



VIA ELECTRONIC MAIL

March 1, 2023

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:

On behalf of the Peoples Natural Gas Company LLC (“Peoples”), in accordance with Item 8 of the August 25, 2022 Order in the above-noted docket, Peoples is providing its Customer Education and Outreach Plan (the “CEOP”), along with a report on outreach activities during 2022 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 January 2023 USAG meeting was focused on this topic, and included a review of prior discussions about the following customer outreach topics: (1) CAP outreach, (2) why customers do not respond to written shutoff notices, and (3) why customers do not successfully complete deferred payment arrangements. Based upon the discussions at the January USAG, the content of the discussions has been melded into the development of the 2023 focus activities. Further, the Plain English CAP outreach piece, which is provided to customers prior to termination, was reviewed by the USAG. A current version of this document is provided as an attachment to this filing, along with a redlined version reflecting changes proposed by members of the USAG. The revised version is currently in development and the USAG will be informed of its implementation date. Additionally, based upon discussions, Peoples will work closely with resettlement agencies to identify the top three non-English speaking languages used most prominently across the Peoples service territory in order to include a statement in each of those languages in future printed materials advising customers to contact Peoples to learn more about program availability.

Please contact the undersigned at (412) 208-6834 or Rita Black, Director, Community Assistance Programs, at (412) 208-6530, should you have any questions or concerns regarding this matter.

Sincerely,

Jennifer L. Petrisek
Sr. Counsel

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing document upon the parties, listed below, in accordance with the requirements of § 1.54 (relating to service by a party).

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Jennifer L. Petrisek

Dated this 1st day of March, 2023

