**PENNSYLVANIA**

**PUBLIC UTILITY COMMISSION**

**Harrisburg, PA 17105-3265**

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| Public Meeting held October 5, 2017 | |
| Commissioners Present:  Gladys M. Brown, Chairman  Andrew G. Place, Vice Chairman  David W. Sweet  John F. Coleman, Jr. | |
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| Philadelphia Gas Works Universal Service  and Energy Conservation Plan for 2017‑2020  Submitted in Compliance with 52 Pa. Code § 62.4 | Docket No. M-2016-2542415 |

**ORDER**

**BY THE COMMISSION**

On August 3, 2017, the Pennsylvania Public Utility Commission (Commission) entered an Order (August 3 Order) directing changes to the proposed 2017-2020 universal service and energy conservation plan (Proposed 2017-2020 Plan or USECP) for Philadelphia Gas Works (PGW or Company). We directed PGW to file and serve a revised 2017-2020 Plan, consistent with these changes, prior to final approval of its 2017-2020 Plan. On August 31, 2017, PGW filed both red-lined and clean versions of its revised 2017-2020 Plan (August 31 compliance filing)[[1]](#footnote-1) consistent with the August 3 Order. We have received no exceptions to the revised Plan from parties to this proceeding. Accordingly, by this Order the Commission approves PGW’s revised 2017-2020 Plan.

1. **HISTORY**

In compliance with Commission regulations, PGW submitted its Proposed 2017-2020 Plan on April 28, 2016. On January 26, 2017, the Commission entered a Tentative Order requesting additional information and comments from stakeholders. On February 15, 2017, PGW filed supplemental information addressing the issues raised in the Tentative Order. The Office of Consumer Advocate (OCA), the Coalition for Affordable Utility Services and Energy Efficiency in Pennsylvania (CAUSE-PA), the Tenant Union Representative Network and Action Alliance of Senior Citizens of Greater Philadelphia (jointly TURN *et al*.) individually filed comments on March 7, 2017. OCA, TURN *et al*., and PGW also individually filed reply comments on March 22, 2017.

On August 3, 2017, the Commission entered an Order directing PGW to make changes to its proposed 2017-2020 Plan prior to final approval. In compliance with the August 3 Order, PGW filed clean and red-lined versions of its Revised 2017-2019 USECP on August 31, 2017.

1. **DISCUSSION**

The August 3 Order in ordering paragraph 4[[2]](#footnote-2) directed PGW to file and serve a revised 2017-2020 Plan that would reflect the following changes:

* Within six (6) months after the approval of the 2017-2020 Plan, enroll customers in the Customer Responsibility Program (CRP)[[3]](#footnote-3) at the percent of income payment (PIP) or the budget bill amount, whichever is lower.
* Provide notifications to customers when they reach 50%, 80%, and 100% of the CRP consumption limit.
* Provide customers with 30 days to dispute information gathered from external sources prior to removing them from CRP.
* Accept any federal or state tax form filed in the past 12 months as proof of self-employment income.
* Within three (3) months after final approval of the 2017-2020 Plan, allow 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.
* Within three (3) months after final approval of the 2017-2020 Plan, provide retroactive arrearage forgiveness for any months missed once customers pay the CRP balance or CRP Cure amount in-full.
* Allow non-CRP low-income customers to qualify for its CRP Home Comfort program.
* Explain the expanded outreach efforts for its CRP and CRP Home Comfort programs.
* Update the CRP and CRP Home Comfort budgets and enrollment estimates for 2018-2020.

PGW clarifies in its August 31 compliance filing that it needs additional time to make some of the modifications specified in the August 3 Order. Specifically, PGW states that it will require nine (9) months from the date of approval of its 2017-2020 Plan to implement the following changes:

* Enrolling customers in CRP at the PIP or the budget bill amount, whichever is lower.
* 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.
* Provide retroactive arrearage forgiveness for any months missed once customers pay the CRP balance or CRP Cure amount in-full.

PGW explains it needs the additional time for code development, quality assurance testing, user acceptance testing, and customer service representative training. August 31 compliance filing at 5.

The August 31 compliance filing also changed the name of PGW’s Low Income Usage Reduction Program (LIURP) from the “CRP Home Comfort program” to the “Home Comfort program” because non-CRP customers may now qualify for Home Comfort program benefits.

The Commission’s Bureau of Consumer Services (BCS) has reviewed PGW’s August 31 compliance filing and determined it contains all of the changes requested in the August 3 Order, with the exception of the revised implementation dates. Further, the name change of PGW’s LIURP is a new proposal.

We have received no exceptions from parties to this proceeding relative to whether the revised 2017-2020 Plan is in compliance with the August 3 Order. The extended timeline appears to be reasonable and justified. We have no objection to granting this extension. Accordingly, we shall grant the extension. Beginning January 5, 2018, PGW shall file and serve progress reports at this docket every three (3) months reflecting the status and expected completion date of the items affected by the extended timeline. The name change for PGW’s LIURP is reasonable and will eliminate confusion as to eligibility. We have no objection to that change.

1. **CONCLUSION**

Accordingly, PGW’s revised 2017-2020 Plan filed on August 31, 2017, is hereby approved; **THEREFORE,**

**IT IS ORDERED:**

1. That the Philadelphia Gas Works’ Revised Universal Service and Energy Conservation Plan for 2017-2020, as filed on August 31, 2017, is approved as consistent with Title 66 of the Pennsylvania Consolidated Statutes, Title 52 of the Pennsylvania Code, and Commission practice.
2. That the name change of Philadelphia Gas Works’ “CRP Home Comfort program” to “Home Comfort program” is approved.
3. That Philadelphia Gas Works shall implement the following changes to its Customer Responsibility Program within nine (9) months from the entry date of this Order:

* Enroll customers in CRP at the PIP or the budget bill amount, whichever is lower.
* Allow 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.
* Provide retroactive arrearage forgiveness for any months missed once customers pay the CRP balance or CRP Cure amount in-full.

1. That Philadelphia Gas Works shall file and serve progress reports at this docket every three (3) months, beginning January 5, 2018, reflecting the status and expected completion date of the changes directed relative to its 2017-2020 Universal Service and Energy Conservation Plan.
2. That a copy of this Order be served on Philadelphia Gas Works, the Office of the Consumer Advocate, the Bureau of Investigation and Enforcement, and the Coalition for Affordable Utility Services and Energy Efficiency in Pennsylvania. A copy shall also be served on the parties to *PGW 2014-2016 USECP*, Docket No. M‑2013‑2350946.

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**BY THE COMMISSION,**

Rosemary Chiavetta

Secretary

(SEAL)

ORDER ADOPTED: October 5, 2017

ORDER ENTERED: October 5, 2017

1. All citations to PGW’s August 31 compliance filing will refer to the “clean” version. [↑](#footnote-ref-1)
2. August 3 Order at 90. [↑](#footnote-ref-2)
3. CRP is PGW’s customer assistance program (CAP). [↑](#footnote-ref-3)