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December 28, 2023

Via Electronic Filing

Rosemary Chiavetta, Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Philadelphia Gas Works Universal Service and Energy Conservation Plan for 2023-2027
Submitted in Compliance with 52 Pa. Code § 62.4, Docket No. M-2021-3029323

Dear Secretary Chiavetta:

Pursuant to the Commission's March 16, 2023 Order on Reconsideration, Philadelphia Gas Works ("PGW") submits the enclosed Implementation Timeline for changes to its Customer Responsibility Program ("CRP") as required by Ordering Paragraph 2 of the Order.

As indicated in the attachment, there has been an update to PGW's timeline for implementing three of the required changes to its CRP. The Company is currently in the process of replacing its Customer Information System ("CIS"), and the timeframe for implementing the new CIS has been delayed. This has caused a corresponding change in the projected implementation date for: (1) the CRP recertification time period; (2) the quarterly review of CRP bills; and (3) prorated final billing for CRP customers. These changes should be implemented when the new CIS goes live; implementing these changes prior to the new CIS implementation would add a high level of risk to the new system's implementation process and would add significant costs. Simultaneous with this filing, PGW is also filing a Petition for Extension of Implementation Timelines in order to address this change. PGW will file updates on the implementation status going forward as required by the Order.

Copies to be served in accordance with the attached Certificate of Service.

Sincerely,

/s/ *Lauren M. Burge*

Lauren M. Burge
Enclosure

cc: Norma Bowman, Bureau of Consumer Services (nobowman@pa.gov)
Christina Chase-Pettis, Office of Communications (cchasepett@pa.gov)
Louise Fink Smith, Law Bureau (finksmith@pa.gov)
Certificate of Service (Email Only)

CERTIFICATE OF SERVICE

I hereby certify that this day I served a copy of PGW's USECP 2023-2027 CRP Implementation Timeline upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code Section 1.54.

Via Email Only

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Dated: December 28, 2023

/s/ *Lauren M. Burge*

Lauren M. Burge, Esq.

CRP Implementation Timeline

PGW USECP 2023-2027, Docket No. M-2021-3029323

Pursuant to the Commission’s March 16, 2023 Order on Reconsideration, Ordering Para. 2

Requirement	Status	Current Projected Implementation Date
Notifying customers when year-to-date income information is used to determine CRP eligibility and explaining how they can dispute or update this income calculation.	Currently implemented.	Completed
Allowing customers to provide the last 30 days or 12 months of income.	Currently implemented.	Completed
Expanding the CRP recertification timeframe for non-LIHEAP participants from every one year to every two years.	Customer Information System implementation timeframe has been pushed out to the end of the 2024-2025 heating season. The corresponding requirement will be implemented with the new system.	Estimated before early spring 2025
Reviewing CRP bills quarterly to determine whether the household is charged the correct billing amount.	Customer Information System implementation timeframe has been pushed out to the end of the 2024-2025 heating season. The corresponding requirement will be implemented with the new system.	Estimated before early spring 2025
Accepting alternative forms of identification in lieu of a Social Security Card.	Currently implemented.	Completed
Revising CRP application and educational materials.	PGW is redesigning the paper application to include relevant updates and to be more user friendly. In addition, currently updating the web application to reflect the changes from the paper application.	By June 30, 2024
Notifying customers about their enrollment in the Hardship Fund pilot program after eligibility is determined.	The Hardship Fund Pilot program will be available timely - once the prior year (Calendar Year 2023) grants have been applied to identify the amount that will be available in the Pilot for Calendar Year 2024.	In progress with grant awards to begin by June 30, 2024

CRP Implementation Timeline

PGW USECP 2023-2027, Docket No. M-2021-3029323

Pursuant to the Commission's March 16, 2023 Order on Reconsideration, Ordering Para. 2

Charging CRP customers no more than their prorated CRP billing amount for usage incurred during their final billing period.	Customer Information System implementation timeframe has been pushed out to the end of the 2024-2025 heating season. The corresponding requirement will be implemented with the new system.	Estimated before early spring 2025
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