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February 7, 2024

Via Electronic Filing

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

Re: PA Public Utility Commission, et al., v. Philadelphia Gas Works
Docket Nos. R-2023-3037933; C-2023-3038846; C-2023-3038885; C-2023-3039059;
C-2023-3038727 and C-2023-3039130

Dear Secretary Chiavetta:

Pursuant to Ordering Paragraph 18 of the Opinion and Order dated November 9, 2023, enclosed for electronic filing please find Philadelphia Gas Works' ("PGW") Initial Decision Review Process. Copies to be served in accordance with the attached Certificate of Service.

If you have any questions or require additional information, please contact me.

Sincerely,

/s/ *Lauren M. Burge*

Lauren M. Burge
Enclosure

cc: Certificate of Service (w/enc)

CERTIFICATE OF SERVICE

I hereby certify that this day I served a copy of PGW's Initial Decision Review Process, upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code Section 1.54.

Via Email

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/s/ Lauren M. Burge

Lauren M. Burge, Esq.

Date: February 7, 2024

Philadelphia Gas Works
Initial Decision Review Process

Docket No. R-2023-3037933

Philadelphia Gas Works (PGW) submits this Initial Decision Review Process in compliance with the Order entered November 9, 2023 (Order) by the Pennsylvania Public Utility Commission (PUC or Commission) at the above docket. Specifically, this Plan complies with the below:

That Philadelphia Gas Works shall develop and implement a quarterly review process for addressing trends identified in Commission Decisions adverse to the Company. The Company shall file an associated report with the Bureau of Consumer Services no later than ninety (90) days after the entry date of this Opinion and Order.¹

Quarterly review of all Initial Decisions adverse to PGW to identify trends.

For all formal complaint decisions (“initial decision”) received from the PUC that are adverse to PGW, there will be a review and tracking process to examine the decision, analyze the scope, and identify possible trends.

Adverse decisions are those that find that PGW violated PA PUC law.

- Initial decision case details will be logged to allow PGW to track all relevant information pertaining to the adverse finding.
- On a quarterly basis, an analysis will be performed (and detailed below) to determine the root cause of the adverse decisions, including consideration of whether the initial decision was ultimately adopted by the Commission.

Addressing trends identified.

During the quarterly analysis review, PGW will review all adverse decisions to determine if there are trends that need to be addressed. For any trends are identified, PGW will determine the root cause and develop a corrective plan to address the issue going forward. The quarterly review will include a meeting of employees in the customer review and legal departments. The goals of correcting trends will be to improve customer satisfaction and compliance with PUC regulations.

¹ Docket No. R-2023-3037933, Opinion and Order entered November 9, 2023, Ordering Paragraph No. 18.