



PHILADELPHIA GAS WORKS

800 West Montgomery Avenue • Philadelphia, PA 19122

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JAN - 4 2018

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**PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU**

January 4, 2018

Via Federal Express and First Class Mail

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

Re: Philadelphia Gas Works Universal Service Plan for 2017-2020 Submitted in Compliance with 52 Pa. Code § 62.4, Docket No. M-2016-2542415 – January 5, 2018 Report

Dear Secretary Chiavetta:

Please accept this January 5, 2018 Status Update on behalf of Philadelphia Gas Works (“PGW”) regarding the below Customer Responsibility Program (“CRP”) system changes - with a goal implementation date of July 6, 2018 - as required by Ordering Paragraph 4 of the Commission’s October 5, 2017 Order.

- Enrolling customers in CRP at the PIP or the budget bill amount, whichever is lower (“Average Bill Project”).
- Allowing customers to document a change in income when determining the amount to pay to re-enroll in CRP and recalculate the PIP CRP Cure amount from the date of this income change (“Change in Income Project”).
- Provide retroactive arrearage forgiveness for any months missed once customers pay the CRP balance or CRP Cure amount in-full (“Retroactive Forgiveness Project”).

Project	Status	Current Projected Implementation Date
Average Bill Project	Initial requirements and preliminary coding completed.	July 6, 2018
Change in Income Project	Initial requirements completed; preliminary coding ongoing.	July 6, 2018
Retroactive Forgiveness Project	Initial requirements completed; preliminary coding ongoing.	July 6, 2018



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

Sincerely,

A handwritten signature in black ink, appearing to read 'Graciela Christlieb', is written over a horizontal line.

Graciela Christlieb

cc: Cert. of Service w/enc.

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CERTIFICATE OF SERVICE

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

Via First Class Mail

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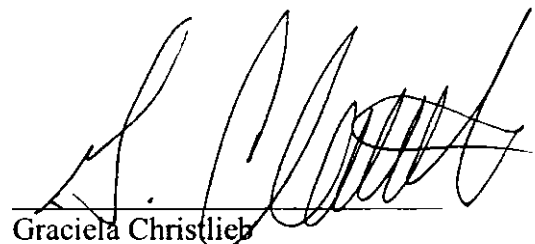
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SECRETARY'S BUREAU**



Graciela Christlieb

00022

00152

FedEx Express
 Package
 US Airbill

FedEx
Tracking
Number

8119 2771 3363

1 From

Date

Sender's
Name

Guzela Christob

Phone

610-684-6164

Company

PHILADELPHIA GAS WORKS

Address

800 W MONTGOMERY AVE

Dept./Floor/Suite/Room

City

PHILADELPHIA

State

PA

ZIP

19122-2898

2 Your Internal Billing Reference

3 To

Recipient's
Name

Fosmeri, Chavella

Phone

215-772-7777

Company

Public Utility Commission

Address

400 North Street

We cannot deliver to P.O. boxes or P.O. ZIP codes.

Dept./Floor/Suite/Room

Address

Use this line for the HOLD location address or for continuation of your shipping address.

City

Harrisburg

State

PA

ZIP

17120

0127717438



8119 2771 3363

MUR 4

Form
ID No.

0215

Recipient's Copy

4 Express Package Service

* To most locations.

Packages up to 150 lbs.
 For packages over 150 lbs., use the
 FedEx Express Freight US Airbill.

Next Business Day

 FedEx First Overnight

Earliest next business morning delivery to select locations. Friday shipments will be delivered on Monday unless Saturday Delivery is selected.

 FedEx Priority Overnight

Next business morning.* Friday shipments will be delivered on Monday unless Saturday Delivery is selected.

 FedEx Standard OvernightNext business afternoon.*
Saturday Delivery NOT available.

2 or 3 Business Days

 FedEx 2Day A.M.Second business morning.*
Saturday Delivery NOT available. FedEx 2Day

Second business afternoon.* Thursday shipments will be delivered on Monday unless Saturday Delivery is selected.

 FedEx Express SaverThird business day.*
Saturday Delivery NOT available.

5 Packaging

* Declared value limit \$500.

 FedEx Envelope* FedEx Pak* FedEx
Box FedEx
Tube Other

6 Special Handling and Delivery Signature Options

Fees may apply. See the FedEx Service Guide.

 Saturday Delivery

NOT available for FedEx Standard Overnight, FedEx 2Day A.M., or FedEx Express Saver.

 No Signature RequiredPackage may be left without
obtaining a signature for delivery. Direct SignatureSomeone at recipient's address
may sign for delivery. Indirect SignatureIf no one is available at recipient's
address, someone at a neighboring
address may sign for delivery. For
residential deliveries only.

Does this shipment contain dangerous goods?

One box must be checked.

 No

Yes

As per attached
Shipper's Declaration. YesShipper's Declaration
not required. Dry Ice

Dry ice, 9 UN 1845

x kg

Restrictions apply for dangerous goods—see the current FedEx Service Guide.

 Cargo Aircraft Only

7 Payment Bill to:

Enter FedEx Acct. No. or Credit Card No. below.

Obtain recip.
Acct. No. Sender
Acct. No. in Section
7 will be billed. Recipient Third Party Credit Card Cash/Check

Total Packages

Total Weight

Credit Card Auth.

*Our liability is limited to US\$100 unless you declare a higher value. See the current FedEx Service Guide for details.

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