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September 30, 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.
to Proposed 2024-2028 Universal Service and Energy
Conservation Plan
Docket No. M-2023-3039487**

Dear Secretary Chiavetta:

Pursuant to the Secretarial Letter of August 6, 2024, granting Columbia Gas of Pennsylvania, Inc.'s ("Columbia") Letter in Lieu of Petition for an extension to implement USECP-related billing changes, Columbia provides the following status update: Columbia remains on track to complete the necessary programming and testing by Friday, October 25, 2024. The first bills will be issued on Monday, October 28, 2024, which is the first billing unit for November 2024.

Additionally, pursuant to Ordering Paragraphs 6(a), 6(b), 8, and 10 of the Order entered April 4, 2024, in the above matter, enclosed please find Columbia's revised CAP Customer Agreement Form and LIURP Eligible letters.

Should you have any questions, please do not hesitate to contact the undersigned at (223) 488-0794.

Very truly yours,

Candis A. Tunilo

Enclosures

cc: Parties of Record (w/enc.)

Joseph Magee - Bureau of Consumer Services jmagee@pa.gov
Norma Bowman – Bureau of Consumer Services 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

Columbia Gas of Pennsylvania, Inc.

C A P

CUSTOMER AGREEMENT FORM

As a participant in the Columbia Gas of Pennsylvania’s Customer Assistance Program, I agree to accept all of the program conditions as listed below. Failure to agree or follow through on any of the accepted conditions will result in removal from the CAP Program.

I agree to:

- Show proof of gross monthly household income when I apply.
- Re-verify gross monthly income every other year; unless I receive a LIHEAP Grant and it is posted to Columbia Gas.
- Notify the Universal Service Representative at **1-800-537-7431** of any changes in income, household size or residence.
- Pay the CAP payment, monthly, by the due date.
- Resume paying my full CAP installment when my LIHEAP grant is exhausted.
- Call Columbia Gas CAP immediately if I am no longer able to afford my CAP payments to avoid getting behind on my bill.
- Cooperate with Columbia Gas Warm Wise LIURP Program if I meet the eligibility requirements.
- Authorize Columbia Gas to share household data with our CAP administrator, such as Dollar Energy Fund, in order to process CAP enrollments and reverifications. Such sharing and use of the information shall be consistent with applicable law.
- Authorize Columbia Gas to use information received from the Dept of Human Services LIHEAP program to reverify my income.
- Accept any program change pursuant to Commission regulations.

In addition, by signing below I confirm that the facts set forth in my CAP application are true and complete to the best of my knowledge. I also hereby authorize Columbia Gas to further verify my household income, as Columbia Gas deems appropriate. I understand, agree and accept that false or incomplete statements on my CAP application will be cause for rejecting my application or removal from the Program.

Signature of Applicant

Date

Reviewed by: _____

Agency Code

Columbia Gas of Pennsylvania, Inc.

C A P

CUSTOMER AGREEMENT FORM

As a participant in the Columbia Gas of Pennsylvania’s Customer Assistance Program, you will need to agree to accept all of the program conditions as listed below. Failure to agree or follow through on any of the accepted conditions will result in removal from the CAP Program.

You agree to:

- Show proof of gross monthly household income when you apply.
- Re-verify gross monthly income every other year; unless you apply and receive a LIHEAP Grant and it is posted to Columbia Gas.
- Notify the Universal Service Representative at **1-800-537-7431** of any changes in income, household size or residence.
- Pay the CAP payment, monthly, by the due date.
- Resume paying your full CAP installment when your LIHEAP grant is exhausted.
- Call Columbia Gas CAP immediately if you are no longer able to afford your CAP plan to avoid getting behind on your bill.
- Cooperate with Columbia Gas Warm Wise LIURP Program if you meet the eligibility requirements.
- Authorize Columbia Gas to share household data with our CAP administrator, such as DEF in order to process CAP enrollments and reverifications. Such sharing and use of the information shall be consistent with applicable law.
- Authorize Columbia Gas to use information received from the Dept of Human Services LIHEAP program to reverify your income.
- Accept any program change pursuant to Commission regulations.

In addition, you confirm that the facts set forth in this CAP application are true and complete to the best of your knowledge. You also hereby authorize Columbia Gas to further verify your household income, as Columbia Gas deems appropriate. You understand, agree and accept that false or incomplete statements on this CAP application will be cause for rejecting the application or removal from the Program.

Verbal Acceptance

Signature of Applicant

Date

Reviewed by: _____

Agency Code

%%DATE%%

%%PREMISE NAME%%

%%MAILING_ADDRESS%%

Dear %%PREMISE NAME%%,

Congratulations! You have been approved to participate in the Warm Wise LIURP (Low Income Usage Reduction Program).

A Warm Wise contractor, %%CONTACT COMPANY%%, will contact you to schedule a pre-weatherization inspection. Warm Wise participation is required for individuals that receive benefits through the Customer Assistance Program (CAP).

What We Will Do

- **Free Energy Audit & Consultation:** We will find cold and costly heating leaks in your home. We will help you learn how to improve home comfort and energy efficiency.
- **Free Furnace and Water Heater Service:** A contractor will clean and tune your furnace and water heater. They will also check your gas appliances for safety. If your furnace isn't working properly and can't be repaired, they may be able to replace it with a new, efficient furnace at no cost to you.
- **Free Weatherization:** which may include:
 - Attic insulation
 - Sidewall insulation
 - Caulking
 - Weather-stripping
 - Sealing air leaks

If you have any questions, you can contact the energy auditing contractor %%CONTACT COMPANY%% at %%FORMATTED_PRIMARY%%. We show your phone number to be %%PREMISE PHONE%%. If this is incorrect, please contact your WarmWise Specialist at 724-416-6361 or email warmwisepa@nisource.com.

