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April 30, 2024

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 at Ordering Paragraph 2, and the Commission's April 25, 2024 Order at Ordering Paragraph 10, Philadelphia Gas Works ("PGW") submits the enclosed Implementation Timeline for changes to its Customer Responsibility Program ("CRP").

PGW will continue filing monthly updates on the implementation status going forward as required by the Orders. 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 Status Report upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code Section 1.54.

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Dated: April 30, 2024

/s/ *Lauren M. Burge*

Lauren M. Burge, Esq.

CRP Implementation Timeline – April 2024 Status Report

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

Pursuant to the Commission’s March 16, 2023 Order on Reconsideration, Ordering Para. 2,
and the Commission’s April 25, 2024 Order, Ordering Para. 10

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.	Pursuant to the Commission’s Order entered April 25, 2024, PGW has suspended CRP recertifications until its new Customer Information System (CIS) has been implemented. PGW will adopt a staggered schedule to restart CRP recertifications after implementation of the new CIS and will implement the revised recertification timeframe for non-LIHEAP participants at that time.	Estimated before early spring 2025
Reviewing CRP bills quarterly to determine whether the household is charged the correct billing amount.	PGW is currently reviewing the Commission’s April 25, 2024 Order, which granted PGW an extension to comply with this requirement until April 30, 2025 or when its CIS is implemented, whichever comes earlier, but also required PGW to conduct an audit of CRP accounts once the automated quarterly review process of CRP bills is implemented. At a minimum, PGW will comply with the deadlines stated in the April 25, 2024 Order.	When PGW’s CIS is implemented (Estimated before early spring 2025) or April 30, 2025, whichever comes earlier
Accepting alternative forms of identification in lieu of a Social Security Card.	Currently implemented.	Completed

CRP Implementation Timeline – April 2024 Status Report

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

Pursuant to the Commission’s March 16, 2023 Order on Reconsideration, Ordering Para. 2,
and the Commission’s April 25, 2024 Order, Ordering Para. 10

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
Charging CRP customers no more than their prorated CRP billing amount for usage incurred during their final billing period.	PGW is working to develop a manual process to implement the proration of CRP final bills until its CIS is in place.	By June 30, 2024