

Exhibit B-5

Sample Residential Sales Agreement with Terms & Conditions and Disclosure Statement



NATURAL GAS CHOICE PROGRAM (NY)
Customer Confirmation Agreement

Customer: [Insert Customer Name]

Thank you for choosing UGI EnergyLink as your Natural Gas Supplier. We are pleased to renew your account in our Gas Choice Program. Together, this Customer Confirmation Agreement and the Terms and Conditions create the "Contract" that governs UGI EnergyLink's natural gas supply service to you. See reverse side for Terms and Conditions. Please take a moment to review.

Natural gas Supplier (EGS) Information	UGI EnergyLink One Meridian Boulevard, Suite 2C01 Wyomissing, PA 19610 Toll-Free: (800) 427-8545 Telephone: (610) 373-7999 Fax: (484) 772-2946	PUC NGS License No.: A-2013-2369286 Hours of Operation: Monday thru Friday, 8:00 a.m. – 5:00 p.m. http://www.ugienerylink.com
Account Number	[REDACTED]	
Price Structure	[Fixed Price.] [Variable Price.]	
Contract Price	[[\$_. _]/Mcf] [\$. _]/Mcf for the initial billing cycle of service. Thereafter, the price per Mcf will vary each billing cycle based on wholesale natural gas market prices then in effect and shall include a pass through of all wholesale natural gas costs incurred by UGIEL in serving customer's account.. There is no limit on how much the price may change from one billing cycle to the next. You will receive notification of the price change when the price takes effect (i.e., when you receive the bill with that price).]	
Service Period	Natural gas supply service from UGIEL for this contract period shall begin at the [REDACTED] meter read date as set by your LDC and continue for a period of [REDACTED] months thereafter.	
Statement Regarding Savings	UGIEL makes no guarantee, representation or warranty of price or energy savings to the customer.	
Deposit Requirements	No deposit required.	
Incentives	N/A	
Contract Start Date	[REDACTED]	
Contract End Date	This Contract shall be in effect during the Service Period stated above and shall continue until either you or UGIEL cancel the Contract pursuant to Section 6 of the Terms & Conditions.	
Early Cancellation Fees	If you have a Fixed Price and you cancel service prior to the expiration of the effective Service Period, an early cancellation fee shall apply. If you have a Variable Price, you may enroll in a Fixed Price offered by UGIEL or cancel service at any time with no early cancellation fee or penalty. If UGIEL cancels this Contract due to Customer non-payment, an early cancellation fee shall apply. For residential and small business accounts, the early cancellation fee shall be equal to a one-time, flat fee of \$75.00. For commercial accounts, the early cancellation fee shall be equal to \$50.00 per month for all unexpired months remaining in the effective service period.	
Renewal Terms	Following the expiration of a Fixed Price, if you do not select another product offering from UGIEL, enroll with another EGS or return to Provider of Last Resort Service, your Contract will automatically renew at a Variable Price. If you are on a Variable Price, the price you will pay will vary each billing cycle based on wholesale natural gas market prices then in effect and shall include a pass through of all wholesale natural gas costs incurred by UGIEL in serving customer's account. There is no limit on how much the Variable Price may change from one billing cycle to the next. You will receive notification of the price change when the price takes effect (i.e., when you receive the bill with that price).	
Natural Gas Distribution Company (LDC) Information	Con Edison Cooper Station P. O. Box 138 New York, NY 10276-0138 Toll Free Number: (800)752-6633 Your LDC will continue to deliver the Gas to your home or business and read your meter. If you have a gas emergency, please contact your LDC immediately.	
Type of Billing Program	Consolidated Bill. This means you will continue to receive only one bill from your LDC. It will contain the standard LDC Distribution Charges and customer charges you normally receive, plus UGI EnergyLink's electric supply charges.	

Exhibit C-5

Sample Notice of Transfer of 5,000 or More Customers to Other Providers



**NOTICE OF TRANSFER OF 5000 OR MORE
CUSTOMERS- **SAMPLE NY Residential****

Notice is hereby provided that pursuant to the Sales Agreement (Agreement) between the Customer and UGI EnergyLink, all of UGI EnergyLink's rights, interests and obligations under said Agreement have been assigned and transferred to (name, address, email address, and telephone number of Assignee ESCO) _____.
This assignment will be effective as of _____ (15 calendar days notice).

If you have any questions please contact (Assignee ESCO)_____ at
_____.

EXHIBIT K

HEFPA Documents (Residential Only)

The following items are attached hereto:

Exhibit K-1: Sample Residential Payment Agreement;

Exhibit K-2: Sample Asset Evaluation;

Exhibit K-3: Sample Budget Billing Plan Materials;

Exhibit K-4: Sample Quarterly Billing Plan Materials;

Exhibit K-5: Sample Past Due Reminder;

Exhibit K-6: Sample Notification to Social Services of Customers Inability to Pay;

Exhibit K-7: Sample Final Termination Notice; and

Exhibit K-8: Sample Final Suspension Notice.

