



VIA ELECTRONIC MAIL

March 7, 2024

Rosemary Chiavetta, Executive Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: M-2018-3003177 - Peoples Natural Gas Company 2019-2024 USECP
M-2020-3021343 - Peoples Gas Company 2019-2024 USECP
P-2020-3017641 - Amendment to Peoples Natural Gas Company 2015-2018 USECP
M-2014-2432515 - Peoples Natural Gas

Dear Secretary Chiavetta:

Please accept this Corrected Status Update that corrects the March 1, 2024 filing at Docket M-2020-3021343.

On behalf of the Peoples Natural Gas Company LLC ("Peoples"), Peoples is providing its Customer Education and Outreach Plan (the "CEOP"), along with a report on outreach activities during 2023 and various sample outreach materials.

Peoples continues to work closely with the Peoples Universal Service Advisory Group (the "USAG") on the development and refinement of its CEOP. The 2024 focus areas include the scheduling of events in partnership with groups in the North and South hills of Pittsburgh, evaluating the benefit of events that Peoples attends, identifying new events to participate in, and a general promotion of programs through various community groups. With regard to collaborative efforts with other utilities, the 2024 plan also focuses on working with other utilities to develop multi-utility outreach programs.

Please contact the undersigned at (724) 944-8114 or Rita Black, Director, Community Assistance Programs, at (412) 208-6530, should you have any questions or concerns regarding this matter.

Sincerely,

Stephen R. Perrott
Associate Counsel

Peoples Natural Gas and Peoples Gas Consumer Education and Outreach Plan

Purpose: To provide a multi-pronged approach to consumer education with the goal of connecting eligible populations, for whom CAP is the most beneficial plan, to enrollment. In addition to CAP, promotion of other universal service programs, such as LIURP and Hardship Fund, along with external resources, such as LIHEAP, will be emphasized in appropriate activities. A detailed map of advertising and outreach efforts for CAP and LIHEAP, including the number of expected impressions, is provided as an attachment.

General Audience Education & Outreach Activities

Activity	Frequency
Annual focused bill inserts	Singular section of fall insert; expanded sections in November and December inserts
Website self-screening tool	Available 24/7
Website program information	Available 24/7
Social Media Advertisements	Multi-season messaging; aligning with colder weather; opening of energy assistance programs, etc.
Community education	Posters/handouts provided to schools, churches, agencies regarding LIHEAP and CAP. Transit and other paid media advertising promoting LIHEAP occurs throughout the heating season. LIURP outreach is also conducted, particularly in target areas.

Target Audience Education & Outreach Activities

Activity	Details
Incoming callers screened for eligibility	Application for service; bill payment discussions; termination/restoration calls; PFA calls; emergency repair & LIURP screening calls and PUC cases.
Help at Peoples Now (HAPN Program)	Field employees utilize dedicated phone line to refer customers for assistance with CAP and energy assistance to avoid termination.
Plain English Notice (prior to Termination)	Mailed via US mail to accounts identified as low income (FPL <=150% FPL) prior to termination notice mailing.
Termination Notices	Contain eligibility information regarding CAP and energy assistance.
Hardship Grant applications at Dollar Energy Fund agencies	Benefits of CAP described; customers enroll remaining balances after grant into CAP.
LIHEAP recipient identification	List generated weekly of LIHEAP grants received that week on accounts that are not currently enrolled in CAP to be used for outreach.
Community Events	Provide representatives and materials to local events: senior fairs, resource fairs, etc.
Western PA Utility Partnership Activities	Joint promotion of programs through coordinated outreach. Peoples and other

	western PA utilities have joined with the Greater Pittsburgh Food Bank to develop and distribute a utility support flyer. Work currently underway with other utilities and Pennsylvania Utility Law Project to develop a universal CAP application.
Supporting At-Risk Populations	Coordination with resettlement agencies to support enrollment in CAP at the time of initiation of service for refugees and immigrants. Peoples plans to continue to develop this model to include organizations helping those transitioning from homeless to housed.
Employee Outreach	Provide materials for employees to distribute in their communities (schools, libraries, etc.) Information shared each heating season on Peoples' intranet and electronic bulletin boards in all Peoples' locations to encourage employees to share information with their communities.
LIURP Outreach	LIURP outreach is conducted through community events such as food bank distributions or resource fairs. All LIURP participants are additionally screened for CAP & LIHEAP. LIHEAP applications are mailed annually to LIURP participants. Post-inspectors provide CAP & LIHEAP flyer as part of their inspection and visit to further educate participants.

