



An  Essential Utilities Company

VIA ELECTRONIC MAIL

April 1, 2024

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

Dear Secretary Chiavetta:

On behalf of the Peoples Natural Gas Company LLC (“Peoples”), in accordance with Items Eleven (11) and Twelve (12) in the November 9, 2023 Order in the above-noted docket, attached is the first annual Emergency Furnace Service Line Repair (EFSLP”) Report.

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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s/ Jennifer L. Petrisek
Jennifer L. Petrisek, Sr. Counsel

Dated this 1st day of April, 2024

Peoples Natural Gas Company LLC

Emergency Furnace Service Line Repair (EFSLR)

Program Year 2023

Emergency Furnace Service Line Repair

Program Description

The Peoples Natural Gas Emergency Furnace Service Line Repair is a program designed to provide the repair and/or replacement of a home heating system and leaking residential gas lines (house line or outside line). The goal of this program is to ensure customers with limited income can maintain natural gas service.

The program served homeowners at or below 200% of the Federal Poverty Level and it is also designed to utilize up to 25% of the annual budget to service renters. In 2023, five renters participated in the program.

In 2023, CLEAResult Inc. served for the fifth consecutive year as the program administrator. CLEAResult Inc. used eight vendors to service the customers. The contractor continues to review the needs of the customers including the possibility of providing a space heater if necessary while waiting for the job to be completed. The contractor also ensures appropriate coverage of the service territory along with maintaining timely and professional service.

The program served 194 customers and the spent a total amount of \$723,542. This amount includes \$63,750 from the company shareholders. The following is the breakdown of the services offered.

- Furnace replacements – 67
- Boiler replacements – 11
- Furnace repairs – 53
- Boiler repairs – 8
- Service Line repairs – 15
- House Line repairs -27
- Water tank replacements – 1

In 2023, the Company screened customers who called for assistance in our Emergency Furnace Service Line Repair Program for possible participation in the Low-Income Usage Reduction Program (LIURP). Six customers were referred to LIURP. Additionally, EFSLR customers were screened and referred when appropriate to LIHEAP, LIHEAP/Crisis, Dollar Energy Fund, and our Customer Assistance Programs.

Our program has been faced with cost increases in the areas of new furnaces and outside gas leak repair. Vendors are faced with increased travel costs, increased insurance costs as well as continued supply chain issues and labor shortages. Vendors and program administrator are also reporting great difficulty in finding Department of Transportation certified gas line installers.

Our program has experienced several difficult service line replacement jobs. The company had instances for a need to install a new line to remedy a leak issue. For example, the program had to engage

personnel from our design and field operation departments to determine a new location for gas lines as the location was no longer in compliance with codes or too difficult to replace the line in the same location as public stairways or buildings have been installed above the gas lines. The additional work led to high expenses.

The Emergency Furnace Service Line Repair may consider the replacement or repair of water heaters in cases of vulnerable customer's needs, safety issues that come about during a furnace replacement and/or as required by the replacement of a heating system, as eligible under this program.

An enhancement to our program has been the HVAC Checklist. Each HVAC vendor must present this completed sheet to CLEAResult when invoicing for a completed job. The form was designed to ensure that the many inspection areas and concerns are addressed during each and every inspection. A copy of this form is attached as Exhibit A.

Program spending for the completed program year:

Job Costs \$668,766
Adm Fee \$54,776

Total jobs completed for the 2023 program year:

194

Total Jobs completed by category:

- Furnace replacements – 66
- Boiler replacements – 11
- Furnace repairs – 68
- Boiler repairs – 6
- Service Line repairs – 15
- House Line repairs -27
- water tank replacements – 1

Average costs per job category for the completed 2023 program year:

- Furnace replacements – \$4,560
- Boiler replacements – \$10,520
- Furnace repairs – \$1,274

- Boiler repairs –\$860
- Service Line repairs –\$ 4,791
- House Line repairs - \$3,144
- Water tank replacements – \$3,295

Projected spending for the 2024 program year:

Job Costs \$909,116
Adm Fees \$79,053

Projection of total completed jobs by category for the 2024 program year:

- Furnace replacements – 75
- Boiler replacements – 18
- Furnace repairs – 83
- Boiler repairs – 20
- Service Line repairs – 25
- House Line repairs - 35
- Water tank replacements – 10

HVAC Checklist

Customer Name: _____

Customer Address: _____

Yes No N/A

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check for gas leaks and/or CO
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If there are gas leaks and/or high CO, please call Peoples Emergency Center 1.800.400.4271 to report
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are there unvented gas heaters & logs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are there unused gas lines
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check the ignitor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check the flame sensor (if present)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Pull and clean the burners
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Inspect the heat exchanger for excessive rust, cracks, or holes
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	On condensing 90% furnaces, blow out the condensate line
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Perform a combustion analysis
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does a confined space issue exist
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Read and record the temperature in the supply and return plenums
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check & adjust the gas pressure
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Look for proper support of the vent pipe
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Set the heat off delay
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Add the air intake pipe and vent to the outside if missing on 90% furnaces and boilers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check for drip legs/sediment traps
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check duct work
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Blown-down tubes on hot water tanks and boilers
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Change furnace filters

HVAC Checklist

Yes No N/A

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Leave 3 extra filters for replacements
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Add filter slot cover to furnace
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Replace connectors that are copper or deemed unsafe
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Replace gate valves with ball valves if doing new install
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Gas Hot Water Heater: drop tube needs to be 6" off ground
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Ensure heating equipment & water heating equipment are drafting properly to the outside
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check vent pipes are at proper angles for drafting
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	If appliance is in garage, ensure it is 18" off the ground
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Add sticker to furnace with HVAC information for any replacements
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Send pictures with proposal
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Send pictures with invoice of work completed

Technician Name: _____

Technician Signature: _____

Date: _____