Exhibit K-1

Residential Payment Agreement



Residential Payment Agreement- **SAMPLE NY Residential**

Customer Name: _____

Address: _____

Account# _____

The total Amount owed to UGI EnergyLink for this account as of MM/DD/YYYY is **\$XX.XX**.

UGI EnergyLink is required to offer a payment agreement that you are able to pay considering your financial circumstances. **This agreement should not be signed if you are unable to keep the terms.** Alternate terms may be available if you can demonstrate financial need. Alternate terms may include no down payment and payments as low as \$10 per month above your current bills. **If you sign and return this form, along with the down payment by MM/DD/YYYY you will be entering into a payment agreement and by doing so will avoid termination of service.**

Assistance to pay utility bills may be available to recipients of public assistance or supplemental security income from your local social services office. This agreement may be changed if your financial circumstances change significantly because of conditions beyond your control. If after entering into this agreement, you fail to comply with the terms, **UGI EnergyLink** may terminate service. If you do not sign this agreement or pay the total amount due of **\$XX.XX** by **MM/DD/YYYY**, UGI EnergyLink may seek to terminate your service. **If you are unable to pay these terms, if further assistance is needed, or if you wish to discuss this agreement please call UGI EnergyLink at 1-800-999-2904.**

Payment of Outstanding Balance:

Your current monthly budget amount is: \$XX.XX

If you are not already enrolled in our Budget Billing Program, which allows you to pay for your service in equal monthly installments, and wish to enroll, check the box below and we will start you on our program immediately.

Yes! I would like Budget Billing

Acceptance of Agreement:

Customer Signature: _____ Date: _____

This agreement has been accepted by UGI EnergyLink. If you and UGI EnergyLink cannot negotiate a payment agreement, or if you need any further assistance, you may contact the Public Service Commission at 1-800-342-3377.

Return one copy of this agreement signed, with the down payment, by MM/DD/YYYY. If it is not signed and returned, your service may be terminated.

Exhibit K-2

Sample Asset Evaluation

- Telephone bills	\$	_____
- Utility bills	\$	_____
- Mandatory loan/credit card payments	\$	_____
- Other	\$	_____
	\$	_____
	\$	_____
	\$	_____

Exhibit K-3

Sample Budget Billing Plan Materials



BUDGET BILLING PLAN – Sample NY State

Customer Name: _____

Address: _____

Account# _____

Under this Plan, UGI EnergyLink agrees to provide services in return for your agreement to make payments according to the terms of this Plan.

This Plan requires that you pay \$XX.XX per month for the 12 month period starting with the billing cycle commencing on MM/DD/YYYY and ending on MM/DD/YYYY.

Such equal monthly payment is based on an estimate of your annual billing, which has been calculated by multiplying the average monthly consumption by the current estimate of commodity prices over the above-referenced 12-month period. Your average monthly consumption is _____ Therms and/or _____ kwh, based on your last 12 months actual consumption. If the service address for which you will be billed under this Plan is a new property, which has not been served or for which 12 months of data is not available, your average monthly consumption will be based on a similar property in the area in which the service address is located.

The minimum number of days required in a meter reading cycle shall be at least 25 days to qualify for a budget bill for such a period. In case of shorter meter reading intervals, you will receive a bill reflecting actual charges for such shorter period. However, you will be required to make a payment only when at least 25 days have been accumulated for the budget bill amount.

The Plan shall be subject to regular review for conformity with actual billings. UGI EnergyLink reserves the right to recalculate such monthly payment to reflect either (a) an increase in consumption beyond the average monthly consumption.

BUDGET BILLING PLAN

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Each month, you will be billed the equal monthly payment and you will be required to pay such amount stated on the bill. Your bill will also inform you what your consumption for the period was, as well as the actual charge you would have incurred if you were not on the Plan. If you fail to pay the bill when due, you may be subject to termination of service pursuant to the Home Energy Fair Practices Act.

In the last month of the Plan, UGI EnergyLink shall true up your account based on a comparison of the aggregate billing under this billing plan and the amount you would have been charged for the budget period if you were not on the plan. If you owe UGI EnergyLink a sum of money due to the true up, you will be billed for the amount due. If you have been over billed you will be issued a credit to be applied to the next plan year.

Yes! I would like Budget Billing:

Return one signed copy to UGI EnergyLink by MM/DD/YYYY.

Exhibit K-4

Sample Quarterly Billing Plan Materials



Quarterly Billing Plan

Customer Name: _____

Premise Address: _____

Account Number: _____

Under this plan, UGI EnergyLink agrees to provide services in return for your agreement to make payments according to terms of this Plan.

