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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) of the Settlement, PGW agreed to make 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 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, 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. Thereafter, biweekly updates were provided, along with new implementation dates, as follows:

- On July 11, 2019, PGW filed its first biweekly update, noting that due to the discovery of two additional defects since the June 26, 2019 notification, more coding and additional

testing would be necessary and that full implementation may be delayed until September 2019;


- On July 25, 2019, PGW filed its second biweekly update, reiterating its expectation of a delay in full implementation until September 2019;
- On August 8, 2019, PGW filed its third biweekly update, indicating that implementation was expected to occur in September 2019;
- On August 22, 2019, PGW filed its fourth biweekly update, noting its continued expectation that full implementation would occur in September 2019;
- On September 5, 2019, PGW filed its fifth biweekly update, explaining that five outstanding defects had been recoded and notifying the Commission and OCA of a new projected implementation date of October 7, 2019;
- On September 19, 2019, PGW filed its sixth biweekly update, notifying the Commission and OCA of a new projected implementation date of October 25, 2019 due to the need for about a month of regression testing;
- On October 3, 2019, PGW filed its seventh biweekly update, noting code issues that were in the process of being corrected;
- On October 17, 2019, PGW's filed its eighth biweekly update, explaining that code was still to be tested and corrected and alerting the Commission and OCA of a new projected implementation date of November 8, 2019;
- On October 31, 2019, PGW's filed its ninth biweekly update, describing continuing implementation challenges and alerting the Commission and OCA of a new projected date of November 15, 2019;
- On November 14, 2019, PGW filed its tenth biweekly update, alerting the Commission and OCA of a delay in implementation until December 6, 2019 due to a significant delay in the job that runs payments;
- On November 27, 2019, PGW filed its eleventh biweekly update, reporting that fixes of code issues were being tested and that it was still attempting to resolve a significant delay in the billing jobs;
- On December 12, 2019, PGW filed its twelfth biweekly update, alerting the Commission and OCA of a delay in implementation until January 24, 2020, due to its continuing attempts to resolve a significant delay in the billing jobs;
- On December 23, 2019, PGW filed its thirteenth biweekly update, noting its continued efforts to meet the January 24, 2020 implementation date; and
- On January 9, 2020, PGW filed its fourteenth biweekly update, noting that it was still on track to implement the project on January 24, 2020.
- On January 23, 2020, PGW filed its fifteenth biweekly update, noting its intention to implement the project the evening of January 24, 2020 and explaining that significant issues would require a rollback.

Since the January 23, 2020 update was provided, PGW implemented the project the evening of January 24, 2020, as shown below. This is the sixteenth and final update.

Project	Status	Implementation Date
Payment Application Enhancement	Implemented	January 24, 2020

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

Sincerely,



Karen O. Moury
Certificate of Service (email only)