Annual Training/Community Education Opportunities

Association	Training/Support
Project Destiny (Pittsburgh's north side)	Multi-pronged support including regular training for field workers who visit customer homes; case management assistance to enroll customers in CAP, resolve terminations, etc.; participation in bi-monthly resource meetings.
BeUtilityWise (Allegheny County & Johnstown)	Annual participation in planning, program development and presentations to attendees regarding CAP.
Allegheny County Area Agency on Aging Community Partner Meetings (PA Link)	Quarterly meetings with Area Agency on Aging Staff and other community partners to share resources
Greater Pittsburgh Food Bank Partnership	Distribution of CAP/LIHEAP information in food boxes; LIURP and CAP/LIHEAP outreach at food distribution sites.
Beaver Human Services Forum	Participate in monthly resource meetings and promote programs within network.
State Legislator Events	Provide presentations and one-on-one assistance, distribute materials, etc.

Resource Fairs	Held throughout the service territory, Peoples staff answer questions/distribute information
Train the Trainer events	Offer training to additional local agencies, community partners.
Outreach mailings	Targeting school districts with a high percentage of low income students; local churches; family support centers, social service organizations.

Special Needs/Limited English Proficiency/Protection From Abuse

- Outreach materials (posters/handouts) are currently prepared in both English and Spanish translations. As other languages from resettled community members increase the need for materials in other languages, Peoples will work with its partners to provide translated materials.
- Language Line used for LEP customers.
- All PFA customers screened for CAP and LIHEAP.
- All customers receiving other Universal Service programs (LIURP, Emergency Repair Program, CARES) are screened for CAP and LIHEAP.
- Support to vulnerable customers provided by CARES representatives when customers are having difficulty understanding and/or completing steps to enroll in CAP and apply for LIHEAP.
- Help at Peoples Now – Field employees provided with education and dedicated phone line to reach customer program staff to help customers that need CAP or other income eligible programs. Field employees also carry business cards to be given to customers to encourage them to call for assistance.

CAP Enrollment Methods

Method	Availability
Via telephone (most commonly used method)	Monday through Friday from 8 a.m. to 4:30 p.m.; customers that must provide income documentation can submit those via email, fax, or US mail.
Dollar Energy Fund Screening Agency	Applications by appointment with local agency.
Self-service online application	Applications available at https://www.hardshiptools.org/MyApp/
Paper Application	Available through Peoples' CARES team.

Ease of Enrollment Efforts

- No income documentation required if customer has received LIHEAP.
- Customers who receive Hardship Grants that do not cover their entire balance are enrolled into CAP for remaining balance.
- Income submitted to other utility programs managed by CAP administrator (Dollar Energy Fund) can be used, with customer's authorization, to avoid multiple submissions.

- Applicants to Duquesne Light's CAP can provide their permission for DLC to share their data with Peoples to enroll in CAP.

2023 Lessons Learned

Activity	
Facebook Live Event	Very little engagement; 11 viewers during event. No participation from audience.
Mission of Mercy	The format and flow of the event has changed since Peoples first began participating. The community tabling is now limited and has very little interaction with patients. Going forward, Peoples will provide its program information to be included in the resource bags given to all incoming attendees.
Community Baby Showers/Family Fun Events	A number of these events were attended in 2023, however there is very little engagement in these types of settings. Peoples will prioritize 2024 events that are more resource focused.

