



VIA ELECTRONIC MAIL

March 31, 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 Three (3) in the August 25, 2022 Order in the above-noted docket, Peoples is providing an update on the Elimination of the \$5 pre-CAP copay amount for CAP customers.

As noted in Peoples’ July 20, 2021 Petition for Reconsideration of Staff Action, Peoples’ technical development team has been working to modify the Peoples’ billing system to support the elimination of the \$5 pre-CAP copay amount for both new applicants and existing participants. This programming change requires substantial modification to the Arrearage Forgiveness functionality of the billing system. Development on the system changes was completed, as was testing with the technical team, in anticipation of the March 31, 2023 implementation date. However, during user acceptance testing this week, Peoples identified an issue - specifically, the testing demonstrated that a customer would not receive Arrearage Forgiveness for a partial payment if the account was in a delinquent status.

As allowing a customer to obtain one month’s Arrearage Forgiveness benefit for each equivalent CAP payment made is an important aspect of Peoples’ CAP, the modification to the billing system was not moved to production this week as further programming was necessary to correct the issue that presented during user testing. Peoples’ technical team has identified a solution and work is ongoing to finalize the development of the elimination of the \$5 pre-CAP

The Company expects to implement the elimination of the \$5 pre-CAP amount by April 30, 2023. If the solution can be completed earlier, the change will be implemented as soon as possible. Additionally, as noted in prior filings, Peoples’ intends to provide a credit to customer accounts to compensate for the delay in implementation of this change, roughly estimated to be \$35 (7 months at \$5 per month). Once the change is implemented, the appropriate credit (estimate \$40) will be applied accordingly.

Peoples has notified the Office of Consumer Advocate, the Pennsylvania Utility Law Project and the Bureau of Consumer Services of the delay in implementation and has made itself available for any questions. Peoples will update the Commission on, or before, April 30, 2023 on the completion of the billing system modification.

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,

A handwritten signature in blue ink, appearing to read 'JP', with a stylized flourish extending to the right.

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 31st day of March, 2023

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Jennifer L. Petrisek

Dated this 31st day of March, 2023