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July 25, 2023

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor North
P.O. Box 3265
Harrisburg, PA 17105-3265

**Re: Columbia Gas of Pennsylvania, Inc.
Docket Nos. R-2022-3031211, et al.**

Dear Secretary Chiavetta:

In accordance with the Commission-approved Columbia Gas of Pennsylvania, Inc. rate case Joint Petition for Settlement, at Docket No. R-2022-3031211, Paragraph No. 46, the Company provides the following information regarding the progress to automate a process to conduct quarterly evaluation of Customer Assistance Program (CAP) customer bills and subsequent adjustments to the Customers' CAP Payment plan.

Background:

Currently the Company conducts manual bi-annual reviews of CAP accounts that are on payment plan options 2 and 3 that are over 8% of energy burden. Accounts identified are lowered to another option. A few exceptions are made for customers that have more than a year's worth of credit due to a LIHEAP grant. The Company provides a summary of each review at its Universal Service Advisory Council meeting.

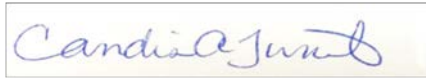
Progress:

The Company is on track to run an automated process in December 2023 prior to the first billing cycle of January 2024. CAP accounts will be reviewed on a quarterly basis in March, June, September, and December. All accounts that can be lowered to another option will be lowered with no exceptions. Those accounts on the minimum payment, currently at \$25.00, will not be reviewed since these bills cannot be lowered any further and therefore, including these in the quarterly review would be inefficient. The cost of

this programming change totals \$63,992. The impact to shortfall will be calculated with each review and shared with the Company's Universal Service Advisory Council.

Should you have any questions, please do not hesitate to contact the undersigned at (223) 488-0794.

Very truly yours,

A rectangular box containing a handwritten signature in blue ink that reads "Candis A. Tunilo".

Candis A. Tunilo

/kak

cc: Parties of Record (w/enc.)

CERTIFICATE OF SERVICE

I hereby certify that true and correct copies of the foregoing have been served upon the following persons, in the manner indicated, in accordance with the requirements of § 1.54 (relating to service by a participant).

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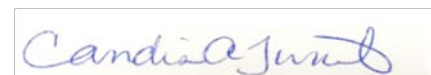
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Dated: July 25, 2023



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