The Customer confirms that he/she is greater than 62 years old, and that the Customer's bills in the preceding 12 months starting on MM/DD/YY and ending on MM/DD/YY, did not exceed \$150.

Under this Plan, the Customer will receive the first bill on MM/DD/YY covering actual charges incurred during the 3-month period MM/DD/YY to MM/DD/YY, and you will receive quarterly bills thereafter on or before MM/DD/YY, MM/DD/YY, and MM/DD/YY for actual charges incurred during each such preceding 3-month period.

On the dates specified above, you will be billed for actual charges incurred and you will be required to pay such amount stated on the bill. If you fail to pay the bill when it is due, you may be subject to termination of service pursuant to the Home Energy Fair Practices Act.

Yes! I would like Quarterly Billing:

Return one completed copy to UGI EnergyLink by MM/DD/YYYY.

Exhibit K-5

Sample Past Due Reminder



Final Demand

[Customer Name]
Customer Address Line 1
Customer Address Line 2]
Account: [Account #]

[Date]

Amount Due: [XXX.XX]

Account No.: [Acct #]

Dear [Customer Name]:

Please pay the past due amount on the enclosed copy of the invoice *or provide proof of payment*.

Failure to satisfy this debt by [date] will result in placement of this account for collection with a third party collection agency. We intend to pursue this amount to the fullest extent of the law. Please make prompt payment to avoid further actions.

Please feel free to contact us if you have any questions, at 1-877-729-0784.

Sincerely,

UGI EnergyLink
Credit and Collections

Exhibit K-6

Sample Notification to Social Service of Customers Inability to Pay



NOTIFICATION TO SOCIAL SERVICES OF CUSTOMERS
INABILITY TO PAY- SAMPLE NY Residential

UGI EnergyLink
1Meridian Blvd Suite C01
Wyomissing, PA 19610
800-999-2904

Customer Name: _____

Address: _____

City, State, Zip: _____

Account#: _____

Customer has been sent a final notice of termination. If the total payment due of \$XX.XX is not paid by MM/DD/YYYY, termination of service may occur anytime after MM/DD/YYYY.

Exhibit K-7

Sample Final Termination Notice



FINAL TERMINATION NOTICE

[Customer Name]
Customer Address Line 1
Customer Address Line 2]
Account: [Account #]

[Date]

Dear [Customer Name]:

Pursuant to the letter dated [Final Notice letter date], UGI EnergyLink notified you that failure to remit the past due amount of \$[XXX.XX] by [due date] would result in your local distribution utility, [utility name], terminating your service. Our records indicate that we have not received your payment. Please remit the past due amount of \$[XXX.XX] or your service will be terminated after [termination date].

If you disagree with the amount owed, you may contact your supplier, UGI EnergyLink, at 1-877-729-0784, or your local distribution utility, [utility name], at [utility phone number]. [Additional utility procedures for handling complaints, if any.]

THIS IS A FINAL TERMINATION NOTICE. PLEASE BRING THIS NOTICE TO THE ATTENTION OF YOUR LOCAL DISTRIBUTION UTILITY WHEN PAYING THIS BILL.

PLEASE REMIT YOUR OWED PAYMENT OF \$[XXX.XX] BY [DUE DATE] TO AVOID TERMINATION OF YOUR SERVICE.

If you are unable to make payment because your financial circumstances have significantly changed due to circumstances beyond your control, please call UGI EnergyLink at 1-877-729-0784.

If you or someone in your household meets any of the following conditions, please call UGI EnergyLink at 1-877-729-0784: medical emergency, elderly, blind, or disabled.

Sincerely,

UGI EnergyLink
Credit and Collections

Exhibit K-8

Sample Final Suspension Notice



FINAL SUSPENSION NOTICE

DATE

UGI EnergyLink
1 Meridian Blvd. Suite 2C01
Wyomissing, PA 19610
800-427-8545

Customer Name
Address
City, State, Zip
Account#

Dear (customer name):

YOUR ELECTRIC SERVICE IS SUBJECT TO SUSPENSION after MM/DD/YY.

To avoid suspension please remit \$xx.xx by MM/DD/YY. If your service is suspended you must pay \$xx.xx to resume service.

Public Service Law requires that, in order to end suspension, customers pay either the total amount due the UGI EnergyLink *and* (LDNAME) or the amount they would have paid for energy if they had remained a utility customer.

PLEASE NOTE THAT SUSPENSION OF YOUR (LDNAME) CAN ACCOMPANY THE TERMINATION OF ESCO SERVICE EVEN IF YOUR Local Distribution Company SERVICE IS CURRENT.

PLEASE REMIT \$XX.XX BY XX/XX/XXXX TO AVOID SUSPENSION OF YOUR ESCO ACCOUNT.

Sincerely,

UGI EnergyLink
Credit and Collections