



An  Essential Utilities Company

VIA ELECTRONIC MAIL

May 15, 2023

Rosemary Chiavetta, Executive Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
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’ submission on March 31, 2023, the implementation of the Elimination of the \$5 pre-CAP copay amount for CAP customers was delayed due to an issue identified during final user acceptance testing in late March. Since that submission, the Company’s IT resources resolved the technical issue and further testing was completed to ensure the change was implemented properly.

The elimination of the \$5 pre-CAP copay was fully implemented on April 28, 2023. Bills issued after that date no longer request a \$5 copay from customers who have a pre-CAP balance, as shown on the attached production example attached to this letter. This example reflects the current and prior bill of a CAP customer who was previously charged the \$5 copay.

In addition to the system change to implement the elimination of the copay, Peoples also committed to adjusting affected customer accounts to compensate for the delay in implementation. Those individual account adjustments are currently in progress and are expected to be completed within a week.

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).

VIA ELECTRONIC MAIL:

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Patrick Cicero, Consumer Advocate
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Jennifer L. Petrisek

Dated this 15th day of May, 2023

PRODUCTION EXAMPLE

Sample of last bill under old method (\$5 pre-CAP required):

**PEOPLES** | An Essential Utilities Company
For 24/7 account access: peopleseaccount.com

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Bill Prepared: Apr 10, 2023
Account Number
[REDACTED]

CAP BILL


Questions about this bill?
Please contact us before the due date on your bill at 1-800-400-WARM (9276) Monday through Friday 7:00 a.m. to 5:00 p.m.

Current Payments & Charges - Mar 10 - Apr 10

Balance From Previous Bill	\$323.00
Payment Applied - Thank You	(\$323.00)
Your Monthly CAP Amount	\$36.00
Your Monthly Pre-CAP Amount	\$5.00
Other Credits (see back for detail)	\$0.00
Other Charges (see back for detail)	\$0.00
Total Current Balance	\$41.00


To Report an Emergency:
1-800-400-4271
Answers 24 hours a day.

Pay This Amount No Later Than May 2, 2023 **\$41.00**



Write to us at:
Peoples
P.O. Box 505000

Sample of bill issued after \$5 pre-CAP removal implemented:

**PEOPLES** | An Essential Utilities Company
For 24/7 account access: peopleseaccount.com

Page 1

Bill Prepared: May 9, 2023
Account Number
[REDACTED]

CAP BILL

Questions about this bill?
Please contact us before the due date on your bill at 1-800-400-WARM (9276) Monday through Friday 7:00 a.m. to 5:00 p.m.

Current Payments & Charges - Apr 11 - May 09

Balance From Previous Bill	\$41.00
Your Monthly CAP Amount	\$36.00
Other Credits (see back for detail)	\$0.00
Other Charges (see back for detail)	\$0.00
Total Current Balance	\$77.00

To Report an Emergency:
1-800-400-4271
Answers 24 hours a day.

Pay This Amount No Later Than May 31, 2023 **\$77.00**

