



**PHILADELPHIA GAS WORKS**

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March 30, 2018

**RECEIVED**

MAR 30 2018

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

**Via 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 – April 1, 2018 Report

Dear Secretary Chiavetta:

Please accept this April 1, 2018: (i) Quarterly Status Update on behalf of Philadelphia Gas Works (“PGW”) regarding its ongoing Hardship Funds discussions with the Utility Emergency Services Fund (“UESF”) as required by Ordering Paragraph 7 of the Commission’s August 3, 2017 Order (“Order”); and (ii) Annual Report detailing the number of customers served through CARES case management and quick-fix referral services as required by Ordering Paragraph 6 of the Order.

- I. Hardship Funds: Since the time of the January Quarterly Status Update, PGW has continued to engage in discussions with UESF regarding UESF’s zero balance requirement for CRP customers, and one UESF grant every two-year requirement. On May 17, 2018, UESF expects to present the zero balance requirement for CRP customers to its Board of Directors for a decision on whether to make this modification to its policies.

With respect to a modification to its policy regarding one UESF grant every two years, UESF has indicated that this policy is important to its mission because it allows the program to serve as many families as possible with the funding available. In addition, UESF finds that this requirement provides an element of housing stabilization as the UESF grant does not act as an annual income supplement, such as LIHEAP. However, UESF has stated it is still considering the possibility of making this change in the future.

PGW would continue to note that to the extent that PGW is required to make changes that are not approved by UESF, PGW requests that the Commission allow for recovery of such payments, as well as the costs of administering the program (which is currently administered by UESF), through PGW’s Universal Service and Energy Conservation Surcharge.



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II. CARES: The numbers below reflect CARES case management cases and CARES (non-LIHEAP) quick-fix referrals for calendar year 2017. Using a manual process and systematic tracking, PGW has been able to establish the total number of quick-fix referrals for all of 2017.

Calendar Year	Number of Cases
CARES Case Management	446
CARES Non-LIHEAP Quick-Fix	121

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

Sincerely,

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**

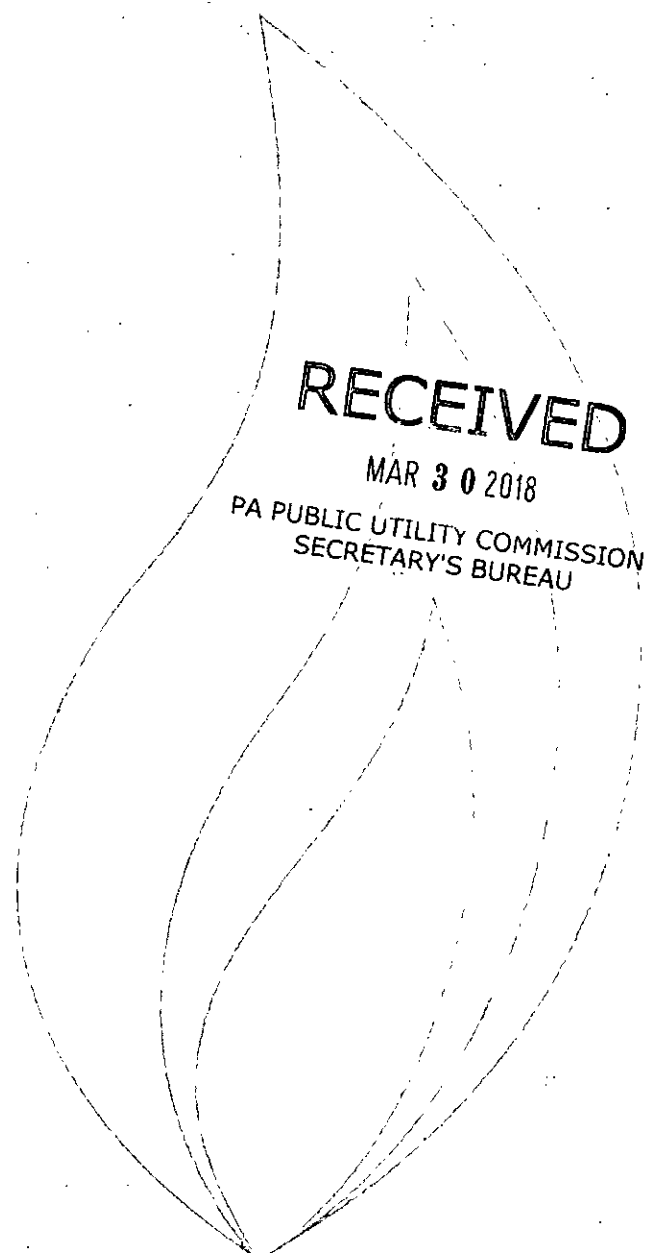
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March 30, 2018

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SECRETARY'S BUREAU



Graciela Christlieb

00109

00152

**FedEx** Package  
Express US Airbill
FedEx  
Tracking  
Number

8119 2771 4234

MAR 4

Form  
ID No.

0215

Recipient's Copy

## 1 From

Date

3/30/18

Sender's  
Name

Victoria Chastler Phone 215 684-6164

Company

PHILADELPHIA GAS WORKS

Address

800 W MONTGOMERY AVE

Dept./Floor/Suite/Room

City

PHILADELPHIA

State

PA

ZIP

19122-3898

## 2 Your Internal Billing Reference

## 3 To

Recipient's  
Name

Fermany Chastler Phone 717 772-7777

Company

PUC

Address

4100 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 4234

## 4 Express Package Service

\* To most locations.

**Packages up to 150 lbs.**  
For packages over 500 lbs., see 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 Overnight**  
Next 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 Saver**  
Third 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 Required**  
Package may be left without  
obtaining a signature for delivery.

 **Direct Signature**  
Someone at recipient's address  
may sign for delivery.

 **Indirect Signature**  
If 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.
  **Yes** Shipper's Declaration  
not required.
  **Dry Ice**  
Dry Ice, 3, UN 1845 \_\_\_\_\_ 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 1 will be billed.)
  **Recipient**
 **Third Party**
 **Credit Card**
 **Cash/Check**

Total Packages

Total Weight

Credit Card Auth.

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

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