2024 Outreach Focus Areas

Activity	
Agency 'Office Hours'	Schedule events in partnership with North Hills Community Outreach and South Hills Interfaith Movement. Events will offer customers opportunities to ask questions about their accounts, provide documents for CAP recertification, etc. Potentially expand to other agencies in different geographical areas.
Community Relationship Building	Continue to identify and connect with social workers, agency members, church leaders, school resource officers and others to promote programs.
Income below 50% FPL emphasis	Maintain partnerships with transitional/resettlement organizations (Jewish Family & Community Services; Hello Neighbor; Bethany Christian Services, etc.)
Partnering with western PA utilities	Working with electric, gas and water utilities in the western PA area to identify and develop multi-utility outreach opportunities.
Monthly CEOP internal meetings	Evaluate events attended for benefit; identify new events/contacts; continuous improvement of CEOP.

Project Start	Project End	Project Name	Project Description	Project Location	Project Type	Project Status	Project Manager	Project Lead	Project Contact	Project Budget	Project Notes
Ongoing		Jewish Family & Community Services, Hello Neighbor, & Bethany Christian Services	Beaver County Human Services Forum	Beaver County	Refugee customers	40-50	North Side		Monthly resource meeting for providers to share updates		
Ongoing		Beaver County Human Services Forum	Beaver County Human Services Forum	Beaver County	Refugee customers	10-20	Beaver County		Start services for refugee customers in conjunction with agencies		
Sept-tune		Heart Commercial Announcements	Radio	All	Radio listeners				Monthly resource meeting for providers to share updates		
1/23/23 - 3/3/23		01/27/23 Hello Neighbor	Webex						Met to discuss services offered and potential for collaborating		
		02/02/23 Uruline Support Services	Webex						Met to discuss services offered and potential for collaborating		
		02/14/23 Rebuilding Together Pittsburgh	Webex						Met to discuss referrals back and forth		
		2/28/2023 Pittsburgh food bank	In Person	Uheap	Customers	140	Lernerville Speedway (Butler County)				
		3/17/2023 Latino Community Center Family Fair	In person	CAP, LIURP, CARES, DEF	Hispanic community	13 families	1555 Broadway Ave. PGH 15216				
		3/18/2023 Catholic Charities - Community Wellness Fair (Duquesne)	In Person	All	Fliers, postcards, LIHEAP apps	50	Duquesne				
3.20 to 3.27.2023		Lernerville Speedway Spring Spectacular	Social Media	LIHEAP and CAP	Customers and social media followers of the speedway		Lernerville Speedway Social Media		Lernerville Facebook has 46,000 followers		
		4/1/2023 Community Festival (Ray of Hope & Westmoreland County BH/DS Office)	In Person	All	Fliers, postcards	300	Westmore and County				
		4/1/2023 Catholic Charities - Community Wellness Fair (Butler)	In Person	All	Fliers, postcards, LIHEAP apps, LIURP	30	Butler		Low customer participation		
4/3/23-4/10/23		Lernerville Speedway	Social Media	All	Stay Warm/Save Money cards		Lernerville Speedway Social Media		Met to discuss services offered and potential for collaborating		
4/11/2023		Bethlehem Haven	In person						Met to discuss services offered and potential for collaborating		
4/18/2023		Refuge for Women	In person						Met to discuss services offered and potential for collaborating		
4/21/2023		LIFF Pittsburgh	Webex						Met to discuss services offered and potential for collaborating		
4/29/2023		LUPMC/Magee-Women in collaboration with Casa San Jose	In person	All	Fliers, programs postcards, LIURP, Spanish LIHEAP application						
5/9/2023		Beverly's Birthdays	In person	All	Postcards, LIURP fliers	50	LUPMC Neighborhood Center - 6401 Penn Avenue PGH, 15206				
5/13/2023		LUPMC Health Plan Mommy & Me Baby Expo	In person	CAP/LIURP	Pregnant women/mothers of newborns	35	Hazelwood - Sparta Community Center				
5/30/2023		Dukes Showcase	In person	US Programs	Pregnant women/families	10	Avenue PGH, 15206		1st year event. Street event.		
6/27/2023		Roots of Faith Neighborhood Table Dinner	In person	CAP/LIURP	Duquesne Community	20	Duquesne School				
7/25/2023		Where to Turn Resource Fair	In person	All	Customers	75	Sharsburg		Duq It also attended		
7/26/2023		Beverly's Birthdays Community Baby Shower	In person	All	Social service providers		David L. Lawrence Convention Center				
7/27/2023		Duquesne Light Utility Awareness Event	In person	All	Pregnant women/mothers of newborns		Pleasant Hills				
8/8/2023		Beverly's Birthdays Community Baby Shower	In person	CAP/LIURP	Penn Hills area seniors		Penn Hills Senior Center				
			In person		Pregnant women/mothers of newborns	60	Hill District/Pittsburgh Marriott City Center				

