction security is established by the credit card and banking industry.

The following services are available on e-Bill:

1. View current and past bills
2. Setup automatic payments:
 - a. bank draft from checking or savings account (ACH)
 - b. credit card
3. Make a payment with a credit card or electronic check
4. Change mailing address or phone number
5. Request various service maintenance activities
6. Start or stop service
7. Request new service
8. Update financial information
9. Review outage information specific to customers address
10. Review graphs of daily and monthly usage and costs
11. Review history of payments and billings

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- 2.) **The current levels of participation in current e-billing programs.**
After only 4 months in operation, participation in Citizens' Electric's eBill program is just under 2%. This includes landlord accounts that are currently inactive, but will reactivate when tenants vacate and the service reverts back to the landlord. We expect many more enrollments as we continue to advertise and promote Citizens' eBill program.
- 3.) **Any changes to tariffs made or which should be made to tariffs to implement e-billing.**
No changes were made to the Citizens' Electric Tariff to implement eBill, nor are we aware of any changes that should be made.
- 4.) **Describe any changes you have made to your e-billing programs since the inception of the programs.**
We are modifying eBill to include a hyperlink that will direct the customer to the bill inserts that our traditional, paper bill customers receive.
- 5.) **Information that was or will be contained in bill inserts and other communications to customers explaining e-billing along with copies of those documents.**
Citizens' newsletter and website are the only sources used to promote eBill. Enclosed is a copy of our newsletter and the pertinent webpage.
- 6.) **Any other concerns regarding e-billing that the PUC should consider.**
Citizens' Electric has received very positive feedback from our consumers regarding the eBill program. It is convenient and it allows customers to receive early notification of their electric bills. We have not received any negative comments or suggested changes to the eBill program.

We appreciate the opportunity to provide comments and information that will help guide the Commission to make the necessary changes to the regulations for internet based utility billing. If you have any questions or require additional information, please do not hesitate to contact me.











Sincerely,



Brook Bogaczyk
Manager of Customer Service



Home > Customer Information > Payment Options

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Payment Options


Citizens' Electric offers a variety of convenient ways to pay your electric bill.

In Person The full service counter at the Company office accepts cash, checks and credit cards.
A drive-up, night deposit slot is available when paying by check.

U.S. Mail Send checks and money orders to PO Box 551, Lewisburg, PA 17837

"Easy Pay" (Auto Debit) Citizens' offers an automatic bill payment program that debits your checking or savings account on the due date each month. Download an application today.

Credit Card Pay with your credit card via the internet using Citizens' eBill solution, at the Company office, or over the phone. A third party, credit card processing vendor service charge applies.



Budget Billing A levelized billing program is available to residential customers to even out the seasonal fluctuations in your monthly electric bills.



Citizens' electronic bill presentation and payment solution offers instant access to your eBill accounts 24 hours a day, 7 days a week. You can view your electric bill, customer data, statements, payment history, usage and other information as well as make service requests on line. It also includes flexible consumer payment options using our "Easy Pay" option, eCheck, or your credit card on demand.

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CITIZENS'
Electric
COMPANY

1775 Industrial Blvd. * Lewisburg, PA 17837 * (570) 524-2231

Community News

Taking control of energy costs

By Eric Winslow
President and CEO



As I write this, natural gas and heating oil prices have retreated significantly from their record highs of the past summer.

It's impossible to predict where those prices will be in coming months. An abnormally cold winter, upheaval in the Middle East, or a natural

disaster affecting our energy infrastructure could propel fuel prices back into the stratosphere.

And while Americans have been taking steps to decrease demand for energy by buying more fuel-efficient vehicles, reducing unnecessary trips, and turning down their thermostats, global competition for fuel resources continues to ramp up, with China and India leading the charge. Just a few weeks ago, the local media reported that anthracite coal from Northumberland and nearby counties may soon be exported to China and Brazil. The increased global demand for energy resources — including Pennsylvania coal — is here to stay and will likely continue to pressure energy prices upward despite conservation efforts.

Complicating the energy issue is the fact that we are in the midst of a national financial crisis, and it, too, has local implications. Credit has become a major point of contention in power supply contract negotiations for utilities like Citizens' Electric. Energy suppliers want additional credit assurance that they will receive payment for delivered power. That credit is available — at a steep price — and it's adding to the cost of purchased power.

There is so much volatility in the market today, it's impossible to predict where electric rates are

headed. No one expects rates to return to pre-2008 levels any time soon; so it pays to prepare for continued higher electric costs.

At Citizens' Electric, we are taking steps to keep our generation rates as low and stable as possible. To help protect customers from huge swings in electricity pricing, we purchase a mix of long-term and short-term power supply contracts to meet our load requirements. We also combine our power supply needs with those of our sister utility, Wellsboro Electric Co., when buying electric generation. This gives us purchasing power and enables us to buy power in standard block sizes, which allows us to procure generation at lower prices than would be otherwise possible.

