



PHILADELPHIA GAS WORKS

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March 29, 2019

Via FedEx

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

RECEIVED

MAR 29 2019

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 1, 2019 Report

Dear Secretary Chiavetta:

Please accept this April 1, 2019 Quarterly Status Update on behalf of Philadelphia Gas Works (“PGW”) regarding the 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.

The numbers below reflect CARES case management cases and CARES quick-fix referrals for calendar year 2018. In 2018, PGW began including LIHEAP referrals made by customer service representatives in the tracking of CARES quick fix cases.

Calendar Year	Number of Cases
CARES Case Management	618
CARES Quick-Fix	8,448

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

Sincerely,

Graciela Christlieb, Esq.

cc: Cert. of Service w/enc.



PHILADELPHIA GAS WORKS

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CERTIFICATE OF SERVICE

I hereby certify that this day I served a copy of PGW's Quarterly Status Update 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

Christy M. Appleby, Esq.
Darryl Lawrence, Esq.
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Harrisburg, PA 17101-1921

Sharon Webb, Esq.
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Harrisburg, PA 17101

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Logan Welde
Clean Air Council of Philadelphia
135 South 19th St., Suite 300
Philadelphia, PA 19103

Gina Miller, Esq.
Carrie Wright, Esq.
Bureau of Investigation & Enforcement
PA Public Utility Commission
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400 North Street, 2nd Floor
Harrisburg, PA 17120

Joseph Magee
Sarah Dewey
Bureau of Consumer Services
PA Public Utility Commission
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Harrisburg, PA 17105-3265

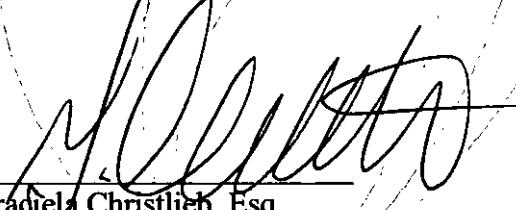
Josie B. H. Pickens, Esq.
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Patrick M. Cicero, Esq.
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The Pennsylvania Utility Law Project
118 Locust Street
Harrisburg, PA 17101

Louise Fink Smith, Esq.
Law Bureau
PA Public Utility Commission
P.O. Box 3265
400 North Street, 3rd Floor
Harrisburg, PA 17105-3265

Dated this 29th day of March, 2019


Graciela Christlieb, Esq.

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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

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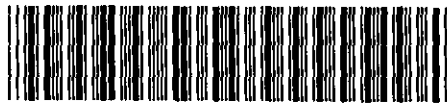
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4a Express Package Service

- 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.
- FedEx First Overnight
Earliest next business morning delivery to select locations. * Saturday Delivery NOT available.
- FedEx 2Day
Second business day. * Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected. * FedEx Envelope rate not available. Minimum charge: One-pound rate.
- FedEx Express Saver
Third business day. * Saturday Delivery NOT available.

Packages up to 150 lbs.

Express Freight Service

- FedEx 10Day Freight*
Second business day. * Friday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
- FedEx 2Day Freight
Second business day. * Thursday shipments will be delivered on Monday unless SATURDAY Delivery is selected.
- FedEx 3Day Freight
Third business day. * Saturday Delivery NOT available.

Packages over 150 lbs.

5 Packaging

- FedEx Envelope*
- FedEx Pak*
Includes FedEx Small Pak, FedEx Large Pak, and FedEx Sturdy Pak.
- FedEx Box
- FedEx Tube
- Other

* Declared value limit \$500.

6 Special Handling

- SATURDAY Delivery
Not available for FedEx Standard Overnight, FedEx First Overnight, FedEx Express Saver, or FedEx 3Day Freight.
- HOLD Weekday at FedEx Location
Not available for FedEx First Overnight.
- HOLD Saturday at FedEx Location
Available ONLY for FedEx Priority Overnight and FedEx 2Day to select locations.

Include FedEx address in Section 3.

Does this shipment contain dangerous goods?

- No
- Yes
As per attached Shipper's Declaration.
- Yes
Shipper's Declaration not required.
- Dry Ice
Dry Ice, 9 UN 1845 _____ kg

Dangerous goods (including dry ice) cannot be shipped in FedEx packaging.

Cargo Aircraft Only

7 Payment Bill to:

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

Obtain Recip. Acct. No.



Total Packages _____ Total Weight _____

Credit Card Auth.

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

8 Residential Delivery Signature Options

If you require a signature, check Direct or Indirect.

- No Signature Required
Package may be left without obtaining a signature for delivery.
- Direct Signature
Someone at recipient's address may sign for delivery. Fee applies.
- Indirect Signature
If no one is available at recipient's address, someone at a neighboring address may sign for delivery. Fee applies.

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