



A NiSource Company

121 Champion Way, Ste. 100
Canonsburg, PA 15317
Work: 724.416.6316
Cell: 412.841.4928
Fax: 724.416.6382
ddavis@nisource.com

Deborah Davis
Manager, Universal Services

June 25, 2024

VIA ELECTRONIC FILING

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor North
P.O. Box 3265
Harrisburg, PA 17105-3265

**Re: Columbia Gas of Pennsylvania, Inc. Universal Service and Energy
Conservation Plan for 2024-2028
Docket No. M-2023-3039487
Customer Assistance Program Agency Survey**

Dear Secretary Chiavetta:

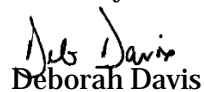
Pursuant to the Order entered April 4, 2024, by the Pennsylvania Public Utility Commission, at Ordering Paragraph No. 16, Columbia Gas of Pennsylvania, Inc. ("Columbia Gas" or "the Company") hereby submits this letter and survey results of the intake sites that no longer take Customer Assistance Program ("CAP") applications for customers of Columbia Gas.

The Company's administrator, Dollar Energy Fund, sent an online survey using Survey Monkey to fifteen (15) agencies that no longer take CAP applications for Columbia Gas, requesting feedback on why they no longer take the applications. The original survey was sent on May 3, 2024. A final reminder was sent on June 4, 2024. The Company received four (4) responses.

Attached are the results of the survey. In short, it appears that each of the four (4) intake sites that responded to the survey have stopped taking CAP applications for different reasons. One site indicated that it needed more referrals to justify the extra training required for taking CAP applications; another site had internal staffing issues; a third site was dissatisfied with the communication from the administrator; and it appears that the fourth site is unable to take applications in person.

Parties have been served as indicated on the Certificate of Service.

Sincerely,



Deborah Davis

Manager, Universal Services
Columbia Gas of Pennsylvania

Enclosure

Cc

Certificate of Service (w/enc)

Joseph Magee, BCS, jmagee@pa.gov

Norma Bowman, BCS, nobowman@pa.gov

Christina Chase Pettis- Office of Communications, cchasepett@pa.gov

Stephanie Wilson, Law Bureau, stephwilson@pa.gov

Louise Fink Smith, Law Bureau, finksmith@pa.gov

CERTIFICATE OF SERVICE

I hereby certify that I have this day served a true copy of the foregoing documents upon the participants, listed below, in accordance with the requirements of § 1.54 (relating to service by a participant) VIA E-MAIL:

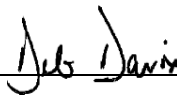
Allison Kaster
Bureau of Investigation and Enforcement
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120
akaster@pa.gov

Christy M. Appleby
Harrison W. Breitman
Office of Consumer Advocate
555 Walnut Street
5th Floor, Forum Place
Harrisburg, PA 17101-1923
cappleby@paoca.org
HBreitman@paoca.org

Ria M. Pereira, Esq.
John W. Sweet, Esq.
Lauren N. Berman, Esq.
Elizabeth R. Marx, Esq.
118 Locust Street
Harrisburg, PA 17101
pulp@pautilitylawproject.org

NazAarah Sabree
Office of Small Business Advocate
300 North Second Street
Suite 1102
Harrisburg, PA 17101
ra-sba@pa.gov

Date: June 25, 2024

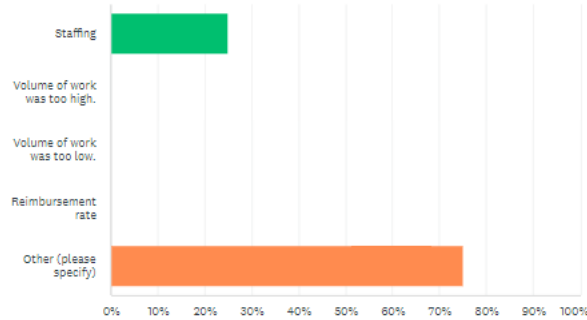


Q1

Customize Save as

What was the biggest contributor to stopping Columbia CAP intake at your agency?

Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES
Staffing	0.00% 0
Volume of work was too high.	0.00% 0
Volume of work was too low.	0.00% 0
Reimbursement rate	0.00% 0
Other (please specify) Responses	100.00% 3

RESPONSES (3)

WORD CLOUD

TAGS (0)

Sentiments: OFF

Search Responses

Filter: by tag

Showing 3 responses

clients referred to our agency already started application with another agency

5/8/2024 01:50 PM

[View respondent's answers](#)

[Add tags](#)

information being shared correctly with intake agency

5/8/2024 08:29 AM

[View respondent's answers](#)

[Add tags](#)

Lack of clients to Columbia Gas

5/6/2024 08:06 AM

[View respondent's answers](#)

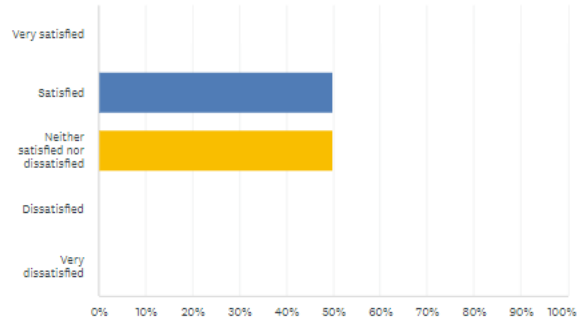
[Add tags](#)

Q2

Customize Save as

How would you rate your experience with Dollar Energy Fund's CAP team?

Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES
Very satisfied	0.00% 0
Satisfied	50.00% 2
Neither satisfied nor dissatisfied	50.00% 2
Dissatisfied	0.00% 0
Very dissatisfied	0.00% 0
TOTAL	4

Q3

Save as

Could Dollar Energy Fund or Columbia Gas have done anything to improve your experience?

Answered: 4 Skipped: 0

RESPONSES (4) WORD CLOUD TAGS (0) Sentiments: OFF

- Q Search Responses Filter: by tag
- Showing 4 responses
- No
6/5/2024 08:43 AM [View respondent's answers](#) [Add tags](#)
 - No
5/8/2024 01:50 PM [View respondent's answers](#) [Add tags](#)
 - better communication with intake sites
5/8/2024 08:29 AM [View respondent's answers](#) [Add tags](#)
 - no
5/6/2024 08:06 AM [View respondent's answers](#) [Add tags](#)

Q4

Save as ▾

What would need to change to allow your agency to consider participating again?

Answered: 4 Skipped: 0

RESPONSES (4) WORD CLOUD TAGS (0) Sentiments: OFF

Filter: by tag ▾

Showing 4 responses

A dedicated staff for that purpose
6/5/2024 08:43 AM [View respondent's answers](#) [Add tags ▾](#)

all intakes would have to be via phone or vonage app/website
5/8/2024 01:50 PM [View respondent's answers](#) [Add tags ▾](#)

annual training for new staff who are trying to complete the applications and gather information fully
5/8/2024 08:29 AM [View respondent's answers](#) [Add tags ▾](#)

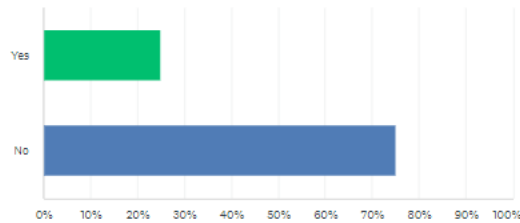
Columbia gas clients
5/6/2024 08:06 AM [View respondent's answers](#) [Add tags ▾](#)

Q5

Customize Save as ▾

Does your agency currently participate in other utility CAP programs?

Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Yes	25.00%	1
▼ No	75.00%	3
TOTAL		4

Q6

Save as ▾

If yes, what makes the other program(s) more viable?

Answered: 1 Skipped: 3



RESPONSES (1) WORD CLOUD TAGS (0) Sentiments: OFF

Filter: by tag ▾

Showing 1 response

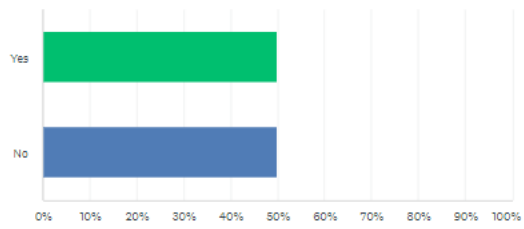
We get clients from those utility providers
5/6/2024 08:06 AM [View respondent's answers](#) [Add tags ▾](#)

Q7

 Customize  Save as

Does your agency currently participate in the Dollar Energy Fund grant program?

Answered: 4 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	50.00% 2
No	50.00% 2
TOTAL	4