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September 27, 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 September 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: 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 USECP Implementation Timeline September 2024 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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/s/ *Lauren M. Burge*

Lauren M. Burge, Esq.

Dated: September 27, 2024

CRP Implementation Timeline – September 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 has implemented a modification to ensure all accounts starting July 2024 will undergo a quarterly review.	Completed
Accepting alternative forms of identification in lieu of a Social Security Card.	Currently implemented.	Completed
Revising CRP application and educational materials.	Currently implemented.	Completed
Notifying customers about their enrollment in the Hardship Fund pilot program after eligibility is determined.	Currently implemented.	Completed
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