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April 21, 2017

Via Electronic Filing

Rosemary Chiavetta, Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Philadelphia Gas Works Universal Service and Energy Conservation Plan for 2017-2020
Submitted in Compliance with 52 Pa. Code § 62.4 – Docket No. M-2016-2542415

Dear Secretary Chiavetta:

Below please find additional data from Philadelphia Gas Works (“PGW”) in response to the Commission’s Secretarial Letter dated April 11, 2017 which requested additional information regarding PGW’s Universal Service and Energy Conservation Plan for 2017-2010 filed by the Philadelphia Gas Works (“PGW”) on April 25, 2017.

Request Number 1: If a customer has experienced changes in household income after leaving PGW’s Customer Responsibility Program (CRP), does PGW recalculate the CRP Cure amount needed to re-enroll in the program based on this new income?

Response: PGW uses the change in income as of the time the customer contacts PGW; it is not retroactively modified.

Request Number 2: Regarding PGW’s Health and Safety Pilot, will the Company treat any *de facto* heating situations under this pilot if the household also has health and safety issues?

Response: The Health and Safety Pilot is not designed to address “de facto heating situations.” It is possible that in some instances a customer with a heater that essentially is not working because it is not operating properly, or a customer with a heater that recently broke could receive LIURP treatment and possibly a new heater, and relatedly could potentially receive health and safety measures under the Pilot. However, the heater costs would not be included in the Pilot, and installation of a heater would still be governed by cost effectiveness standards.

Request Number 3: Identify how many people are employed in the PGW Cares unit and the job titles of this staff.

Response: As PGW indicated in its USECP 2017-2020, page 27:

CARES has two components, quick-fix and case management. The quick-fix component is limited to referrals. Each customer service representative has a resource guide which provides a list of external organizations that offer social services and assistance programs beyond the scope and function of any utility assistance offered by PGW. The purpose of these referrals is to provide information that can assist a customer in resolving an issue impacting their ability to pay their gas bill and maintain service. Referrals are made to a number of programs, including LIHEAP. There is no follow-up action taken by PGW after the referral is made by the customer service representative, but there is no limit to the number of times PGW will make a referral for any customer.

The case management component includes ongoing monitoring and follow-up services for the customer. These cases are handled by the Universal Services department. The case referral may come from customer service representatives, other internal PGW sources, or external sources.

PGW has approximately 140 customer service representatives providing quick-fix CARES assistance; in addition, PGW has a Universal Services department that provides follow-up case management CARES services as needed which contains a Manager, Supervisor and four employees.

Request Number 4: Explain the reason for the decline in the number of Hardship Fund participants from 2,257 customers in 2009-2010 to 992 customers in 2014-2015.

Response: The Utility Emergency Service Fund (“UESF”) has indicated that it has experienced a decrease in funding, primarily federal grant monies. In addition, comparing 2010 (calendar year) against 2015 (calendar year), the average grant amount provided to PGW customers has increased in value by approximately 24%.

Request Number 5: We request a justification and cost breakdown for the annual administrative funds paid to the Utility Emergency Service Fund (UESF) for administering PGW’s Hardship Fund.

Response: “Administrative costs” have not been paid on a per customer basis. PGW, Peco and the Philadelphia Water Department share the operating expenses of UESF on an equal basis; additional funds have been paid for things such as administration of a special City grant (2010), and increased operating expenses (2013, 2014 and 2015). UESF has

experienced rising operating costs over time. PGW does not currently have the administrative resources established to administer Hardship Funds; to the extent PGW is required to administer the program and pay for grants normally paid by UESF obtained grants (including City of Philadelphia grants, and other grants obtained by UESF), PGW requests that the Commission allow for recovery of such costs and grants through the Universal Service and Energy Conservation Surcharge.

Copies to be served in accordance with the attached Certificate of Service.

Please do not hesitate to contact me if you need anything further.

Sincerely,

A handwritten signature in cursive script, appearing to read "Deanne M. O'Dell".

Deanne M. O'Dell

DMO/lww
Enclosure

cc: Cert. of Service w/enc.

CERTIFICATE OF SERVICE

I hereby certify that this day I served a copy of PGW's Additional Data upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code Section 1.54.

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Dated: April 21, 2017

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