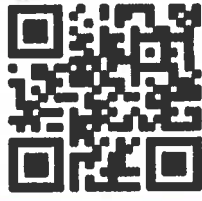
Date	Community	Type of program How often	Program title If applicable	Channel & format	Audience & format	Number of participants	Location	Notes
8/16/2023	Breakthru Butler County Back to School Family Funfest (Westmoreland County Juvenile Probation)	In person	CAP/LUURP	CAP postcards, LUURP flyers, Smart Comfort Booklets	Elementary school-aged children and their families	45	Butler Montessori School at Covenant 45 Presbyterian Church, Butler	Stuffed backpacks with school supplies and our program information
8/17/2023	Rebuilding Together PGM/Lincoln-Lemington	In person	CAP/LUURP	CAP postcards, LUURP flyers	Families with school-aged children	300	Twin Lakes Park (Greensburg)	
8/26/2023	Collaborative Resource Fair Beverly's Birthdays	In person	CAP/LUURP	CAP postcards, LUURP flyers	Lincoln-Lemington community	50	Lincoln-Lemington/East Liberty	
8/30/2023	Community Baby Shower	In person	CAP/LUURP	CAP postcards, LUURP flyers	Pregnant women/mothers of newborns	25	Twin	
8/30/2023	Latino Community Center	In person	All	US Spanish version information	Hispanic families	10	6750 Baum B rd. PGH. 15206	
9/1/2023	Senior Care Authority	Telephone	CAP LINEAP, ERP Furnace Repair, DEF, CAP and UHEAP	Smart Comfort Booklet	Home Bound Seniors and Home Bound Disabled Adults along with Care givers and visiting health agents.		Allegheny Butler Lawrence and Armstrong	
9/2/2023	Pennsylvania Motor Speedway	In person	All	Intermission interview	Spectators and media at the event	2000	Imperial, Pa Allegheny County near Star lake amphitheater	
9/12/2023	Beverly's Birthdays Community Baby Shower	In person	All	CAP flyers, postcards	Pregnant women/mothers of newborns/family members	100	Braddock	
9/13/2023	City in the Streets Event - W. Oakland	In person	CAP, LUURP	CAP postcards, LUURP flyers	Oakland area residents	200	Oakland/Oak Hill	
9/26/2023	Beverly's Birthdays Community Baby Shower	In person	CAP, LUURP, DEF	CAP postcards, LUURP flyers, DEF flyers	Pregnant women/mothers of newborns		West Milford	
9/28/2023	Munhall Cares Main St Market Night	In person	All		Munhall area residents	300	Main St. - Munhall	
9/29/2023	Allegheny County Area Agency on Aging newsletter/Whitaker Community Cares	Phone	CAP/LUURP	CAP postcards/LUURP flyers	AAA staff		Allegheny County	Interview for monthly newsletter - sent out to all internal AAA staff
9/30/2023	Fall Community Day	In person	CAP/LUURP		Whitaker and surrounding area		Whitaker/West Milford	
10/12/2023	Senator McAndrew & Veterans Leadership Program -Stand Down Pittsburgh	In person	All		Senior customers		Greek Orthodox Social Hall - Oakmont	
10/14/2023	Lerneville Speedway Event	In person	UHEAP CAP DEF	Jumbo Tron Ad	Veterans	150	2934 Smallman Street, PGH. 15201	Jumbo Tron ads for UHEAP DEF and CAP
10.13.2023	Rainbow Kitchen Resource Event	In person	UHEAP/CAP/DEF	Bryan Colbert Eric Westendorf CAP postcards/LUURP flyers/UHEAP flyers	Spectators at the event and social media postings	15,000	Butler County	Truck announcer script and interview with Bryan Colbert during the event
10/18/2023	Beverly's Birthdays Community Baby Shower AK Valley Park Event Center	In person	UHEAP/CAP/DEF	CAP postcards/LUURP flyers	Customers	80	Carnegie Library of Homestead	
10/20/2023	New Kensington Ross Fall Senior Resource Fair	In person	All	CAP postcards/LUURP flyers/UHEAP flyers	Pregnant women/mothers of newborns/family members	50	New Kensington Event Center	
10/26/2023	PULP Utility Consumer Event	In person	UHEAP/CAP/DEF	CAP postcards/LUURP flyers	Senior customers	Unknown	Ross Municipal Building	
10/27/2023, 10/28/2023	Mission of Mercy	In person	All	CAP postcards/LUURP flyers/UHEAP flyers	Westmore and County customers	1	Westmore and County Community College	
11/15/2023	Rainbow Kitchen Resource Event	In person	UHEAP/CAP/DEF	CAP postcards/LUURP flyers/UHEAP flyers & apps	Customers	Unknown	David L Lawrence Convention Center	
		In person	UHEAP/CAP/DEF	CAP postcards/LUURP flyers	Customers	35	Carnegie Library of Homestead	