Because we are still securing some of our 2009 contracts and because we purchase some of our energy on the daily spot market, it's too early to determine what the new generation rate on your electric bill will become Jan. 1. We will have information about our *first-quarter generation rates in hand by the end of November* and will be sharing those details with customers during an open meeting we will host next month. The meeting will take place Tuesday, Dec. 9, at La Primavera Restaurant in Lewisburg. (Additional details appear on the flip side of this newsletter.) In addition to discussing the state of electric rates, we will offer several presentations aimed at helping customers take control of their energy costs.

Just as most of us have taken steps to reduce purchases at the gas pump in the face of higher prices, it's imperative that consumers view electricity as a resource that needs to be used wisely. Conservation and energy efficiency measures will be critical in keeping your electric bills in check and preserving our nation's energy resources. We hope to be able to guide you in making some of those decisions during our open meeting next month. I look forward to seeing you there.

Introducing E-Bill, Citizens' online bill payment program

Citizens' Electric customers will soon be able to view their account information and pay their electric bills online through E-Bill, our new Internet bill presentation and payment program.

E-Bill will give you the ability to:

- Pay your bill online using your checking account, MasterCard, Visa, or Discover Card*
- View your current bill online
- View your billing history
- Update your account information

To explore the features of E-Bill, visit the Citizens' Electric website at www.citizenselectric.com, and click on "Payment Options," followed by "E-Bill." You will be prompted to register using your account number and type in a password. Once registered, you will be able to view your account information and may choose to pay your electric bill online.

You will also have the option of receiving an e-mail notification when a new bill is generated.

E-Bill offers you more choices and control over how and when you pay your bill. For more information about E-Bill, contact the Lewisburg office at 570-524-2231.

** A convenience fee applies to payments made via credit cards.*

Please send us your customer service surveys

In order to ensure the best possible service, please complete and return the Customer Service Survey that we recently mailed to you.

The completed surveys can be dropped off at the Citizens' Electric Office, 1775 Industrial Blvd., Lewisburg, sent by fax to 570-524-5887 or mailed to: Citizens' Electric, P.O. Box 551, Lewisburg, PA 17837.

Citizens' plans open meeting to discuss rates, conservation, energy assistance

Citizens' Electric will host an open house in the banquet room at La Primavera Restaurant Tuesday, Dec. 9, from 6:30 p.m. to 8:30 p.m.

Citizens' President and CEO Eric Winslow will update customers about the new generation rate that will be implemented for the first quarter of 2009. He will also address deregulation, the state of the energy market and answer questions from customers.

Several presenters, including a SEDA-COG representative, will speak on energy conservation and efficiency measures that customers can implement to save on energy costs.

In addition, a representative of

the Low-Income Home Energy Assistance Program (LIHEAP) will provide information about energy assistance that is available to low-income households. There will also be a presentation about how the Dollar Energy Fund can assist Citizens' Electric customers who are struggling to keep up with their electric bills.

Seating is limited for the event, and pre-registration is required. To register, contact Brook Bogaczyk, manager of customer service, at 570-522-6144 or send her an email at bogaczykb@citizenselectric.com. Light appetizers and refreshments will be available.

Need help paying your heating bills?

With energy prices at all-time highs, some households in Citizens' Electric's service territory will struggle to keep up with energy bills this winter.

If you need help paying your heating bills, you may be able to receive assistance through the Low-Income Home Energy Assistance Program (LIHEAP), which began accepting applications Nov. 3.

Funded by the U.S. Department of Health and Human Services, the program provides energy-assistance grants to help low-income households pay their heating bills through the winter.

To receive help:

You don't have to be receiving public assistance.

You don't have to have an unpaid heating bill.

You can either rent or own your home.

LIHEAP offers both cash grants and crisis grants. Cash grants help families pay their heating bills. If you are eligible for a cash grant, the grant will be sent directly to your utility or fuel dealer, and the payment will be credited on your bill.

Crisis grants are available to help those who have emergency situations in which they are in danger of being without heat. Those situations include: having broken heating equipment or leaking fuel lines; being without fuel; having utility service terminated; or in danger of being without fuel or of having utility service terminated.

If you have a heating emergency, or for more information about LIHEAP, call the Union County Assistance Office at 570-524-2201 or the toll-free LIHEAP hotline at 1-866-857-7095.

To apply for help from LIHEAP, you will need to provide the assistance office with a recent heating bill, as well as the names, dates of birth, Social Security numbers and proofs of income for everyone in your household.

Below are the income guidelines for acceptance into the program:

Household size	Maximum income (before taxes)
1	\$23,110
2	\$30,221
3	\$37,332
4	\$44,443
5	\$51,554
6	\$58,665

For income guidelines for additional household members, contact the Union County Assistance Office at 570-524-2201