Para clientes que hablan español, llame a nuestro especialista en alcance al cliente al 717-688-9782.

Sincerely,

%%DEBORAH_DAVIS_SIGNATURE%%

Deborah Davis
Manager, Universal Services

%%DATE%%

%%PREMISE NAME%%

%%MAILING_ADDRESS%%

Dear %%PREMISE NAME%%,

Congratulations! You have been approved to participate in the Warm Wise LIURP (Low Income Usage Reduction Program).

A Warm Wise contractor, %%CONTACT COMPANY%%, will contact you to schedule a pre-weatherization inspection. When the contractor visits, please have these documents ready:

- Proof of household income (e.g., Form W-2, recent pay stubs, rental income statements, child support statements, Social Security Income statements, or pension statements)

What We Will Do

- **Free Energy Audit & Consultation:** We will find cold and costly heating leaks in your home. We will help you learn how to improve home comfort and energy efficiency.
- **Free Furnace and Water Heater Service:** A contractor will clean and tune your furnace and water heater. They will also check your gas appliances for safety. If your furnace isn't working properly and can't be repaired, they may be able to replace it with a new, efficient furnace at no cost to you.
- **Free Weatherization:** which may include:
 - Attic insulation
 - Sidewall insulation
 - Caulking
 - Weather-stripping
 - Sealing air leaks

If you have any questions, you can contact the energy auditing contractor %%CONTACT COMPANY%% at %%FORMATTED_PRIMARY%%. We show your phone number to be %%PREMISE PHONE%%. If this is incorrect, please contact your WarmWise Specialist at 724-416-6361 or email warmwisepa@nisource.com.

Para clientes que hablan español, llame a nuestro especialista en alcance al cliente al 717-688-9782.

Sincerely,

%%DEBORAH_DAVIS_SIGNATURE%%

Deborah Davis

Manager, Universal Services

CAP LIURP warning letter

%%DATE%%

%%PREMISE NAME%%

%%PREMISE ADDRESS - SHORT%%

%%PREMISE NAME%%

We have reviewed our records and determined that you are eligible for Columbia's Warm Wise LIURP (Low Income Usage Reduction Program). Unfortunately, as of today, we have been unable to enter you in the weatherization program. This free program offers weatherization measures such as caulking, weather stripping, side wall and attic insulation. It also provides a free clean and tune of your furnace and safety check of your heating equipment. This service could cost you as much as \$6,500 without Columbia Gas funds. Columbia Gas is offering it to you free of charge in an effort to reduce your current consumption.

When you enrolled in Columbia's CAP (Customer Assistance Program) you agreed to cooperate with Columbia Gas contractors and cooperate with the Warm Wise Program. Since you have not complied with this requirement of the program, you may be removed from the CAP program.

It is very important that you contact us immediately to verify your eligibility and schedule an audit of your home. If we do not hear from you in 10 days, you may be removed from the CAP program. If you need to leave a message with us, please leave a phone number and time of day to contact you. You can call %%CONTACT COMPANY%% at %%ADJ_PHONE_NUMBER%% Monday through Friday from 7:00 a.m. until 4:00 p.m.

If removed from CAP, you will need to complete the weatherization program first and then we can reinstate you. For more information about weatherization, please contact Columbia Gas at 724-416-6361 or email warmwisepa@nisource.com.

Para clientes que hablan español, llame a nuestro especialista en alcance al cliente al 717-688-9782.

Sincerely,

Columbia Gas Customer Assistance Program

LIURP need more information

%%DATE%%

%%PREMISE NAME%%

%%PREMISE ADDRESS - SHORT%%

Dear %%PREMISE NAME%%:

Please answer only those sections marked with a check mark.

Your application for weatherization services, provided by the Columbia Gas of Pennsylvania's Warm Wise:LIURP (Low Income Usage Reduction Program), indicates that you are the:

Owner of your home

Tenant of your home

In order for us to process your request, we will need to have:

Your Home telephone number _____

Your landlord's

Name: _____

Address: _____

Telephone No: _____

Copy of Article of Agreement

Copy of either your latest property tax statement or a duplicate of the property deed

Number of people living in the household _____

Copy of verification of income for all household members. (Example: W-2, last 30 days pay stubs, Rental Statement, DPA Statement, Social Security Income Statement or Pension Statement, etc.)

A self-addressed, postage-free envelope has been enclosed for your convenience in returning the above information to us.

Please call us at 724-416-6316 or email warmwisepa@nisource.com with updated information. If we have not heard from you within 10 days of the date of this letter, your application will be cancelled.

Para clientes que hablan español, llame a nuestro especialista en alcance al cliente al 717-688-9782.

Sincerely,

%%DEBORAH_DAVIS_SIGNATURE%%

Deborah Davis

Manager, Universal Services
Enclosures

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:

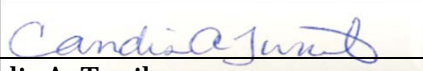
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Date: September 30, 2024


Candis A. Tunilo