



PHILADELPHIA GAS WORKS

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April 5, 2018

RECEIVED

APR 5 2018

Via Federal Express and First Class Mail

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

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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 5, 2018 Report

Dear Secretary Chiavetta:

Please accept this April 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 information services (IS) testing completed; initial customer affairs (CA) testing beginning.	July 6, 2018
Change in Income Project	Preliminary coding completed; initial IS testing ongoing.	July 6, 2018
Retroactive Forgiveness Project	Preliminary coding completed; initial IS testing ongoing.	July 6, 2018



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



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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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SECRETARY'S BUREAU

Graciela Christlieb

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FedEx Express Package US Airbill

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8119 2771 4039

Form ID No

0215

1 From

Date _____

Sender's Name _____ Phone _____

Company _____

Address _____
Dept./Floor/Suite/Room _____

City _____ State _____ ZIP _____

2 Your Internal Billing Reference

3 To

Recipient's Name _____ Phone _____

Company _____

Address _____
We cannot deliver to PO boxes or PO ZIP codes. Dept./Floor/Suite/Room _____

Address _____
Use this line for the HGLD location address or for continuation of your shipping address.

City _____ State _____ ZIP _____

Hold Weekday
FedEx location address
REQUIRED. NOT available for
FedEx First Overnight.

Hold Saturday
FedEx location address
REQUIRED. Available ONLY for
FedEx Priority Overnight and
FedEx 2Day to select locations.

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	2 or 3 Business Days
<input type="checkbox"/> FedEx First Overnight Earliest next business morning delivery to select locations. Friday shipments will be delivered on Monday unless Saturday Delivery is selected.	<input type="checkbox"/> FedEx 2Day A.M. Second business morning.* Saturday Delivery NOT available.
<input type="checkbox"/> FedEx Priority Overnight Next business morning.* Friday shipments will be delivered on Monday unless Saturday Delivery is selected.	<input type="checkbox"/> FedEx 2Day Second business afternoon.* Thursday shipments will be delivered on Monday unless Saturday Delivery is selected.
<input type="checkbox"/> FedEx Standard Overnight Next business afternoon.* Saturday Delivery NOT available.	<input type="checkbox"/> FedEx Express Saver Third business day.* Saturday Delivery NOT available.

5 Packaging * Declared value limit \$500

FedEx Envelope* FedEx Pak* FedEx Box FedEx Tube her

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, 5 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 receipt Acct. No.

Sender Acct. No. in Section 1 will be billed Recipient Third Party Credit Card Cash/Check

Total Packages _____ Total Weight _____
Order Card Auth. _____

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