Date	Event/Project	Type of Person W.S. Student / Employee	Division / S.C. CAP / HH / JH / JH All organizations	Chapters / Materials / S.C.	Activities / Activities / Social / S.C.	Number of Participants	Area / Where is event located? / S.C.	Notes
11/18/2023	Westmoreland County BH/DS Holiday Festival	In Person	All	LINEAP/CAP flyers, LINEAP flyers, CAP postcards	Customers: family oriented Butler City Clergy and CVS, Butler Social service agencies	40	AK Valley Park Event Center - New Kensington/Jale-kish Valley area	
12/8/2023	Isiah 117 Project	In Person	All	LINEAP APPS and smart comfort booklets		20	Butler City and County	

DON'T FORGET TO CHECK THESE BOXES OFF...

Your Save Money, Keep Warm Checklist:

- PROGRAMFINDER**
 - Our anonymous and confidential tool to find out if you're eligible for Peoples customer support programs.
 - www.peoples-gas.com/help
- DIAL: 800-400-WARM (9276)**
- APPLY FOR CAP**
 - An affordable bill based on household income.
 - Earn monthly credits to reduce your balance faster.
- APPLY FOR DOLLAR ENERGY FUND**
 - A grant that helps you pay your gas bill.
- LEARN ABOUT LIHEAP**
 - A federally funded grant program that provides a grant directly to your gas bill account.



IT'S
EASY!



WE'RE HERE TO HELP





MAKING GAS BILLS MORE AFFORDABLE

If your household income is at or below the limits provided below, you may be eligible. Please try our confidential online eligibility tool **ProgramFinder**, located at peoples-gas.com/help or call **1-800-400-WARM (9276)** to learn more.

LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP)

Provides grants for customers with limited incomes. LIHEAP is not a loan. It is a government grant applied directly to help pay your Peoples heating bill.

PEOPLES CUSTOMER ASSISTANCE PROGRAM (CAP)

Is an affordable monthly payment plan, based on income, for customers who meet income guidelines. Participants make reasonable payments to maintain gas service and can earn credits to reduce their balance each month.

2023 – 2024 INCOME GUIDELINES

150% Federal Poverty Level

Homeowners and Renters May Qualify When:

HOUSEHOLD SIZE*	GROSS MONTHLY INCOME	GROSS ANNUAL INCOME
1	\$1,823	\$21,870
2	\$2,465	\$29,580
3	\$3,108	\$37,290
4	\$3,750	\$45,000
5	\$4,393	\$52,710
6	\$5,035	\$60,420
7	\$5,678	\$68,130
8	\$6,320	\$75,840

For each additional person, add \$642 to gross monthly income and \$7,710 to gross annual income.

