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June 28, 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:

Enclosed for electronic filing please find Philadelphia Gas Works' ("PGW") CRP Implementation Timeline June 2024 Status Report with regard to the above-referenced matters. Copies to be served in accordance with the attached Certificate of Service.

Sincerely,

/s/ *Lauren M. Burge*

Lauren M. Burge

Enclosure

cc: Certificate of Service (Email Only)

CERTIFICATE OF SERVICE

I hereby certify that this day I served a copy of PGW's CRP Implementation Timeline June 2024 Status Report 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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/s/ *Lauren M. Burge*

Lauren M. Burge, Esq.

Dated: June 28, 2024

CRP Implementation Timeline – June 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.	When PGW’s CIS is implemented (Estimated before early spring 2025)
Reviewing CRP bills quarterly to determine whether the household is charged the correct billing amount.	PGW is preparing to implement a system modification to comply with this, and will ensure all accounts starting July 1, 2024 will undergo a quarterly review.	Expected to be implemented by end of July 2024
Accepting alternative forms of identification in lieu of a Social Security Card.	Currently implemented.	Completed
Revising CRP application and educational materials.	PGW has revised and updated both the web and paper CRP applications. (See additional discussion below.)	Completed

Notifying customers about their enrollment in the Hardship Fund pilot program after eligibility is determined.	PGW is able to use the full \$100,000 of rolled over Calendar Year 2023 funds for use in the Hardship Fund pilot program.	Grant awards to begin by July 31, 2024
Charging CRP customers no more than their prorated CRP billing amount for usage incurred during their final billing period.	PGW has developed and implemented a manual process for the proration of CRP final bills until its CIS is in place.	Completed

Revised CRP Application

PGW was required to update its paper and online CRP applications to comply with the updates to its USECP 2023-2027, pursuant to the Commission’s Orders entered January 12, 2023 (see Ordering Para. 6 and 9) and March 16, 2023 (see Ordering Para. 2). PGW has made the respective updates to both its web application and paper application.

PGW decided that it was a good opportunity to modernize and streamline its existing CRP application at the same time these updates were occurring. PGW conducted extensive research on other utility and jurisdictional low-income assistance program applications and developed multiple potential options.

PGW then contracted the services of a vendor who helped survey customers to narrow down areas of improvement on the application. There was a two-part process that consisted of a survey to residential customers, followed by a focus forum to gauge customer opinions and preferences on updates to the CRP application options. The vendor, Bellomy, focused on CRP familiarity, opinions on the introduction and application pages, and the customers’ preferences and comparisons. The results of this work provided PGW more directed feedback to further refine the application.

At the same time PGW was developing its application, we participated in and presented the work to the Universal Service Working Group as part of the *Review of all Universal Service Programs* proceeding in Docket No. M-2023-3038944. PGW is confident that the work it has done leading the way in improving its application can help the Commission in its review of universal service programs and provide an example of a streamlined application for customer assistance programs.

The application provided as Attachment A to this report is the final version which is now available to customers.



PGW CUSTOMER RESPONSIBILITY PROGRAM (CRP)

Application / Recertification Form

What is PGW's Customer Responsibility Program (CRP)?

CRP is a customer assistance program that can help low-income customers better afford their PGW bills and keep their gas service on. CRP customers pay a discounted amount based on either their gross household income & size, or average bill amount, whichever is lower. Customers who pay on time will receive forgiveness for their past debt.

Instructions for Completing Application

1. Read the Customer Responsibilities and Important Notice.
2. In the Household Information section, list all household members, yourself included, along with the social security number and date of birth for each person.
 - a. For household members age 18 and older who do not have an income, please provide a brief statement to describe their current situation (e.g., attending school, unemployed and not eligible for unemployment).
 - b. You must provide documentation for all sources of income in the household.
 - i. See the back for a list of accepted forms of income.
 - c. If you do not wish to provide the social security number for household members, you must provide some other type of identifying number (e.g., driver's license number, passport number, or visa number).
3. If you receive undocumented financial support from someone who does not live in your household, that person must complete the Additional Assistance section on the application, in its entirety, and sign it.
4. Complete the Other Assistance section.
 - a. If you receive Food Stamps/SNAP benefits or a housing subsidy, place a check mark in the box next to "Yes" and list the amount received each month. Documentation of this assistance may be required by PGW upon request.
 - b. If you do not receive Food Stamps/SNAP benefits or a housing subsidy, place a check mark in the box next to "No"
5. Sign and date the application.

Customer Responsibilities

1. I understand that the Pennsylvania Public Utility Commission (PUC) requires customers to meet income eligibility to enroll in CRP.
2. I understand that I will receive monthly forgiveness of past debt over the course of 36 months, but only in the months that I pay my total amount due.
3. I understand that if I miss one payment, I will be in default, collection activity will begin, and my service may be terminated.
4. I agree to recertify every two years by submitting a CRP application with updated household information and income documentation.
5. I agree to report all changes in my household size and income, even if the changes occur before my required recertification date.
6. I agree to accept the free services of PGW's energy efficiency programs if offered to me.
7. I agree to make a significant effort to conserve energy.
8. I agree that if false information is found during an investigation, there could be criminal prosecution for fraud. Additionally, I agree that if I fail to meet any of the terms of service listed, PGW may remove me from the Customer Responsibility Program and back bill me for any applicable charges.
9. By signing this document, I acknowledge that I have provided complete and correct information, have read and understand this notice, and agree to the Customer Responsibilities above.

Mail completed application and copies of required documents to:

Philadelphia Gas Works
Customer Responsibility Program
P.O. Box 3529
Philadelphia, PA 19122-0529

Your completed application can also be faxed to:

 215-398-3361

Scan to apply online



Or go to:
PGWorks.com/CRP



Acceptable Income Documents to Submit *(provide only where applicable)*

1. Current pay stubs (received within the last 30 days or the last 12 months).
2. Social Security: award letter, bank statement, or tax statement.
3. Pension: Pay stubs or bank statements.
4. DHS detail sheet or Compass printout showing Cash Benefits for children or other household members.
5. Detail sheet from the Department of Labor and Industry showing unemployment benefits.
6. Short- and/or long-term disability pay stubs.
7. If Self Employed: Bank Statement with deposits or Prior year Tax return.
8. Court-order of child support received on behalf of a child or court-order of alimony.
9. Foster care support payments.
10. If using Rental Income: Provide prior year Federal tax return showing rental income or include a copy of your tenant lease and show evidence of rental income, like bank statements or rent receipts, along with either:
 - a. Your latest mortgage statement for the rented property.
 - b. Proof of property ownership with a deed.

Account Owner:

Full Name: _____ PGW Account Number: _____

Address: _____ City: _____ State: _____

ZIP: _____ Phone: _____

Household Information: (Please list all children and adults living in your home, starting with yourself)

Last Name	First Name	Relationship	Identification #*	Date of Birth	Under 18 (Y/N)
		(Self)			

(If you need to include more household members, please attach a separate sheet)

**To protect against fraud, identification is required. Adults must provide one of the following forms of identification: Social Security Number (SSN), driver's license, or Individual Tax Identification Number (ITIN). For non-adult household members, a government or school-issued form of identification showing residency is required.*

