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July 11, 2019

Via Electronic Filing

Rosemary Chiavetta, Secretary
PA Public Utility Commission
PO Box 3265
Harrisburg, PA 17105-3265

Re: PA Public Utility Commission, Office of Consumer Advocate, Office of Small Business Advocate, Philadelphia Industrial & Commercial Gas Users Group and William Dingfelder v. Philadelphia Gas Works - Docket Nos. R-2017-2586783; C-2017-2592092; C-2017-2593497; C-2017-2595147; C-2017-2593903

Dear Secretary Chiavetta:

Consistent with Paragraph 21(a), footnote 3, of the Joint Petition for Settlement (“Settlement”) of Philadelphia Gas Works (“PGW”) and the Office of Consumer Advocate (“OCA”), and Ordering Paragraph 5 of the Commission Order entered on June 28, 2019, PGW provides this biweekly update regarding deployment of agreed-upon billing system changes. The Settlement, which was filed on April 17, 2019 and approved by the June 28, 2019 Order, resolved the litigated issue in the above-captioned matter relating to PGW’s partial payment application practices.

Under Paragraph 21(a), PGW committed to making the modifications directed by the May 18, 2018 Order by July 2, 2019. In footnote 3 of Paragraph 21(a), PGW stressed the importance of thorough testing prior to implementation and agreed to promptly inform the OCA and the Commission of any delays, along with a detailed explanation and new implementation date. Thereafter, PGW committed to providing bi-weekly status updates. As it deems necessary, the OCA retained all procedural rights to respond to a notification of a delay.

On June 26, 2019, PGW provided a formal notification to the Commission and OCA that it had encountered a number of issues testing this significant modification to its billing system. Based on numerous defects requiring code correction and re-testing, and due to the importance of avoiding billing errors and customer confusion, PGW gave a new projected implementation date of August 19, 2019.

As indicated in its June 26, 2019 notification, PGW has continued testing the payment application modification. Since that notification was provided, two additional defects have been discovered which will require coding and additional testing. While PGW’s goal remains implementation on August 19, 2019, this modification will still require approximately one month

of regression testing. Therefore, it is possible that full implementation will not occur until September 2019. PGW will provide its next biweekly update on July 25, 2019.

Project	Status	Current Projected Implementation Date
Payment Application Enhancement	Original coding and unit testing complete; Quality Assurance and User Acceptance testing continuing concurrently; regressing testing not started.	August 19, 2019

If you have any questions please do not hesitate to contact me.

Sincerely,



Karen O. Moury

KOM/lww

cc: Cert. of Service (email only)

CERTIFICATE OF SERVICE

I hereby certify that this day I served a copy of the foregoing Biweekly Update upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code Section 1.54.

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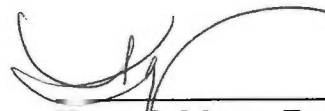
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