*All members of household regardless of age.

HELP WHEN YOU NEED IT MOST

Your Pennsylvania utilities want to help you find the assistance you need. Funds are available now. Don't miss out!

There are also other types of customer assistance programs available that can help lower your monthly utility bills.

Most assistance programs are available to people that are at or below 150% of the federal poverty level (please see chart below). However, some programs provide help to those with higher incomes. Please contact your utility companies today to find out if you qualify!

2022-2023 Annual Household Federal Income Guidelines 150% Federal Poverty Level

HOUSEHOLD SIZE	MONTHLY INCOME
1	\$1,699
2	\$2,289
3	\$2,879
4	\$3,469
5	\$4,059
6	\$4,649
7	\$5,239
8	\$5,829
	More than 8 members, add \$590



COLUMBIA GAS
ColumbiaGasPA.com/Assistance
1-888-460-4332



DUQUESNE LIGHT
DuquesneLight.com/Assistance
1-888-393-7600



PENNSYLVANIA AMERICAN WATER
pennsylvaniaamwater.com
1-800-565-7292



PEOPLES
Peoples-Gas.com/Assistance
1-800-400-WARM (9276)



PITTSBURGH WATER & SEWER AUTHORITY
pgh2o.com/CAP
1-412-255-2457





Monthly Resource EVENT!

Wednesday November 15th

10:00am – Noon

Where: Carnegie of Homestead Library 510 E 10th Avenue, 15120

Everyone is Welcome & All Services/Information are FREE!

Who Will Be Here:

Rainbow Kitchen Community Services: providing information about programs and services offered; other available programs and resources in the community

Allies for Health+Wellness: providing information about programs & services; free testing for HIV, Hepatitis C, Syphilis

Animal Friends: program information and free pet food

Community Life: providing program information about helping older adults to live independently at home

CSL Plasma: providing information about the importance of donating plasma

Deb's Clothing Closet: providing free clothing for men & children

Dress for Success: providing clothing, accessories & employment assistance to women

Duquesne Light Duquesne Light Universal Services/Holy Family Institute: completing applications for Customer Assistance Program (CAP) and Dollar Energy and providing 2023/24 LILHEAP information

First Class Marketing: Affordable Connectivity Program. Free cellphone or tablet to qualified individuals

Goodwill: providing program information for youth and adults, including free job trainings and GED

PA Women Work: helping women find financial stability through empowerment, employment & economic independence

Peoples Gas Company: providing information about utility assistance and programs

Steel Valley Family Center: providing information about programs and services offered

Unity Recovery: non-clinical, peer-based recovery support services to individuals, family members, and loved ones. Increasing recovery capital through achieving goals related to things such as employment, education, financial health, personal safety, relationships, and more.

And More!!

Hope to see you there!



LINCOLN LEMINGTON
COLLABORATIVE

LINCOLN-LEMINGTON-BEIHAR RESIDENTS

JOIN US FOR A

COMMUNITY & HOUSING RESOURCE FAIR

MEET COMMUNITY ORGANIZATIONS + FREE ENTERTAINMENT, FOOD & DRINK

AUGUST 26TH

12 pm - 6 pm
Rain or shine!

CATALYST ACADEMY

7061 Lemington Avenue

Help us build a better community! Learn more about the
Community Vision Plan for Lincoln Lemington and get to
know organizations providing resources for our residents.



RISE & HIGH



AN INITIATIVE BY NEIGHBORHOOD ALLIANCE



Catalyst Academy
CHARTER SCHOOL



OMICELO
CONSTRUCTION
GROUP

Questions? Contact Wave at 412.573.9217 or events@waveoflife.org.



**OCTOBER 26
10 A.M. – 12 P.M.**

**ROSS MUNICIPAL BUILDING
1000 ROSS MUNICIPAL DR.
PITTSBURGH, PA 15237**

**This FREE
event includes:**

- Vaccination Clinic
- Disposal of Unused or Expired Medication
- And much more!